Replacement at no charge

1-Making sure you are on the correct order, click on the replacement button.

2-Choose the correct "Return reason code (2 part) & Reason code. Fill in the note describing what was wrong with the package. Be precise!

Orders screen (screenshot):

Customer | Orders | Store receipt | History

Sales orders | Invoices | Misc. charges | Payments | Order event | Related orders

Ship to	Sales order	Related order	Customer requisition	Created date	Ship date	Status	Detailed status	Payment status	Mail batch ID	Pay method	Custome
	P-5163523		WEB002923132	11/29/2018	11/29/20...	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-5160157		WEB002918100	11/28/2018	11/28/20...	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-5085775		WEB002824664	11/15/2018	11/15/20...	Invoiced	Invoiced	Paid	Multiple		3043462
	P-5061967		WEB002805796	11/8/2018	11/8/2018	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-4859344		WEB002652592	1/11/2018	1/11/2018	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-4780598		WEB002534424	12/15/2017	12/15/20...	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-4686970		WEB002408920	12/7/2017	12/7/2017	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-4043734		WEB001757632	11/8/2016	11/8/2016	Invoiced	Invoiced	Paid		CreditCard	3043462
	P-4039740		WEB001754140	11/2/2016	11/2/2016	Invoiced	Invoiced	Paid		CreditCard	3043462

Buttons: New order (k), Options (q), Details (y), Sales tax, Replacement (1)

Lines | Misc. charges | Ship-to info

Alternate Item Id	Item number	Item name	Delivery name	Company name	Arrival week value	Arrival Date	Ship Date	Unit price	Package ID	Line sta
284	284-H	HALE H...	Clem Kissling	Kissling Jask...	Week: 12/18 - 1...	12/20/2017	12/15/2...	29.99	17560685	Invoiced

Transactions (8)

Replacement (1) dialog (screenshot):

Return reason code: RF Quantity: -1.00
Reason code: PF Disposition code: NOPRODUCT
Sales order: P-4780598 Package ID: 17560685
Note: Customer had 3 spoiled honeybells--replaced

OK | Cancel

Note it field.

3-You will be directed to a regular order screen. Fill in the replacement item#, recipient, & arrival week. At the greeting, use the drop down arrow for the previously composed message.

4-Complete the order. At the summary screen, choose the GREEN "Zero dollars & submit" button located on the bottom right side of the screen.

Order screen (screenshot):

Sold-to information
Jo Ann DuVall
All Points
Account: 30434620352
Phone: 4407249867

Default delivery information
Jo Ann DuVall
6768 Commonwealth

Item 350M3-H is available between 1/4/2021 and 2/5/2021.

Buttons: Options, Details (y), Sales tax, Replacement (1)

General
Source: RHAL Promo: Customer requisition: Invoice account: 304346 ACK Id: Total discount %

Lines | Ship-to info | Delivery | Attributes

Holiday code	Arrival week value	Shipping Opt.	Est. arrival date	Ship Via	Shipping Charge	Est. ship date	Inclusion	DE5 message	No HB card
	Week: 1/11 - 1/...		1/13/2021	USM	0.00	1/8/2021			

Greeting Message (1 - sfs) - Sales order: REP-00161312, 350...
Message Id: REP1
Replacement.
Please accept our
sincere apology.
Hale Groves Customer Care

Zero dollars and submit (green button screenshot):

Zero dollars and subm
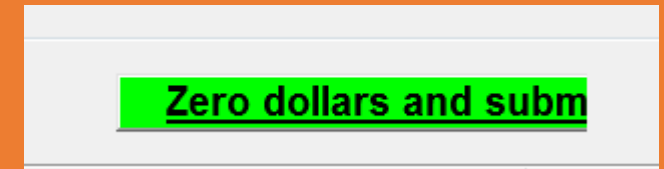
50% Replacement

After initiating a replacement and choosing complete, you will come to the screen featured above.

1. **Zero the dollars**—this will automatically take you back to the previous order screen.

2. **Modify the exchange**—this will take you back to the replacement screen. Type in the amount of money you are charging the customer. When finished, select complete.

3. Payment—this will take you to the credit card screen.
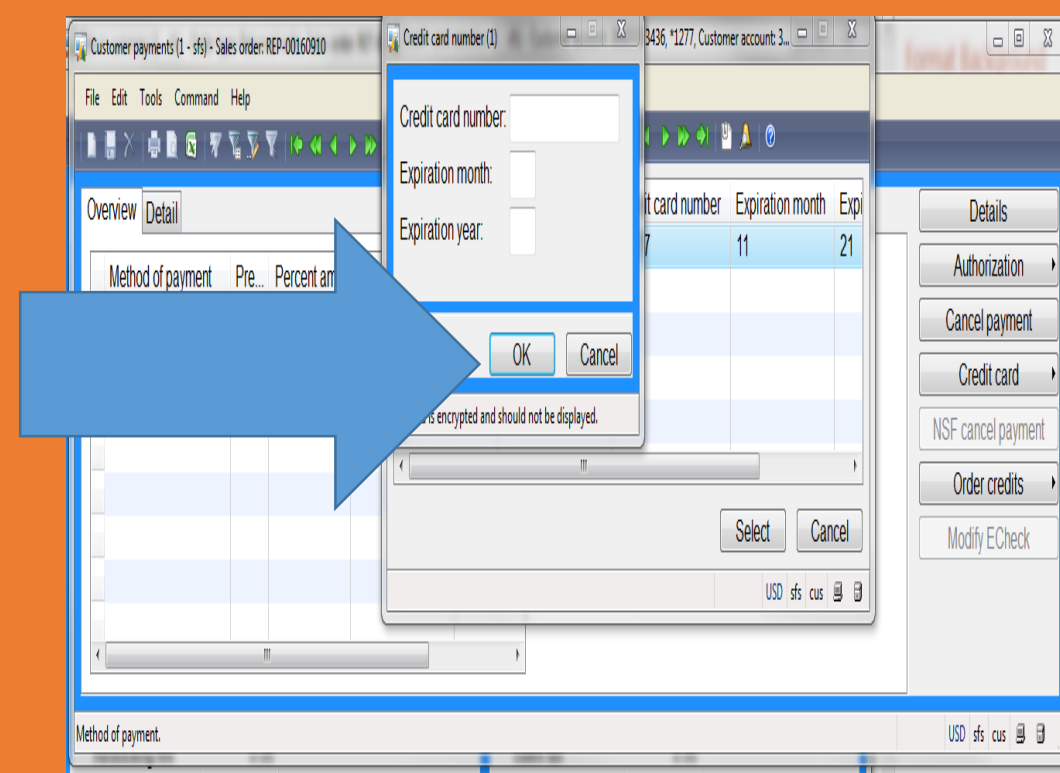

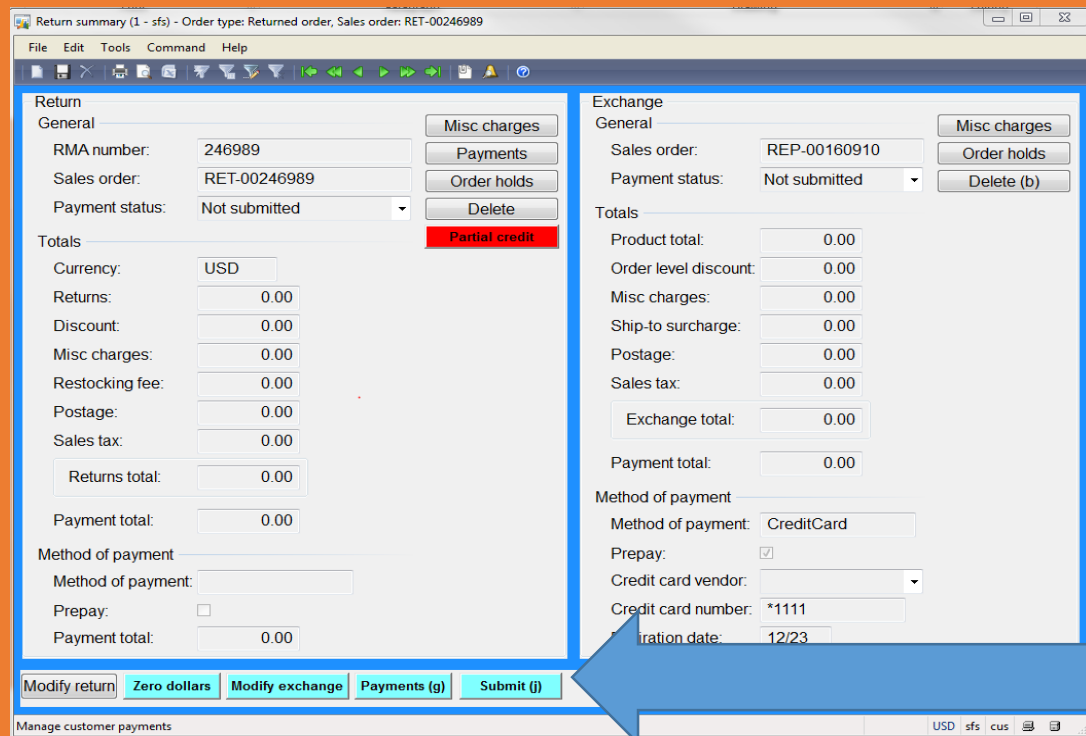**4.** On the right, choose cancel payment.
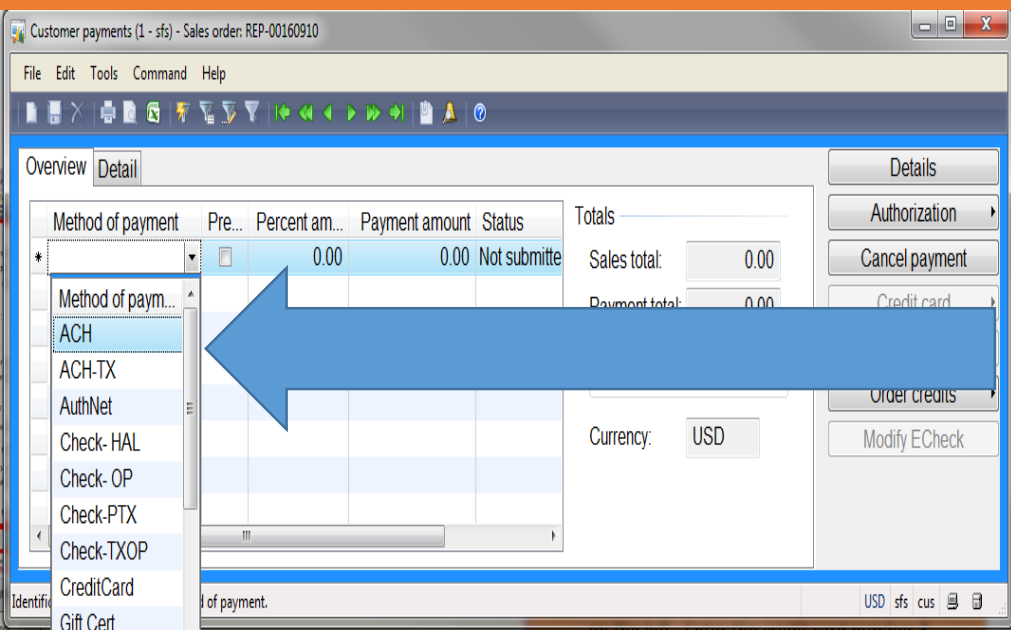
5. Select credit card from the drop down menu

Enter the credit card number & expiration date in the pop up screen and OK. X out of that screen.

6. You should see the credit card information on the lower **right** side of the screen

 Submit—this will submit the replacement order.