

PROCEDURE PRODUCT RETURNS/EXCHANGES

ISR should enter order:

- **Product exchange/returns when products are visible in computer that are for the following reasons:**
 - Ordered in error *(must be within 7 days of error regardless of delivery schedule)*
 - Out of Code *(must replace with same/like product)*
 - Distressed *(must replace with same/like product)*
 - Return for Repack *(must replace with same/like product)*
 - Customer Closing

ISR should **NOT** enter order for returns/exchanges and must request assistance when:

- **Product being picked up is not visible in computer because it is an inactive product or is no longer in customer set.**
 - Email Mary Louis and cc: Julie Martin *(Julie will enter order for Mary if she is out of office)*
 - Include Customer #, Customer Name, Product to be picked up, Product to send in as replacement.
 - **Product is found at an account that is the result of a delivery error.** (Pink Form Delivery Corrections)
 - Email Laurie Petitto, cc: Julie Martin (it is important to email Laurie and not call, she works at several different work stations throughout the day and has access to her email but not to her phone).
 - Include Customer #, Customer Name, Product the account received, but did not pay for (product to be picked up) and the product that the account paid (on invoice) but did not receive, and, if necessary, indicate if the correction needs to happen before the accounts next scheduled delivery day.
 - In some instances product is left at the account, and they were not short any product, in this case, just let Laurie know a pick up is needed for product received but not paid for and no replacement is necessary.
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- **Fun Fact:** When the driver executes a delivery correction, payment is never required. Payment terms are altered so that payment at the time of delivery is not needed. Drivers often get confused by this, because when they are finishing a delivery, their handheld computers display two amounts, one amount is the value of the product being left at the account and the other amount is the amount they need to collect.
When a pink form delivery correction is executed correctly, the driver is not short/over money or product.