Replacement at no charge

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

Custo	stomer Orders Store receipt History												
Sale	ales orders Invoices Misc. charges Payments Order event Related orders												
	Ship to	Sales order	Related order	Customer requisition	Created date	Ship date	Status	Detailed state	us Payment statu	s Mail batch ID	Pay method	Custome *	New order (k)
		P-5163523		WEB002923132	11/29/2018	11/29/20	Invoiced	Invoiced	Paid		CreditCard	3043462	Ontions (a)
		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	Details (y)
		P-5061967		WEB002805796	11/8/2018	11/8/2018	Invoiced	Invoiced	Paid		CreditCard	3043462 🔤	Sales tax
		P-4859344		WEB002652592	1/11/2018	1/11/2018	Invoiced	Invoiced	Paid		CreditCard	3043462	Replacement (1)
		P-4780598		WEB002534424	12/15/2017	12/15/20	Invoiced	Invoiced	Paid		CreditCard	3043462	Replacement (1)
		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 -	
•												F	
Line	ines Misc. charges Ship-to info												
1	Alternate Item Id Item number Item name Delivery name Company name Arrival week value Arrival Date Ship Date Unit price Package ID Line sta Transactions (8)												
	284	284-H	HALE H	I Clem Kissling		Kissling Jask	Week: 1	2/18 - 1 12	/20/2017 12/15/2	29.99	17560685 Ir	nvoiced	Continuity cohodulo (0)

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

Replacement (1)	INCOME.	are in the Dates () while Co	tone accept 20	and the second	Colorse account like	
Return reason code	RF	✓ Quantity: -1.0	0			
Reason code:	PF	Disposition code: N	OPRODUCT			
Sales order:	P-4780598	Package ID: 1756068	5			
Note:	Customer had 3	spoiled honeybellsrep	laced			
					OK	Cancel
					OK	Cancer
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.

Ζ	е	ro	d	oll	а	rs	a	nd	S	ul	b	n
_												

50% Replacement

Only use the blue buttons working left to right



Return summary (1 - sfs) - C	Order type: Returned order, :	Sales order: RET-00176754			Because and the later of the second sec
File Edit Tools Comman	nd Help			3	. Payment —this will take you to the credit
	Z 39 X 14 41 4 1 5 8	> 🗇 🖺 🔺 ⊘			
Return	r	Exchange			ard screen
BMA number: 176	6754	Misc charges Sales	Misc c REP-00111357	harges	
Sales order: RE	T-00176754	Payments	nt status: Not submitted	holds	
Payment status: Not	submitted 👻	Order holds Tatala	Dele	te (b)	
Totala		Delete Produc	t total: 44.99		
Currency	۰D	Produc			
Poturos:	37.00	Partial credit Oider			
Discount:	-57.99	Ship to	surchargo: 0.00		
Miss charges:	0.00	Bostas	sucharge. 0.00	-	
Postocking foo:	0.00	Fusiag	e. 14.55	+	
Postage:	0.00	Guies	0.00		
Sales tax	0.00	Exch	ange total: 5.98		
	0.00	Payme	nt total: 37.99		
Returns total:	-37.99	Method o	f.p. ment		
Payment total:	-37.99	Method	of payment:		
Method of payment		Prepay			
Method of payment:		Payme	nt total: 37.99		
Prepay:					
Payment total:	-37.99				
Modify return Zero dollars	Nodify exchange Paymer	nts (g Submit (j)	Zero dollars and subm		
Identification number of the cu	rrent return delivery		USD sfs us	r 🛢 🛢 🔐	
art month					
Customer payments (1 - sfs) - S	Sales order: REP-00160910				
File Edit Tools Command	Heln				
The East Tools Command	пар				
Overview Dotail				Details	
Detail					
Method of navment	Pre Percent am	Payment amount Status	Totals	Authorization	
- Method of payment	TTC T CICCIL UIII.	. Tayment amount otatus			
	0.00	0.00 Not submi	te Salestotal: 0.00	Cancel navment	4. On the right, choose cancel payment,
	0.00	0.00 110(00011		Ouncerpayment	
			Payment total: 0.00	Credit card	
				NSE cancel payment	
			Balance: 0.00	- Nor cancerpayment	
			Dalarios.	Orden and the	
				Order credits	
			Currency: USD	Modify ECheck	
1			b.		
L					

his will take you to the credit

👔 Cust	omer payments (1 - sfs) - Sa	les order: l	REP-00160910							
File	File Edit Tools Command Help									
Overview Detail Details										
	Method of payment	Authorization								
*	T		0.00	0.00	Not submitte	Sales total:	0.00	Cancel payment		
	Method of paym					Daymont total	0.00	Credit card		
	ACH									
	ACH-TX									
	AuthNet =					(
	Check- HAL					Currency:	USD	Modify ECheck		
	Check- OP									
	Check-PTX									
•	Check-TXOP		1		4					
lentific	CreditCard	l of navm	ent.					USD efs cus 🗐 🗐		
	Gift Cert	r or payin	icita		_		_	0.00 313 CUS (5 10		

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.

USD sfs cus 🗐 🗊

	😱 Customer payments (1 - sfs) - Sales order: REP-00160910 📮 Credit card number (1) 📃 🔀 3436, *1277, Customer account: 3	<u> </u>	
	File Edit Tools Command Help Credit card number: Image: A tools I and the Image: A tools I		
	Overview Detail Expiration wear to card number Expiration month	Expi	Details
n	Method of payment Pre Percent an	21	Authorization →
			Cancel payment
d	OK Cancel		Credit card 🔸
n	rs encrypted and should not be displayed.		NSF cancel payment
		•	Order credits
+	Select Ca	ncel	Modify ECheck
ut	USD sfs cus	8 8	
	۲		
	Method of expected		IID et av P P
	Incline of bolice		USU SIS CUS 🗃 🗍 🔡

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

Submit—this will submit the replacement order.

Return summary (1 - sfs) - Order type: Returned order, Sales order: RET-00246989										
File Edit Tools Command Help										
🗎 🖬 🗙 🖨 🖻	S	🖫 🏂 🖹 🕪 🍕	< ▶ ₩ ♠	🖹 🔺 🙆						
Return					Exchange					
General			M	lisc charges	General			Misc charges		
RMA number:	24	16989		Payments	Sales order:	REP-00160910		Order holds		
Sales order:	R	ET-00246989	(Order holds	Payment status:	Not submitted	•	Delete (b)		
Payment statu	s: No	ot submitted	-	Delete	Totals					
Totals				Partial credit	Product total:	0.00				
Currency:	U	SD			Order level discount:	0.00				
Returns:		0.00			Misc charges:	0.00				
Discount:		0.00			Ship-to surcharge:	0.00				
Misc charges:		0.00			Postage:	0.00				
Restocking fee	e:	0.00			Sales tax:	0.00				
Postage:		0.00			Exchange total:	0.00				
Sales tax:		0.00								
Returns total	l:	0.00			Payment total:	0.00				
					Method of payment					
Payment total:		0.00			Method of payment:	CreditCard				
Method of payme	ent				Prepay:	V				
Method of pay	ment:				Credit card vendor:		•			
Prepay:				Credit card number:	*1111					
Payment total:		0.00			iration date:	12/23				
Modify return Zer	o dollars	Modity exchange	Payments (g)	Submit (j)						

Manage customer payments