

Credit Memo- Cancellations

Step-by-step guide on how to process a cancellation via the credit memo process on Salesforce

Last Updated: November 2019

OVERVIEW & PURPOSE

This is an extremely exciting change that we will be efficient and effective in documenting cancellation on our end, as well as on the customer's end. **It will no longer be necessary to email the accounting team requesting the fees, all fees will be calculated through the system. The customer will automatically be receiving a receipt via email of all credit memos processed, complete with information on which items were cancelled, the discount that was deducted, and for the total amount that was refunded.** Any questions or concerns, please direct to Leah at leah@renegadeurniture.com.

PRIOR VERIFICATION

Steps to check prior to processing a credit memo:

1. Find PO on Salesforce
2. Scroll to the Shipment item status, ensure that all statuses are correct. Move to the appropriate status, if incorrect.
3. Scroll to the Refund information section - Ensure that this cancellation was not already processed

STEP-BY-STEP

1. Scroll to the Transactions - Copy the transaction including the 'TN-' that has a transaction status listed as 'Captured. - Visual Below-

Action	Transactions Number	TransactionId	Status	Transaction Type	Payment Type	Amount	Card Number	Card Type	AVS Response	Created Date
Edit	TN-483372	61857250781	Voided	AUTH_ONLY	Credit Card	\$889.34	XXXX-XXXX-XXXX-3411	Visa	Y	8/7/2019
Edit	TN-489439	61883329201	Captured	AUTH_W_CAPTURE	Credit Card	\$889.34	XXXX-XXXX-XXXX-3411	Visa		8/27/2019

2. Scroll up to click on credit memo - Visual Below-



3. **Insert the Transaction # in the Refund Transaction Type - Visual After #9-**
4. **Click Reason for refund from the drop down menu, click ‘cancellation’ - Visual After #9-**
5. **Continue to fill out the information on the form for the location of the furniture. - Visual After #9-**
6. **Continue to fill out the information on the form for “Shipping Charge” -Visual After #9-**

For Coleman/Home Gallery Orders: Enroute/never delivered = Click None. If this was refused at the time of delivery= click one way. If this order was picked up at a later date = click two ways.

For Furniture ETC Orders: Enroute/never delivered = Click None. If this was refused at the time of delivery= click none. If this order was picked up at a later date = click one way

7. **Continue to fill out the information on the form for “Disposition of the Furniture” - Visual After #9-**
8. **Continue to fill out the information on the form for cancellation reason. -Visual After #9-**

** If the reason for this particular refund does not apply to any of the choices in the picklist, please detail in the comments section that will appear , when this choice is clicked. *Please limit use of this option to only when it's absolutely necessary.**

9. **Continue to fill out the information on the form for Refund Handled By -Visual Below-**

This field gives us information on who we will be claiming this compensation to. As always, Renegade will be refunding the customer directly but this section will allow RFG Claims department to go back to the appropriate party to recoup our losses.



Payment Information:

Refund Transaction Type : TN-489439

Reason for Refund : Cancellation

Location of Furniture : Delivery Hub

Shipping Charge : One Way

Disposition of Furniture : Resellable

Cancellation Reason : No Fit

Refund Handle By : Renegade

10. Next, input the information for which item/s will be canceled. Update the "Qty to Refund" field *or* if the entire order is cancelled, click the checkbox for 'refund all items', it will automatically update the QTY in the 'QTY to Refund' fields. -Visual Below-

Items to Refund												<input checked="" type="checkbox"/> Refund All Items
Product	Image	Price	Custom Price	Qty Invoiced	Qty Refunded	Qty to Refund	Sub Total	Dis. Amt	Tax Amt	Total Paid	Wt. (lbs)	Custom Refund(\$)
Ballinasloe Smoke LAF Sectional SKU : ASL-8070316-SEC		\$839.00		1	0	0	\$0.00	\$0.00	\$0.00	\$889.34	0	0.00
Ballinasloe Smoke LAF Corner Chaise SKU : ASL-8070316		\$270.00		1	0	1	\$270.00	\$0.00	\$16.20	\$286.20	96	
Ballinasloe Smoke Armless Loveseat SKU : ASL-8070334		\$218.00		1	0	1	\$218.00	\$0.00	\$13.08	\$231.08	87	
Ballinasloe Smoke RAF Sofa SKU : ASL-8070367		\$351.00		1	0	1	\$351.00	\$0.00	\$21.06	\$372.06	140	

11. If there is a discount and tax on the order it will automatically be updated. The default value for the restocking fee will be listed as 15%. The shipping fee will be automated based on information inputted.-Visual After #13-

12. For orders that have reward points applied, you will see the value listed in the



reward points field. If you are handling a full refund, please have a checkmark inserted into the field so that the reward points value is deducted from the calculation, as would a discount. If the customer is keeping active items on the order, please uncheck the checkbox so that reward points do not affect this refund calculation and can apply to the active items. **-Visual After #13-**

13. Click Submit refund -Visual Below-

SubTotal : \$839.00
Discount : \$0.00
 Reward Points : 0.00
Adjustment Refund : (15 %) \$125.85
Tax Amount : \$50.34
Shipping Charges : \$

Total Refund (Cancellation) : \$574.49

Notify Customer by Email

A new page showing the payable invoice will appear as a confirmation, detailing the cancellation that was just processed. If you click to go back to the sales order you will see the following:

AUTOMATIC TEMPORARY CHANGES ON THE SALESORDER PAGE

All users will see that the total submitted refunds will be updated and a refund table will appear with all the information of the submitted refund. The yellow \$ sign indicates that the refund is waiting on approval. **-Visual Below-**

▼ Refund Information

<u>Total Submitted Refunds</u>	\$574.49	Refund Comment
Refund Notes		Check #
Total Refund	\$0.00	

▼ Refunds

Invoice Number	Reason for Refund	Refund Indicator	Adjustment Refund	Shipping Charges	Total Refund	Compensation Reason	Cancellation Reason
INV-094800	Cancellation	\$	USD125.85	USD189.00	USD574.49		No Fit



At this point, the credit memo is successfully submitted. From here, your manager will receive an email notification specifying the submitted cancellation. Once approved by your manager and the refunds department, you will see the below permanent changes on the salesorder.

AUTOMATIC PERMANENT CHANGES ON THE SALESORDER PAGE

1. When the cancellation is approved, all users will see that the total submitted refunds will be updated to 0.00 and the amount refunded will be updated in the Total Refund field. The green \$ sign indicates that the refund was successfully approved and submitted **-Visual Below-**

▼ Refund Information	
Total Submitted Refunds	\$0.00
Refund Notes	Refund Comment
Total Refund	\$574.49
	Check #

▼ Refunds							
Invoice Number	Reason for Refund	Refund Indicator	Adjustment Refund	Shipping Charges	Total Refund	Compensation Reason	Cancellation Reason
INV-094800	Cancellation	\$	USD125.85	USD189.00	USD574.49		No Fit

2. If this is a full order cancellation, the order status will be moved to “Cancelled” and the payment status will be moved to “refunded.” If this was a partial cancellation, the payment status will be moved to “Partially Refunded.” **-Visual Below-**

▼ Order Status Details	
Order Status	Canceled
Payment Status	Refunded
Payment Method	Credit Card
Sales rep Name	Matthew Brissette
Delay Order Date	
GPP Magento Order #	
CS Comments	
Order Email	<input type="checkbox"/>
Grand Total GPP	\$0.00
Send Confirmation Emails	
Note for Delivery Company	
Delivery company status	On hold
Fraud Check Notes	
Send Customer Payment Declined Email	<input type="checkbox"/>

3. The item/s statuses of the cancelled items will change to “Cancelled after Shipment” and will be moved from items ordered into a new section called “Cancelled items” **-Visual Below-**



▼ Items Ordered

Warning:
No Sales Order Items are found.

Items No.	Image	Products	Unit Price	Price	Qty	Item Status	Dis.Amt	Tax Amt	Product Cost	Custom Price
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Cancelled Items:

Items No.	Image	Products	Product SKU	Manufacturer	FedExable	Unit Price	Price	Qty	Item Status	Price For Credit Memo	Discount For Credit Memo	Tax Amount For Credit Memo	Row Total
		ASL-8070316-SEC	Millennium by Ashley	No	\$0.00	\$0.00	Ordered: 1	After Shipment		839.00	0.00	50.34	889.34
Image	Product	SKU	Manufacturer	FedExable	Item Status	Unit Price	Price	Product Cost	Included Quantity				
	Ballinasloe Smoke LAF Corner Chaise	ASL-8070316	Millennium by Ashley	No	After Shipment	\$0.00	\$0.00	\$161.03	Ordered: 1				
	Ballinasloe Smoke Armless Loveseat	ASL-8070334	Millennium by Ashley	No	After Shipment	\$0.00	\$0.00	\$142.32	Ordered: 1				
	Ballinasloe Smoke RAF Sofa	ASL-8070367	Millennium by Ashley	No	After Shipment	\$0.00	\$0.00	\$234.53	Ordered: 1				

- The total refunded field by the order total section has been updated and the grand total now reflects only the active items on the order. If the entire order is cancelled, the new grand total will read as 0.

▼ Order Totals

Promo Code	Sub Total	\$0.00
Promo Code Description	Shipping	\$0.00
	Reward Points	\$0.00
	SO Discount Amount Total	\$0.00
	Tax Amount	\$0.00
	Grand Total	\$0.00
	Total Paid	\$889.34
	Total Due	\$0.00
	Total Refunded	\$574.49

FINAL STEPS

- Close out any open Zendesks by notifying the customer that the refund was processed and it will post to the customers account within 3-5 business days. Mark the ticket as solved.
- Mark the order green on the All-in-one doc.

