


Sterling Call Center and Store

User Guide

Release 8.0

May 2008

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Index

Preface

This manual explains the various tasks that can be performed using Sterling Call Center and Store®.

Intended Audience

This manual is intended to provide assistance to customer service representatives who are using the Sterling Call Center and Store to capture and access information about orders. This manual is also intended for store users who capture and maintain orders after they are captured by the Sterling Call Center and Store.

Structure

This manual contains the following sections:

Chapter 1, "Using the Sterling Call Center and Store Dialogs and Windows"

This chapter discusses the structure of the Sterling Call Center and Store user interface and the various tasks that you can perform.

Chapter 2, "Tasks for a Customer Service Representative"

This chapter describes tasks that a customer service representative (CSR) may be required to perform frequently.

Chapter 3, "Tasks for a Store Representative"

This chapter describes the tasks that a store user may be required to perform frequently.

Documentation

For more information about the Sterling Call Center and Store components, see the following manuals:

- *Sterling Call Center and Store Release Notes*
- *Sterling Call Center and Store Installation Guide*
- *Sterling Call Center and Store Concepts*
- *Sterling Call Center and Store Implementation Guide*
- *Sterling Call Center and Store User Guide*
- *Sterling Call Center and Store Upgrade Guide*
- *Sterling Call Center and Store Analytics Guide*
- *Sterling Call Center and Store Javadocs*

For more information about the Sterling Multi-Channel Fulfillment Solution[®] components, see the following manuals:

- *Sterling Multi-Channel Fulfillment Solution[™] Release Notes*
- *Sterling Selling and Fulfillment Suite[™] Release Notes*
- *Sterling Multi-Channel Fulfillment Solution Installation Guide*
- *Sterling Multi-Channel Fulfillment Solution Upgrade Guide*
- *Sterling Multi-Channel Fulfillment Solution Configuration Deployment Tool Guide*
- *Sterling Multi-Channel Fulfillment Solution Performance Management Guide*
- *Sterling Multi-Channel Fulfillment Solution High Availability Guide*
- *Sterling Multi-Channel Fulfillment Solution System Management Guide*
- *Sterling Multi-Channel Fulfillment Solution Localization Guide*
- *Sterling Multi-Channel Fulfillment Solution Customization Guide*
- *Sterling Multi-Channel Fulfillment Solution Integration Guide*
- *Sterling Selling and Fulfillment Suite Integration Guide*
- *Sterling Multi-Channel Fulfillment Solution Product Concepts*

- *Sterling Warehouse Management™ System Concepts Guide*
- *Sterling Multi-Channel Fulfillment Solution Platform Configuration Guide*
- *Sterling Distributed Order Management™ Configuration Guide*
- *Sterling Supply Collaboration Configuration Guide*
- *Sterling Global Inventory Visibility™ Configuration Guide*
- *Sterling Product Management™ Configuration Guide*
- *Sterling Logistics Management Configuration Guide*
- *Sterling Reverse Logistics™ Configuration Guide*
- *Sterling Warehouse Management System Configuration Guide*
- *Sterling Multi-Channel Fulfillment Solution Platform User Guide*
- *Sterling Distributed Order Management User Guide*
- *Sterling Supply Collaboration User Guide*
- *Sterling Global Inventory Visibility User Guide*
- *Sterling Logistics Management User Guide*
- *Sterling Reverse Logistics User Guide*
- *Sterling Warehouse Management System User Guide*
- *Sterling Multi-Channel Fulfillment Mobile Application User Guide*
- *Sterling Multi-Channel Fulfillment Solution Analytics™ Guide*
- *Sterling Multi-Channel Fulfillment Solution Javadocs*
- *Sterling Multi-Channel Fulfillment Solution Glossary*
- *Sterling Parcel Carrier Adapter Guide*

For a description of the various documents in the Sterling Call Center and Store documentation set, see the Sterling Call Center and Store documentation home page at:

`<INSTALL_DIR>/documentation/YCD_doc_home.html`

<INSTALL_DIR> is the directory where Sterling Call Center and Store and the Sterling Multi-Channel Fulfillment Solution are installed.

Conventions

The following conventions may be used in this manual:

Convention	Meaning
. . .	Ellipsis represents information that has been omitted.
< >	Angle brackets indicate user-supplied input.
mono-spaced text	Mono-spaced text indicates a file name, directory path, attribute name, or an inline code example or command.
/ or \	Slashes and backslashes are file separators for Windows, UNIX, and Linux operating systems. The file separator for the Windows operating system is "\" and the file separator for UNIX and Linux systems is "/". The UNIX convention is used unless otherwise mentioned.
<INSTALL_DIR>	User-supplied location of the Sterling Multi-Channel Fulfillment Solution installation directory and Sterling Call Center and Store installation directory. This is only applicable for Release 8.0.
<YANTRA_HOME_OLD>	User-supplied location of the Sterling Supply Chain Applications installation directory and Sterling Customer Order Management PCA for previously installed releases. This is only applicable for Sterling Supply Chain Applications Releases 7.7, 7.9, and 7.11.
<YFS_HOME_OLD>	This is the <YANTRA_HOME>/Runtime directory of previously installed releases. This is only applicable for Sterling Supply Chain Applications Releases 7.7, 7.9, and 7.11.
<ANALYTICS_HOME>	User-supplied location of the Sterling Call Center and Store Analytics installation directory. Note: This convention is used only in the <i>Sterling Call Center and Store Analytics Guide</i> .
<COGNOS_HOME>	User-supplied location of the Cognos installation directory. Note: This convention is used only in the <i>Sterling Call Center and Store Analytics Guide</i> .

Notes: The Sterling Call Center and Store documentation set uses the following conventions in the context of the product name:

- Sterling Customer Order Management PCA is used for Release 7.5 and earlier
- Sterling Call Center and Store is used for Release 8.0

The Sterling Multi-Channel Fulfillment Solution documentation set uses the following conventions in the context of the product name:

- Sterling Supply Chain Applications is used for Releases 7.9 and 7.11
- Sterling Multi-Channel Fulfillment Solution is used for Release 8.0

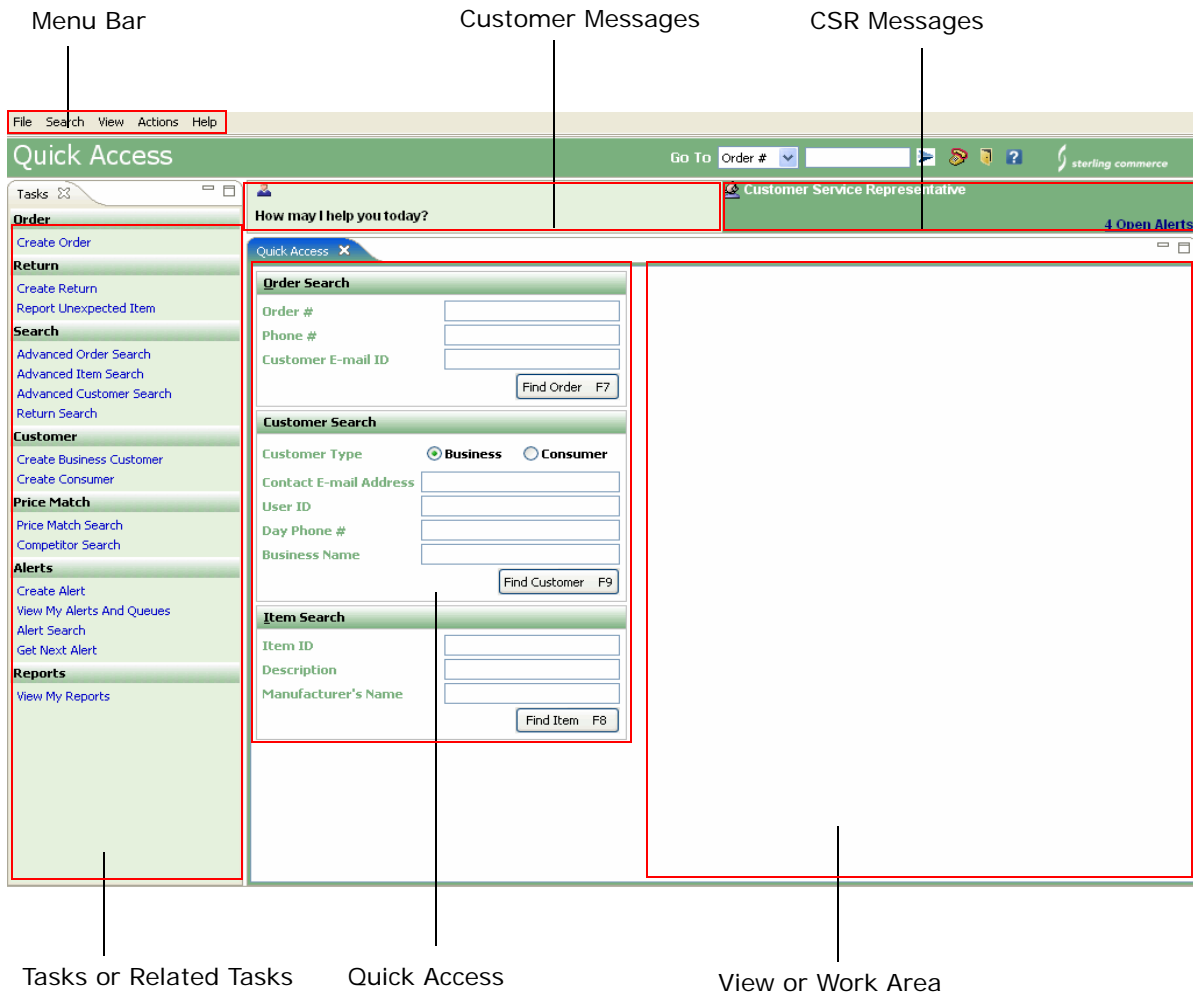
Using the Sterling Call Center and Store Dialogs and Windows

To get the most out of Sterling Call Center and Store, it is important to understand the structure of Sterling Call Center and Store and how it can best work to meet your business requirements.

This chapter discusses the structure of the Sterling Call Center and Store user interface and the various tasks that you can perform using this application.

[Figure 1–1](#) illustrates the layout of the Sterling Call Center and Store user interface.

Figure 1–1 Sterling Call Center and Store Layout



The Sterling Call Center and Store dialog elements provide:

- **Menu Bar**—This bar contains various menu options or tasks provided in the application. You can select the appropriate task that you want to perform.

- Customer Messages—Each screen in Sterling Call Center and Store displays appropriate customer messages to assist you in handling customer interaction smoothly. The customer's name is displayed in the customer message panel, for example, the Quick Access screen has the following customer message:

A screenshot of a customer message panel. It features a small user icon on the left, followed by the name "JOHN DOE" in blue text. Below the name, the text "How may I help you with this order?" is displayed in black.

Note: In case of the store application, this panel displays appropriate messages to store users.

- CSR Messages—Each screen in the Sterling Call Center and Store has some CSR messages associated with it.

A screenshot of a CSR message panel. It features a small user icon on the left, followed by the name "Tracey" in blue text. Below the name, the text "Select the appropriate task." is displayed in black.

The messages on this panel provide feedback about the tasks being performed and the updates that occur in the application. It may also display the current number of open alerts and a notification of newly assigned alerts. For more information about alert notifications, see [Section 2.9.4, "Notifying Users of Assigned Alerts"](#).

Note: In case of the store application, this panel displays the status of the recent action performed for various tasks.


- Tasks/Related Tasks—This panel displays all tasks and the related tasks that you can perform.
- Quick Access—This panel provides visibility to orders, items, and customers.
- View or Work Area—You can perform customer tasks or view the related task details in the work or view area.

Note: Press Tab to traverse out of a text box in any screen in the Sterling Call Center and Store.

- Dialog Buttons—[Table 1–1](#) describes the commonly used dialog buttons.

Table 1–1 *Dialog Buttons*

Button	Function
Search	Searches for an order, item, or customer.
Close	Closes the current window.
Next	Displays the next screen.
Previous	Displays the previous screen.
Confirm	Confirms the changes and displays the Order Summary screen.
Reset	Clears all data from the screen.

- Help Assistant—This panel provides instructions about the tasks that you can perform in the corresponding screen. The How Do I panel lists all the tasks that you can perform. Click the Icon Legends hyperlink to view the details of the icons in the corresponding screen. Click the Back To Index hyperlink to return to the index page. Click the  icon to close the Help Assistant screen. You can also use the Esc key to close the Help Assistant screen.

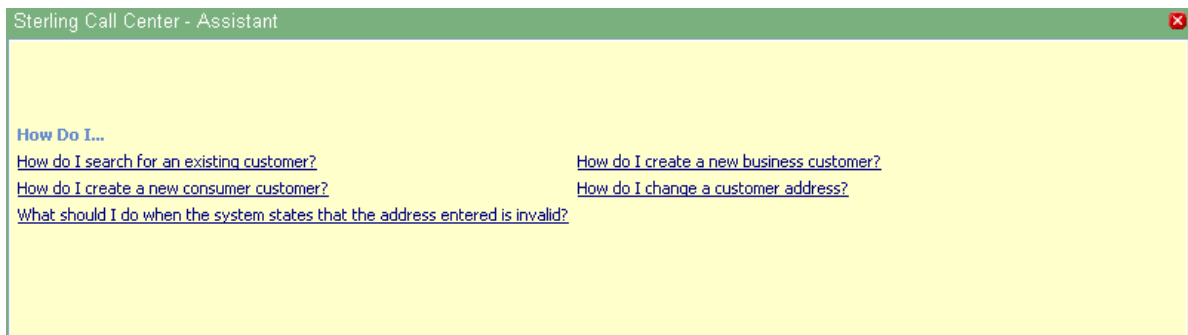


Table Navigation—If the size of table column is small, then you can see the complete text by placing the cursor over the column.

1.1 Utilizing the Keyboard Shortcuts and Hot Keys

Sterling Call Center and Store provides keyboard shortcuts and hot keys to help you work quickly. Some of these keys are available only during certain processes or operations. To view a list of hot keys and keyboard shortcuts supported by Sterling Call Center and Store, press Ctrl+Shift+L in any screen.

1.2 Applying Filters on Order Lines

Sterling Call Center and Store supports filtering of order lines from any screen that displays a list of order lines. In the screen where you can view the order lines for an order, right-click to apply a filter on the order lines.

- If you select the "Filter On" criteria, the filter is applied to the selected item.
- If you select the "Filter" criteria for an order line, the Filter pop-up screen appears. Enter the appropriate filter criteria information in the applicable fields.
- To clear any applied filter, right-click and select Clear.

1.3 Supported Resolutions

Sterling Call Center and Store supports resolutions of 800 X 600 pixels and 1024 X 768 pixels.

Tasks for a Customer Service Representative

The role of a Customer Service Representative (CSR) is to capture and maintain orders through Sterling Call Center and Store. The CSR typically deals directly with the customer and takes action on an order in response to a telephone call or an e-mail message. They are often required to investigate alerts that are raised for certain orders that could not be validated, or otherwise need special handling.

For more information regarding general tasks in Sterling Call Center and Store such as applying filters on order lines or utilizing keyboard shortcuts and function keys, see [Chapter 1, "Using the Sterling Call Center and Store Dialogs and Windows"](#).

A CSR may frequently be:

- [Performing Search Tasks](#)
- [Answering Frequent Queries](#)
- [Performing Order Tasks](#)
- [Performing Fulfillment Tasks](#)
- [Performing Price Match Tasks](#)
- [Performing Other Tasks on an Order](#)
- [Performing Customer Tasks](#)
- [Performing Return Order Tasks](#)
- [Performing Alert and Queue Management Tasks](#)
- [Setting User Preferences](#)

- [Performing Report Tasks](#)

2.1 Performing Search Tasks

This task assumes that you need to take some action on an existing order or item in the Sterling Call Center and Store. You can communicate a customer's request by means of a telephone call or an e-mail message. Generally, the customer knows the order number or has more information to help you locate the order or item.

2.1.1 Searching for an Order

If you know the order number, telephone number, or the e-mail address of the customer, use the Quick Access screen to directly navigate to the order.

To search for an order:

1. In the Quick Access screen, enter the complete order number, the telephone number, or the e-mail address of the customer in the Quick Access panel.
2. Click Find Order.
 - If a single order exists for the search criteria you entered, the Order Summary screen is displayed.
 - If multiple orders exist for the search criteria you entered, the Order Search screen is displayed. Enter the appropriate information in the Order Search Criteria panel. Click Search. The Order List screen is displayed. Double-click the appropriate order number. The Order Summary screen is displayed. For more information about viewing order summary details, see [Section 2.1.4, "Viewing Order Summary"](#).


2.1.1.1 Performing an Advanced Order Search

Using additional options, you can make your searches more precise and get more detailed information about the order number, customer's telephone number, or the customer's e-mail address.

To perform an advanced order search:

1. Do one of the following to open the Advanced Order Search screen:

- From Tasks > Search, select Advanced Order Search.
 - In the Quick Access panel, enter the appropriate search criteria and click Find Order.
2. Enter the appropriate search criteria. Select the Order By option from the drop-down list based on which the records will be sorted. Select Ascending or Descending from the drop-down list and click Search. The search results are displayed in the Order List panel.

If you cannot find the pertinent order number, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

3. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed. Click the View History Records hyperlink to retrieve orders from the history table. You can click the View Recent Records hyperlink to switch back to recent records.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

4. Double-click the appropriate order number. The Order Summary screen is displayed. For more information about viewing the order summary details, see [Section 2.1.4, "Viewing Order Summary"](#).

2.1.2 Searching for a Customer

If you know the customer's e-mail address, ID, phone number or the name of the business in case of a business customer, you can use the Quick Access screen to directly navigate to the customer.

To search for a customer:


1. In the Quick Access screen, select the customer type.
2. Enter the customer's e-mail address, user ID, phone number or the name of the business in case of a business customer.
3. Click Find Customer.
 - If a single customer exists for the search criteria you entered, the Customer Details screen is displayed.
 - If multiple customers exist for the search criteria you entered, the Customer Search screen is displayed. Enter the appropriate information in the Customer Search Criteria panel. Click Search. The Customer List screen is displayed. Double-click the appropriate Customer. The Customer Details screen is displayed. For more information about viewing customer details, see [Section 2.1.2.2, "Viewing Customer Details"](#).

2.1.2.1 Performing an Advanced Customer Search

If you do not know the complete details of a customer such as the customer's id, phone number or e-mail address you can perform an Advanced Customer Search.

To perform an advanced customer search:

1. From Tasks > Search, select Advanced Customer Search.
2. Select the organization from the drop-down list.

Enter the appropriate search criteria and click Search. The search results are displayed in the Customer Search Results panel. If you cannot find the right customer, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.
3. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of

records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

4. Double-click the appropriate customer record. The Customer Details screen is displayed. For more information about viewing the customer details, see [Section 2.1.2.2, "Viewing Customer Details"](#).

2.1.2.2 Viewing Customer Details

In the Customer Details screen, you can view the details of the customer such as the customer's name, ID, e-mail address, phone number, date of birth, billing address and shipping address.

1. The customer's name and ID are displayed in the top panel.
2. In the Contact Information panel, you can view the customer's e-mail address, mobile phone number, day phone number, day fax number, evening phone number, evening fax number, date of birth, spouse's date of birth, wedding anniversary.
3. In the Bill To Address panel, you can view the details of the customer's address.
4. In the Ship To Address panel, you can view the shipping address to where the order is sent.
5. In the Order History panel, you can view the details of the previous orders created for the customer.

6. In the Return History panel, you can view the details of the return orders that were created for the customer.
7. In the Additional Addresses panel, you can view additional addresses of the customer.
8. In the Payment Methods panel, you can view the details of the payment methods of the customer.
9. In the Important Notes panel, you can view any additional information entered for the customer. For more information about viewing or adding notes see, [Section 2.3.4, "Adding Notes to an Order"](#).
10. If you are viewing the details of a business customer, you can view the following additional information:
 - The name of the buyer organization is displayed in the top panel.
 - In the Customer Details panel, you can view the Customer ID, Classification and Parent Customer.
 - In the Selling Address panel, you can view the selling address of the customer.
 - In the Contacts panel, you can view a list of contacts that exist for the customer. Select a contact, to view the details of the contact in the preview panel.

2.1.3 Searching for an Item


If you know the identifier of the item or the alternate item identifier, description of the item, or the manufacturer's name of the pertinent item, you can use the Quick Access screen to view the item details and also to search for independent services by entering the appropriate information for a service item.

To search for an item:

1. In the Quick Access screen, enter or scan the complete identifier for the item or the alternate item, partial description of the item, or the complete name of the item manufacturer.
2. Click Find Item.

Note: If Sterling Call Center and Store is integrated with the Sterling Multi-Channel Selling Solution, the Item Browser is launched instead of the Item Search screen. For more information about adding items to an order from the item browser, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

- If a single item exists that matches the search criteria, the Item Details screen is displayed.
- If multiple items exist that match the search criteria, the Item List screen is displayed with a list of product items. To view the item details, select the item and double-click, or in the Preview panel click the Item ID hyperlink. The Item Detail screen is displayed.

If you are unable to find the pertinent items, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

Note: If the YCD_NO_AVAILABILITY_CHECK_IN_ITEM_INQUIRY rule is set to "Y", the Availability column does not display, and therefore, you cannot check the item availability.

2.1.3.1 Viewing Product Item Details

In the Item Details screen, you can view the details about a product item such as the brief description of the item, price, manufacturer or brand information, and different fulfillment methods that are allowed.

To view the details of a product item:

1. In the Availability panel, select the country name from the drop-down list from where the customer wants to check the availability of the items and enter the zip code.

Note: The availability of the bundle parent item depends on the availability of the bundle component items.

2. Click Get Availability. The total quantity of the item that is available in the zip code is displayed in the Available Quantity field.

To check the availability of items in other stores, click View Stores.

For more information about viewing store inventory, see

[Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).

In the Promotions panel, you can view all promotions associated with the item. For more information about promotions, click the hyperlink in the Short Description column.

3. If you want to view more details of the item, click More Details. The More Details Of Selected Item screen is displayed.
4. If you are viewing the details of a model item, the View Style Item hyperlink is displayed. Click the View Style Item hyperlink to select an item's style. For more information about selecting an items style, see [Section 2.3.1.2, "Selecting an Item's Style"](#).
5. If you want to add the item to the order, click Add to Order.

Note: You can configure the country drop-down to ensure that it does not display on the screen. For more information about configuring the country display, see the *Sterling Call Center and Store Implementation Guide*.

2.1.3.2 Viewing the Service Item Details

In the Service Item Details screen, you can view the details of provided services, such as the service description, price, UOM, and the availability of the service item.

To view the details of a service item:

1. In the Availability panel, select the country name from the drop-down list from where the customer wants to check the availability of the service item and enter the zip code.

2. Click Check Availability. If the service is available, the message "This location can be serviced" is displayed. Click the View Calendar hyperlink. You can view the service appointments.
3. In the Promotions panel, you can view all promotions associated with the service item. For more information about promotions, click the hyperlink in the Short Description column.
4. If you want to create an order for the selected item, click Create Order.
5. If you want to add service items to the order, click Add to Order.

2.1.3.3 Viewing More Details of the Selected Product Items

You can view more details of the selected product items.

- To view more information about the item's accessories, click the Accessories tab. You can view the identifier of the item or the alternate item, the item's description, associated quantity, and the unit price of all accessories associated with the item.
- To view the bundle component item details, click the Component Details tab. You can view the bundle component items, item's description, and the bundle item kit quantity.
- To view the item's specifications, click the Specifications tab.
- To view the items available for upsell, click the Upsell tab. You can view the identifier of the item or the alternate item, the item's description, associated quantity, and the unit price of all items for upsell.
- To view the items available for substitutions, click the Substitutions tab. You can view the identifier of the item or the alternate item, item's description, associated quantity, and the unit price of all items for substitutions.
- To view the service options of an item, click the Service Options tab. You can view the identifier of the service item, item's description, associated quantity, whether the service scheduling must be held until the item is delivered, the service time offset in hours (difference between provided service and product delivery), and the unit price of all the services available for the item.

2.1.3.4 Performing an Advanced Item Search

If you do not know the complete details about a product or a service item such as the identifier of the item or the alternate item, the item's description, or the manufacturer's name, you can perform an advanced item search.

To perform an advanced item search:


1. Do one of the following to open the Item Search screen:

- From Tasks > Search, select Advanced Item Search.
- In the Quick Access panel, click Find Item.

In the Item List panel, you can view the item ID, description, available quantity, and the unit price of all items.

2. Select an item in the Item List panel to view more information about the item in the Item Details panel.

- If you select a product, you can view the identifier of the item, item's description, unit of measure, availability, and unit price.
- If you select an independent service, you can view the identifier of the item, item's description, unit of measure, and unit price.

If you cannot find the items that you are searching for, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

3. Choose any one of the following and click Search:

- Products—Provides a list of items
- Independent Services—Provides a list of services
- Both—Provides a list of items and services

4. If you are unable to find the pertinent items, click Show Search Criteria to enter more restrictive search criteria.

5. If you select a model item and click the Add to Order button, the Style Items pop-up screen is displayed. For more information about selecting an items style, see [Section 2.3.1.2, "Selecting an Item's Style"](#).

6. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of

records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

7. Double-click on the required item to view the item details.

Note: When Sterling Call Center and Store is integrated with the Sterling Multi-Channel Selling Solution, and Product Entitlement is enabled, the Item Browser is displayed instead of the Item Search screen.





2.1.4 Viewing Order Summary

A customer may have some queries or may request some changes on an order that is already placed. In such situations, you may want to view the order details before performing any task.

To view the summary of an order:

1. Do one of the following to open the Order Summary screen:
 - From the Quick Access screen, enter the complete order number, the customer's telephone number, or the customer's e-mail address and click Find Order.
 - If you do not enter the complete order number, the Order Search screen is displayed. Enter the appropriate information in the Order Search Criteria panel. Click Search. The Order List screen is

displayed. Double-click the appropriate order number. The Order Summary screen is displayed.

2. In the Primary Details panel, you can view the order number, order status, order date, total amount, and the channel through which the order is placed. If the order has any associated alerts, a hyperlink indicating the total number of open alerts is displayed. To view the alert details, click the hyperlink associated with the  icon. For more information about viewing alerts, see [Section 2.9, "Performing Alert and Queue Management Tasks"](#). If the order or any of the order lines are on hold, the  icon is displayed. To view and resolve holds, click the  icon. For more information about resolving order holds, see [Section 2.3.5, "Resolving Holds"](#). The provided service line is displayed as a service line.
3. In the Bill To Address panel, you can view the details of the customer's address.
4. In the Ship To Address panel, you can view the Ship To address to where the order is sent. If the order has multiple shipping addresses, the message "There are multiple shipping addresses on this order" is displayed.
5. In the Completed Order Lines panel, you can view the product and/or configured items and/or service order lines that are fulfilled.
6. In the Incomplete Order Lines panel, you can view the product and/or configured items and/or service order lines that are not fulfilled. The  icon is displayed if a stop delivery request has been placed.

Note: Based on the rules configured, you can view the bundle component items. For more information about configuring the display of bundle items, see the *Sterling Call Center and Store Implementation Guide*.

You can also view the indicator icons associated with the items, if applicable. Place your cursor on these icons to view their purpose.


Note: When you click the tracking number hyperlink in the Completed Order Lines panel and the Expected On ship date hyperlink in the Incomplete Order Lines panel, the Shipment Inquiry screen is displayed. For more information about tracking an item, see [Section 2.3.8, "Tracking an Item or Inquiring About a Shipment"](#).

Note: The Expected On ship date in the Incomplete Order Lines panel is displayed the approximate date for the expected shipment. When you click the Expected On ship date hyperlink, the Shipment Inquiry screen is displayed. You can view more appropriate dates for the expected shipment, if the fulfillment method is "Shipping" or "Delivery". You can also view the expected date for the shipment in the Change Fulfillment Options screen.

7. In the Important Notes panel, you can view any additional information entered for the order. For more information about viewing or adding notes to an order see, [Section 2.3.4, "Adding Notes to an Order"](#).
8. Right-click on the order line of an item to track the item or view the line summary. For more information about tracking an item, see [Section 2.3.8, "Tracking an Item or Inquiring About a Shipment"](#).

2.1.4.1 Viewing the Order Line Summary

To view the order line summary or provided service line information, from the Order Summary screen, right-click on an order line and select View Line Summary. The Line Summary screen is displayed. On this screen you can view the following information:


- **Primary Details**—This panel displays the line number, item identifiers, item description, service, status, quantity, and the unit price of an item. The  icon is displayed if the order line is on hold. It also indicates if the item is an open box and/or a gift item. The other details on the screen is displayed as follows:
 - If the fulfillment method is Delivery or Shipping, the ship node is displayed.

- If the fulfillment method is pickup, the store is displayed. Click on the store hyperlink. The Store Details window is displayed. For more information about store details, see [Section 2.1.4.2, "Viewing Store Details"](#).

Note: To display item alias on the Line Summary screen, configure the Item Alias to Use for the Alternate Item ID rule. For more information about configuring rules for alternate item identifiers, see the *Sterling Call Center and Store Implementation Guide*.

- Shipping Address—You can view the shipping address for an order line in this panel.
- Components—You can view the bundle component details such as bundle component items, item's description, status, and the component quantity in this panel.

Note: The Components panel is displayed only when you are viewing the order line summary of bundle items.

- Pricing—You can view the extended price, taxes applied, and the line total. If the item has been price matched, or if the item price has been overridden, you can also view these details in this panel. This panel also displays charge breakup and tax breakup information, if applicable.
- Important Events—You can view cancelled, reshipped, or returned information, if any, for the order line. If there are no important events for the order line, the message "No important event occurred on this line" is displayed. The  icon is displayed if a stop delivery request has been placed.

You can also view the indicator icons associated with items, if applicable. Place your cursor on these icons to view their purpose.

2.1.4.2 Viewing Store Details


The Store Details pop-up screen displays the details about a store such as the store name, store address, and the contact information.

2.1.5 Performing an Advanced Return Order Search

Using additional options, you can make your return order search more precise and view more details of the return such as the return order number, original order number, customer ID.

To perform an advanced return search:

1. From Tasks > Search, select Advanced Return Search. The Return Search screen is displayed.

In the Return Order Search Criteria panel, enter the appropriate search criteria. Select an option from the Order By drop-down list based on which the records will be sorted. Select Ascending or Descending from the adjacent drop-down list and click Search. The search results are displayed in the Recent Return Order List panel. If you cannot find the pertinent order number, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

2. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed. Click the View History Records hyperlink to retrieve return orders from the history table. You can click the View Recent Records hyperlink to switch back to recent records. The total number of records displayed in a single page is based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.
3. Double-click the appropriate order number. The Return Order Summary screen is displayed. For more information about viewing the return order summary details, see [Section 2.1.5.1, "Viewing Return Order Summary"](#).

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

2.1.5.1 Viewing Return Order Summary

In the Return Order Summary screen, you can view the details of a return order such as the primary details of the return order, refund to address, return from address, details of the corresponding exchange order.

1. In the Primary Details panel, you can view the return order number, order status, return order date, total refund amount, channel through which the items will be returned.
2. In the Refund To panel, you can view the details of the customers address.
3. In the Return From panel, you can view the address from where the items are being returned.
4. In the Exchange Order Details panel, you can view the details of the exchange order such as the exchange order number, status, total exchange amount and the exchange type.
5. In the Order Lines panel, you can view the original order number, item ID, unit price, quantity, return method and status of each line.

You can also view the indicator icons associated with the items, if applicable. Place your cursor on these icons to view their purpose.

2.2 Answering Frequent Queries

This section contains some of the questions commonly asked by the customers and provides the answers to these questions.

Customers may call you and ask:

- [Where is my shipment?](#)

- [Why was I charged?](#)
- [Why wasn't I refunded?](#)
- [How much will I be refunded?](#)
- [Have you received my returns?](#)
- [Where are my exchange items?](#)

2.2.1 Where is my shipment?

Customers may inquire about the status of their orders. For example, if a customer does not receive items that were ordered, they may call you to inquire about the shipment. For more information about inquiring about a shipment, see [Section 2.3.8, "Tracking an Item or Inquiring About a Shipment"](#).

2.2.2 Why was I charged?

This section provides information to help you answer questions raised by customers regarding charges, refunds, and payment methods.

To inquire about these details for an order, you must search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

Once you have located the applicable order from Tasks > Frequent Queries, select [Why was I charged?](#) The Payment Inquiry screen is displayed. You can view the order total and the pending charges for the order.

You can also view the following information:

- **Charges and Refunds**—In this panel, you can view the date and time of the charges applied to the order, charged amount, payment reference, and related invoices.
- Click the hyperlink in this screen to view invoice details. The Invoice Details screen is displayed. You can view the invoice number, invoice date, the item identifier and description, quantity, unit price, and the line amount. You can also view details such as the sub total, total tax, total discount, total charges, total collected, and the balance amount.

- **Charges Towards Exchange**—If the order has exchange information, you can view the date and time that the charges were applied and the charged amount.
- **Charges From Returns**—If the order has return items, you can view the date and time that the charges for the returned items were applied and the charged amount.

Note: If the order is on a hold which prevents payment processing, then the charge details are not displayed.

2.2.3 Why wasn't I refunded?

Sometimes customers expect refunds for returned items. If they do not receive a refund, they may call to inquire about the refund. In such situations, you can view the refund details and inform the customer about the reason why they were not issued a refund for the returned items. For more information about inquiring about refunds for returned items, see [Section 2.6.6, "Inquiring About Returns and Exchanges"](#).

2.2.4 How much will I be refunded?

Customers may inquire about the refund amount for the returned items. You can view the refund details for the returned items and inform the customer about the amount that will be refunded for the returned items. For more information about refund inquiries see, [Section 2.6.6, "Inquiring About Returns and Exchanges"](#).

2.2.5 Have you received my returns?

Customers may inquire about whether or not you have received the items that they return. In such situations, you can determine the status of the returned items and inform the customer. For more information about return inquiries, see [Section 2.6.6, "Inquiring About Returns and Exchanges"](#).

2.2.6 Where are my exchange items?

Customers may inquire about the current status of the items shipped in exchange for returned items. In such situations, you can determine the items that are replacements and view the status of the exchange items.

For more information about exchange inquiries, see [Section 2.6.6, "Inquiring About Returns and Exchanges"](#).

2.3 Performing Order Tasks

You may perform several tasks on an order that is placed by a customer. Some of the general tasks that you may perform on an order are:

- [Creating an Order](#)
- [Adding Order Lines](#)
- [Increasing Order Line Quantity](#)
- [Adding Notes to an Order](#)
- [Resolving Holds](#)
- [Canceling an Order](#)
- [Returning an Order](#)
- [Tracking an Item or Inquiring About a Shipment](#)
- [Scheduling and Releasing an Order](#)
- [Viewing Procurement Orders](#)
- [Launching the Sterling Multi-Channel Fulfillment Solution Consoles](#)

2.3.1 Creating an Order

You can identify a customer and create an order for that customer. You can enter multiple order lines for an order, modify fulfillment options and appointments, and confirm the payment information as requested by the customer.

A navigation bar is displayed at the bottom of all screens in the create order task flow. This helps you to clearly understand the sequence of steps you need to perform to complete the entire task. The navigation bar also helps you to revisit previous screens easily, if applicable.

To create an order:

1. From Navigator > Order, select Create Order or from Tasks > Order, select Create Order. The Select Enterprise pop-up window is displayed. Select the appropriate enterprise from the drop-down list.

2. Click Confirm. The Create Order: Customer Identification-Shipping Address screen is displayed.
3. Click Skip this Page if:
 - The customer intends to pick up the items at the store immediately.
 - You want to capture the customer information only after confirming the inventory availability.

Note: Based on how Sterling Call Center and Store is configured, you may be able to search for customers based on their type.

4. If you have launched this task in the context of a business customer:
 - Select the contact from the Select a Contact drop-down list.
 - The Ship To Address, Bill To Address, and Sold To Address are displayed.
 - If you want to change any of the addresses, click the Change hyperlink. The Modify Address pop-up screen is displayed. For more information about modifying an address, see [Section 2.3.2.3.2, "Modifying an Address"](#).
5. If you have launched this task in the context of a consumer customer:
 - The Bill To Address and Ship To Address are displayed.
 - If you want to change any of the addresses, click the Change hyperlink. The Modify Address pop-up screen is displayed. For more information about modifying an address, see [Section 2.3.2.3.2, "Modifying an Address"](#).
6. If this task is not launched in the context of a customer: To search for a customer: In the Find Existing Customer panel, do any of the following.
 - Enter the daytime telephone information.
 - Enter the e-mail address of the customer.
 - Enter the last name and first name of the customer.

- Enter the last name and first few numbers of the postal code of the customer.
 - Enter the first name and first few numbers of the postal code of the customer.
7. Click Search.
- If more than one customer is found as a result of your search, a list of customer information is displayed. Select the appropriate customer information from the list.
 - If customers are not found as a result of your search, the following message is displayed: "Your search found zero results".
 - If more than fifteen customers are found as a result of your search, the following message is displayed: "Your search resulted in more than 15 matches. Please refine your search criteria". In such situations, you need to enter more restrictive search information.
8. In the Customer Ship To panel, you can modify the Primary Info, Street Address, and Contact Information of the customers, if applicable.
9. If the Bill To Address of the customer is same as the Ship To Address, check the "Use As Bill To Address" box.
- If you want to override address verification, check the Override Address Verification box.
 - If you do not want to override address verification and the address verification fails, the message "This is not a valid Address" is displayed.
10. Click Next.
- If the Bill-To address is not the same as Ship-To address, the Customer Bill-To screen is displayed. Enter the appropriate Bill-To information.

Note: If Sterling Call Center and Store is integrated with the Sterling Multi-Channel Selling Solution, the Item Browser is launched instead of the Item Search screen. For more information about adding items to an order from the item browser, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

Note: If the customer information is not captured initially, the zip code is displayed as a panel on top of the screen. This enables you to enter the zip code and check for the item availability.


Note: If the Bill-To Address of the customer is the same as the Ship-To Address, and if you have not checked the "Use As Bill To Address" box in the Customer Ship To panel, you can check this box in the Customer Bill To Address screen.

Based on the configuration you will see one of the following screens:

- Add Items screen, with panels for each order line.
- Large Order Item Entry screen, with a table which is designed to handle large number of items.



Note: The application can be configured to either display the Large Order Item Entry screen always, or when the number of order lines exceeds a preconfigured number, or not at all.


If the application is configured to display the Add Items screen:

11. To search for an item, in the Item column, click the  icon. The Advanced Item Search screen is displayed. You can add the item to the order in one of the following ways:
 - Scan the barcode of the item or the alternate item.

- In Item ID, enter the identifier of the item or scan the alternate item identifier.
- If you have already added an item to the order, click the item name hyperlink. The Item Details screen is displayed. For more information about viewing the item details, see [Section 2.1.3, "Searching for an Item"](#).

Note :The user can search for products, services or both products and services on the Advanced Item Search Screen. When searching for services or both products and services, the results display both independent and non-independent services. Non-independent services cannot be added to an order from the Item Inquiry Screens.



12. To delete a particular order line, click the  icon associated with the order line. A warning message "This will permanently remove the line (and related lines, if any) from the order. Do you want to proceed?" is displayed. If the order line has related lines associated with it, the related lines are automatically selected for deletion.
13. To add order line notes, click the  icon associated with the order line. For more information about adding order line notes, see [Section 2.3.4.1, "Adding Notes to an Order Line"](#).
14. You can add related product or service items to an order through a pop-up or a panel based on the configuration. For more information about adding related items, see [Section 2.3.1.1, "Adding Related Items"](#).
15. If the item has accessories, the Accessories panel is displayed where you can view details about the accessories. To add the accessories to the order, click Add To Order. The Accessories panel is displayed only when the order line is selected.
16. If you enter partial Item ID of a model item or a stylized item, the Style Items pop-up screen is displayed. For more information about selecting an items style, see [Section 2.3.1.2, "Selecting an Item's Style"](#). If you scan or enter the item ID of a stylized item, the stylized item is added to the order.
17. In the Quantity column, enter the required item quantity.




18. In the UOM column, select the UOM for the item from the drop-down list. If a UOM does not exist for an item or if only one UOM exists, this column is not editable.
19. In the Unit Price column, you can view the unit price and list price of the item. The prices shown are according to the Ordering UOM.
20. To override the price of an item, click the Override Price hyperlink. The Override Price for Item screen is displayed. To override the item price:
 - a. In Overridden Price, enter the new price of the item.
 - b. From the Reasons for Override drop-down list, select the appropriate reason.
 - c. In the Notes panel, enter any additional information, if applicable.
 - d. Click Close.
21. In the Fulfillment Method column, choose the appropriate fulfillment method. If the selected fulfillment method is not available, the message "Not Available" along with the  icon is displayed. The Pickup, Ship, and Delivery buttons are enabled, and the item availability date is displayed next to these buttons. The availability date for:
 - Pickup—displays the earliest date on which you can pickup the product from a store.
 - Ship—displays the earliest date on which you can ship the item.
 - Delivery—displays the earliest date on which the product is available.


Note: In case of the Delivery fulfillment method, the item availability date does not indicate the delivery appointment. It only indicates the date on which the product is available. You must take a delivery appointment at a later point.

The availability details do not display if the user interface is not configured to do so.

- If you want the item to be shipped to the customer, choose Ship.

- If you want the item to be delivered to the customer's doorstep, choose Delivery.
 - If the customer wants to pick up the item from the current store, choose Pickup.
 - If the customer wants to pick up the item from an alternate store, click the Choose Stores hyperlink. The More Stores screen is displayed. Select the appropriate store from where you want to pick up the item. The selected store is displayed next to the Pickup option. For more information about viewing inventory in other stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
 - If the order line has already been created for pickup from a store other than the one in which the order is created, and if you want to pick up the item from the same store, choose Pickup from (Store Name).
 - If the order line is a service line, the information indicating whether or not you can perform the service for that line is displayed.
22. In the Line Total column, you can view the order line total.
23. To add more lines to the order, click the Add More Lines hyperlink.
24. To add new service lines, click the Add Independent Services hyperlink. The Item Search screen is displayed. Select the service you want to add. The service line is added and indicated by the  icon. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#)
25. To add an open box item, click the Add Open Box Item hyperlink. For more information about open box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- If the application is configured to display the Large Order Item Entry screen:
26. To search for an item, in the Item column, click the  icon. The Advanced Item Search screen is displayed. You can add the item to the order in one of the following ways:
- Scan the barcode of the item or the alternate item.


- In Item ID, enter the identifier of the item or scan the alternate item identifier.
 - If you have already added an item to the order, click the item name hyperlink. The Item Details screen is displayed. For more information about viewing the item details, see [Section 2.1.3, "Searching for an Item"](#).
27. To delete a particular order line, click the  icon associated with the order line. If the order line has related lines associated with it, the related lines are automatically selected for deletion displaying a warning message.
 28. To add order line notes, click the  icon associated with the order line. For more information about adding order line notes, see [Section 2.3.4.1, "Adding Notes to an Order Line"](#).
 29. Click the  icon to add related product or service items to the order. For more information about adding related items, see [Section 2.3.1.1, "Adding Related Items"](#).
 30. If the item has accessories, the Accessories panel is displayed where you can view details about the accessories. To add the accessories to the order, click Add To Order. The Accessories panel is displayed only when the order line is selected.
 31. If you enter partial Item ID of a model item or a stylized item, the Style Items pop-up screen is displayed. For more information about selecting an items style, see [Section 2.3.1.2, "Selecting an Item's Style"](#). If you scan or enter the item ID of a stylized item, the stylized item is added to the order.
 32. In the Quantity column, enter the required item quantity.
 33. In the UOM column, select the UOM for the item from the drop-down list. If a UOM does not exist for an item or if only one UOM exists, this column is not editable.
 34. In the Unit Price column, you can view the unit price of the item.
 35. In the Fulfillment method, you can view the default fulfillment method for the item.
 36. In the Line Total column, you can view the order line total.

37. In the Selected Line Information Panel, you can view the details pertaining to the item that is selected. You can view and modify the following details pertaining to the item:
- Availability Date
 - Override the Price
 - Select the Store
38. To override the price of an item, click the Override Price hyperlink. The Override Price for Item screen is displayed. To override the item price:
- a. In Overridden Price, enter the new price of the item.
 - b. From the Reasons for Override drop-down list, select the appropriate reason.
 - c. In the Notes panel, enter any additional information, if applicable.
 - d. Click Close.
39. In Availability Information, choose the appropriate fulfillment method. If the selected fulfillment method is not available, the message "Not Available" along with the  icon is displayed. The Pickup, Ship, and Delivery buttons are enabled, and the item availability date is displayed next to these buttons. The availability date for:
- Pickup—displays the earliest date on which you can pickup the product from a store.
 - Ship—displays the earliest date on which you can ship the item.
 - Delivery—displays the earliest date on which the product is available.

Note: In case of the Delivery fulfillment method, the item availability date does not indicate the delivery appointment. It only indicates the date on which the product is available. You must take a delivery appointment at a later point.

The availability details do not display if the user interface is not configured to do so.

- If you want the item to be shipped to the customer, choose Ship.

- If you want the item to be delivered to the customer's doorstep, choose Delivery.
 - If the customer wants to pick up the item from the current store, choose Pickup.
 - If the customer wants to pick up the item from an alternate store, click the Choose Stores hyperlink. The More Stores screen is displayed. Select the appropriate store from where you want to pick up the item. The selected store is displayed next to the Pickup option. For more information about viewing inventory in other stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
 - If the order line has already been created for pickup from a store other than the one in which the order is created, and if you want to pick up the item from the same store, choose Pickup from (Store Name).
 - If the order line is a service line, the information indicating whether or not you can perform the service for that line is displayed.
 - Click Save.
40. If the item has accessories, the Accessories panel is displayed where you can view details about the accessories. To add the accessories to the order, click Add To Order. The Accessories panel is displayed only when the order line is selected.
41. To add an open box item, click the Add Open Box Item hyperlink. For more information about open box items, see [Section 3.3.7, "Adding Open Box Items"](#).
42. To add new service lines, click the Add Independent Services hyperlink. The Item Search screen is displayed. Select the service you want to add. The service line is added and indicated by the  icon. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#).
43. Click Next. The Create Order: Change Fulfillment Options screen is displayed. For more information about choosing a fulfillment method, selecting an appointment, and viewing payment information, see [Section 2.4.1, "Modifying Fulfillment Options"](#).

44. Click Next. The Fulfillment Summary screen is displayed. For more information about the fulfillment summary details, see [Section 2.4.2, "Fulfillment Summary"](#).

Note: The Fulfillment Summary screen is displayed only if the fulfillment method is either Shipping or Pickup.

Note: If you have not captured the customer information, the Billing Address screen is displayed for you to enter the billing details.

45. Click Next.
- If order lines are being delivered on this order, the Service Appointment screen is displayed where you can create an appointment. For more information about creating an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If there are no order lines to be delivered, the Payment Confirmation screen is displayed.
 - If you are not required to enter the payment information, the Order Confirmation screen is displayed.

Note: The Order Confirmation screen is displayed only if you are not required to enter the payment information or if the payment methods are implemented using an external payment system. For field value descriptions, see [Table 2–1, "Order Confirmation Screen"](#).

Table 2–1 Order Confirmation Screen

Field	Description
Print and Close	Click this button to save notes added to the order, print the order information, and close the order tab.
Cancel Order	Click this button to cancel the order.

For more information about configuring the payment options, see the *Sterling Call Center and Store Implementation Guide*.

46. To view or modify the payment details for an order:
 - a. Click the View/Edit Order Payment Details hyperlink. The Order Payment Details screen is displayed. Modify the charge details at the order level or order line level.


Note: You can modify only the existing charges.

 - b. Select the Charge Override Reason.
 - c. In the Notes panel, enter any additional information, if applicable. For more information about adding notes to an order, see [Section 2.3.4, "Adding Notes to an Order"](#).
 - d. Click Confirm to save the changes and return to the Payment Confirmation screen.
47. Click Confirm.

2.3.1.1 Adding Related Items


You can add related product or service items to an order through a pop-up or a panel.

To add related product or service items to an order through a pop-up.

1. Click the  icon. The Related Items pop-up window is displayed. You can view details such as the item description, item ID, unit price, associated quantity and the availability dates for Shipping, Pickup and Delivery.

Note: If the Check Inventory Configuration rule is not checked for related items, the availability dates will not be displayed.


2. Check the boxes of the product or service items that you want to add to the order.

3. Click Add to Order. The related items that you added are indicated by the  icon. The tool tip for the related item indicator displays the parent item description.

To add related product or service items to an order through a panel:

1. Place the cursor on the line for which related lines needs to be added. The Related Items panel is displayed at the bottom of the screen. You can view details such as the item description, item ID, unit price, associated quantity and the availability dates for Shipping, Pickup and Delivery.
2. Press the INSERT key to set focus to the related items panel. Press Insert if you want to set focus back to the parent item panel.

Note: If the Check Inventory Configuration rule is not checked for related items, the availability dates will not be displayed.

3. Select Add to Order. The related items that you added are indicated by the  icon. The tool tip for the related item indicator displays the parent item description

2.3.1.2 Selecting an Item's Style

To select an item's style:

1. To check availability of items, you need to select:

- Country
- State
- Zipcode

If the zip code is entered, the fulfillment methods available for the items are enabled based on the Catalog Configuration and inventory availability.

If the zip code is not entered, then the possible fulfillment methods for the items are displayed based on the Catalog Configuration and not based on the inventory.

2. In the Fulfillment method panel, select the fulfillment method.

3. Select the appropriate attributes and click the Add to Order button to add the stylized item to the order.

2.3.2 Adding Order Lines

After placing an order, the customer may want to order more of an item or order for a new item. In such situations, you may need to add new product or service lines to existing orders.

A navigation bar is displayed at the bottom of all screens in the add lines to order task flow. This helps you to understand the sequence of steps to be performed to complete the entire task. The navigation bar also helps you to revisit previous screens easily, if applicable.



Note: The user can configure the country drop-down menu to not appear on screen. For more information on how to configure the country display, see the *Sterling Call Center and Store Implementation Guide*.


Note: If the status modification rules do not allow you to add an item to the order, an error message is displayed. For example, if the status modification rules do not allow you to add an item to the order which is in the scheduled status, the message "A new item cannot be added to the order because the order has already been scheduled" is displayed.

To add new product or service lines, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To add new product or service lines:

Note: If Sterling Call Center and Store is integrated with the Sterling Multi-Channel Selling Solution, the Item Browser is launched instead of the Item Search screen. For more information about adding items to an order from the item browser, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

1. From Tasks > Order, select Add Lines To Order. The Add Multiple Lines: Add Items screen is displayed.
2. For new order lines, in Item, enter the identifier of the item or item description, or choose the  to select an item from the Item List. You can also click the Add More Lines hyperlink. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#).
3. For new service lines, click the Add Independent Services hyperlink. The Item Search screen is displayed. Select the service you want to add. The service line is added and indicated by the  icon. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#).

Note: When a new line is added to the order, the order line is indicated by the  icon.

4. Click Next. The Add Multiple Line: Change Fulfillment Options screen is displayed. You can view a detailed description about the item, quantity, and the fulfillment method.

Note: When you add a bundle item to the order, the fulfillment method for the bundle components will default to the same fulfillment method as the parent bundle item.

Note: When you add a related line to the order, the fulfillment method for the related line will default to the same fulfillment method as the parent item. For example, if the fulfillment method of the parent item is "Pickup", when you add a related line, the fulfillment method for the related line is also "Pickup". If the related line does not support this fulfillment method, a warning message displays prompting you to select a different fulfillment method.

Note: The displayable attributes depend on pre-defined configurations. The UOM, Unit Price, Quantity, and the Line Total fields are displayed or hidden based on the display configuration.

5. Choose the appropriate fulfillment option from the Select Fulfillment Method panel.
 - If the fulfillment method is Ship, select the following from the drop-down list:
 - The shipping address
 - The level of service
 - If the fulfillment method is Delivery, select the address to which the product needs to be delivered from the drop-down list.
 - If the fulfillment method is Pickup, select the country from the drop-down list and enter the zip code. Click the Choose Stores hyperlink.
 - If the order line is a service line, the Select Service Address panel is displayed.

- Select an address and click the Edit Address hyperlink to modify the address and click Apply.
- Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

Note: If the item does not support the selected fulfillment method, the fulfillment option will be disabled when you select that item. If you select multiple items and they do not share a common fulfillment option, an error displays indicating that there are no common fulfillment methods for selected order lines.

Note: Based on the rules configured, you can modify any order line that has the Delivery fulfillment method until the delivery line is shipped. For more information about configuring special order modification rules, see the *Sterling Call Center and Store Implementation Guide*.

6. Click Next.

Note: If you had skipped the customer identification step and not yet entered the address for lines being shipped or delivered, the address column is highlighted in red and an error message displays indicating that the order line does not have the complete fulfillment information.

- The Add Multiple Lines: Fulfillment Summary screen is displayed where you can view and modify the configuration of the order and how it is being fulfilled. For more information about fulfillment summary details, see [Section 2.4.2, "Fulfillment Summary"](#).

Note: The Fulfillment Summary screen is displayed only if the fulfillment method is either shipping or pickup.

7. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or an existing appointment needs to be retaken, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
8. Click Next. The Changing Payment Methods screen is displayed. For more information about modifying payment methods, see [Section 2.6.4, "Changing Payment Methods"](#).

2.3.2.1 Overriding Item Price

You can override the item price of an item in the Override Price for Item screen.

To override the price of an item:

1. From the Unit Price column, select the Override Price hyperlink. The Override Price for Item screen is displayed.
2. In Overridden price, enter the new price of the item.
3. From the Reasons for Override drop-down list, select the appropriate reason.
4. In the Notes panel, enter any additional information, if applicable.
5. Click Close.

Note: You can override the price of a bundle parent item only.

2.3.2.2 Viewing Inventory in Other Stores

If the customer wants to pick up an item from a store that is not displayed on a screen, the CSR needs to look for other stores. To search for other available stores:

1. Click the View More Stores link. The View More Stores screen is displayed.
1. Enter the zip code from where the customer wants to pick the item.
2. Click Search. A list of stores is displayed for the zip code.
3. Select the appropriate store from the list.

Note: You can also view the bundle component items while viewing the inventory for a bundle parent item.

Note: To select a store using the keyboard, navigate through the list of stores using the Tab key. Once the focus is on the check box of the store that you want to select, press spacebar.

Note: If you are dealing with a single country, the country drop-down list does not display on the screen. For more information about configuring the country display, see the *Sterling Call Center and Store Implementation Guide*.

2.3.2.3 Adding or Modifying Addresses

After a customer places an order, the customer may want to add a new address or modify the existing address to deliver the items.

2.3.2.3.1 Adding a New Address

Adding a new address is a common CSR task.

To add a new address:

1. From the appropriate screen, click the New Address hyperlink. The Add Address screen is displayed. You can view the Primary Info, Street Address, and the Contact Info panels.
2. If you have launched this task in the context of a customer, select an address from the Billing Address drop-down list.
3. Enter the applicable information in these panels.
If the address is not valid, the message "This is not a valid address" is displayed.
4. If you want to override the address verification, check the Override Address Verification box.
5. If you want to add the address to the customer record, select the Add this address to the Customer's record box.
6. In the Change Order : Change Service Appointment screen, if you click Previous button, it will take you to the previous screen where you can modify the address.
7. Click Confirm.

2.3.2.3.2 Modifying an Address

Modifying an existing address is a common CSR task.

To modify an address:

1. From the appropriate screen, select the address you want to modify from the drop-down list and click the Edit Address hyperlink.
If there are multiple shipping addresses with the same information in the first line, the Choose Your Address screen is displayed. Select the appropriate address.
2. To modify an existing shipping address, click the Modify Address hyperlink in the appropriate Ship-To Address panel. The Edit Address screen is displayed.
3. Modify the applicable address information.
If the address is not valid, the message "This is not a valid address" is displayed.

4. If you want to override the address verification, check the Override Address Verification box.
5. Click Confirm.

2.3.3 Increasing Order Line Quantity


Sometimes a customer may want to increase the quantity of one or more items on an order that is already placed. In such situations, the user can increase the order line quantity as requested by the customer. The line quantity can be increased for orders that have single or multiple order lines. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

This task does not check for future availability and should be used to increase the quantity on the order when the user is sure that the additional quantity is available on the same date as the original ordered quantity. In other cases, the Add Lines To Order task can be used. For more information about adding multiple lines to an order, see [Section 2.3.2, "Adding Order Lines"](#).

To increase the quantity of an existing order line:

1. From Navigator > Order, select Increase Line Quantity. The Increase Line Quantity screen is displayed.
2. In the Increase Line Quantity panel, you can view information about the item such as item description, identifier of the item or the alternate item, unit price, status, ordered quantity of the item, additional item quantity, and available item quantity.

Note: If the status modification rules do not allow you to increase the order line quantity, the order line is disabled.

3. In the Additional Quantity column, enter the additional item quantity that is required. When you select the Additional Quantity column, by default, the additional item quantity is set to 1.
4. If the requested additional item quantity exceeds the available quantity, a  icon along with the available item quantity is displayed in the Available Quantity column.

5. If you cannot deliver the requested additional item quantity on the original delivery date, the following message is displayed: "The requested quantity cannot be fulfilled. Please add a new order line".
6. In the Notes panel, you can enter any additional information related to increasing the order line quantity. Basic notes display in the Notes panel. You can modify this information as needed. For more information about adding order notes, see [Section 2.3.4, "Adding Notes to an Order"](#).
7. Click Confirm.

If you attempt to add more quantity to an order line that is already released, the system may prompt you to manually verify whether or not you can add quantity to that order line. If you can add quantity, click Verified.
 - If the quantity of a service item is increased, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
8. Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

Note: When you increase the line quantity of a bundle item, all the component quantity will be increased in the same ratio defined while configuring bundles.

2.3.4 Adding Notes to an Order

You may need to enter some additional notes on an order describing the various actions taken on that order for future reference. The order notes can be either entered manually or automatically generated by the system. To add notes to an order you must search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To view and add notes to an order:

1. From the Order Summary page, click the View/Add Notes hyperlink in the Important Notes panel. The Order Notes screen is displayed.

Note: The Important Notes panel displays only the high priority notes.

2. To view notes for a specific note type, select a note type from the Filter By Note Type drop-down list.
3. By default, Lower Priority Notes box is selected. Uncheck the Lower Priority Notes box to view only high priority notes.
4. To view notes for a specific contact method, select the contact method from the Filter by Contact Method drop-down list. For example, to view notes related to a customer's call, you can select Phone as the contact method.
5. By default, only manually entered notes are displayed. Hence, the User box is selected. To view automatically generated notes also, select the System box.
6. Select the Order Line box to view notes on all order lines. Select the Return box to view order level notes for return orders created for this sales order.
7. To add a note:
 - a. If required, select the appropriate note type from the drop-down list.
 - b. If required, select the appropriate contact method from the drop-down list.
 - c. If the note to be entered assumes high priority, check the Mark Priority as High box.
 - d. Enter the Contact Details such as the e-mail address or the customer's telephone number.
 - e. Choose the appropriate emoticon (smiley) for an order note, if applicable.
 - f. Enter the note text for the order in the space provided.
 - g. Click Add Note. The note is added and displayed in the Order Notes panel.

Note: You can add notes specific to the bundle component level, if the bundle item is configured as ship independent.

Note: If the status modification rules do not allow you to add notes to the order in the current status, the Notes panel and Add Note button are disabled.


8. Click Close.

2.3.4.1 Adding Notes to an Order Line

Sterling Call Center and Store enables you to add order line notes order capture.

To view and add notes to an order line:

1. From the Order Summary screen, right-click on the appropriate order line and select Add Line Notes. The Order Line Notes screen is displayed where you can add appropriate notes.
2. Select the Order Header box to view notes on the sales order. Select the Return box to view notes for return orders created for this order.

In the Order Summary screen, the order lines that contain notes are associated with the  icon.

2.3.4.2 Adding Notes to a Return Order

Sterling Call Center and Store enables you to view and add notes on a return order.

To view and add notes to a return order:

1. From the Return Order Summary screen, click the View/Add Notes hyperlink from the Important Notes panel. The Order Notes screen is displayed where you can add appropriate notes.
2. Select the Order Header box to view notes on the sales order. Select the Order Line box to view notes on order lines.

2.3.5 Resolving Holds


When performing order modifications, the entire order or just certain order lines may be placed on hold to prevent further modifications. You can resolve holds if you belong to the user group that has permission to do so. To resolve a hold on an order, you must first search for the orders that are on hold. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To resolve a hold on an order or order line:

1. From Tasks > Order, select View/Remove Holds. The Order Holds screen is displayed.
2. Check the appropriate box next to the hold that you want to resolve.

Note: If you want to remove a particular hold, you must belong to the user group that has permission to manually resolve the hold.

3. Check the Check All box if you want to resolve all holds on the order at one time.
4. In the Notes panel, enter any additional information, if applicable. For more information about adding notes, see [Section 2.3.4, "Adding Notes to an Order"](#).
5. Click Confirm.


Note: Click the  icon on the Line Summary screen to view the order line holds only.

2.3.6 Canceling an Order

A customer may want to cancel an entire order, or just certain product or service items of the order. To cancel an order, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To cancel an order:

1. From Tasks > Order, select Cancel Order. The Cancel Order screen is displayed.

2. To cancel the entire order:
 - a. In the Quantity To Cancel panel, select the cancellation reason from the Reason Code drop-down list.
 - b. Choose the Select All Available Quantity For Cancellation option.
3. To cancel only some of the items included in the order:
 - a. In the Quantity To Cancel panel, select the cancellation reason from the Reason Code drop-down list.
 - b. Choose the Select Specific Quantity For Cancellation option.
 - c. Check the boxes of the items you want to cancel.
 - d. In the Enter the Quantity to Cancel field, enter the quantity of the item you want to cancel.
 - e. In the status field of the order line, the  icon is displayed if a stop delivery request is placed.

Note: You cannot cancel order lines that are greyed out.

4. In the Notes panel, enter any additional information for an order, if applicable. For more information about adding notes, see [Section 2.3.4, "Adding Notes to an Order"](#).
5. Click Confirm. The Confirm Payment screen is displayed. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

Note: You can only cancel a bundle parent item. When you cancel a bundle item, all the component quantity will be cancelled in the same ratio defined while configuring bundles.

Note: If the status modification rules do not allow you to cancel an order line, then the order line is disabled.

Note: If the line that you want to cancel has related lines, the related lines are automatically selected for cancellation.

2.3.6.1 Viewing and Confirming the Payment Details

You can view payment details such as the amount reduced, original total, new total, and details about the existing payment methods for the order. You can also add a coupon or new payment method, if necessary. After you view the details or add a coupon or new payment method, click Confirm.

- In the Detail List of Adjustment panel, you can view the item information such as the identifier of the item or the alternate item, the item's description, adjusted quantity, adjusted amount, charge refund details, and applied coupon or promotion details.
- If a stop delivery request is placed, a confirmation message is displayed along with the details of the Item and the Requested Quantity for that stop delivery.
- If an order is created for an existing customer, you can view the available payment methods for the customer in the Payment Methods panel. To apply an existing payment method, select the appropriate payment method.
- If you want to add a coupon or promotion to the order, click Add Coupon. For more information about adding coupons and promotion codes, see [Section 2.6.3, "Adding a Coupon or Promotion Code"](#).

- If you want to add a new payment method, click Add Payment Method. For more information about adding new payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
- If you want to add a new charge or modify an existing charge, click the Add/Modify Charges hyperlink. The Add/Modify Charges pop-up screen is displayed. For more information about adding or modifying charges, see [Section 2.6.7.1, "Adding or Modifying Charges"](#).
- If you want to enter any additional information for the order, in the Notes panel, enter the appropriate notes. For more information about adding notes, see [Section 2.3.4, "Adding Notes to an Order"](#).
- Click the Previous button to revisit the previous screen.

Note: You cannot view the payment details of the order, if the order is on hold and the message "No payment details have been recorded" is displayed.

Note:

- If the payment method type is Customer Account, you can modify the MaxChargeLimit.
 - If the payment method type is Other, you cannot modify the MaxChargeLimit. The MaxCharge amount is deducted from the Provide Method of Payment for Amount field.
 - If the payment method type is Check or Refund Check, you cannot modify the check amount. The Check Amount is deducted from the Provide Method of Payment for Amount field.
 - If you want to clear the value in the Amount to Charge field, ensure you enter zero. Do not keep the field blank.
-
-

If you are viewing the payment details after creating a return, you will see the View/Change Charge Details hyperlink in the Return Order Totals panel and Exchange Order Totals panel. For more information about viewing charge details, see [Section 2.6.7, "Viewing Charge Details"](#).

Note: If an exchange order is opened from Sales Order flow, the ExchangeType of the exchange order and the return total are not considered for displaying the payment information.

2.3.7 Returning an Order

Customers may want to return or exchange ordered items. For a complete description of how to accomplish this, see [Section 2.8.1, "Creating a Return Order"](#).

2.3.8 Tracking an Item or Inquiring About a Shipment

Customers may sometimes need to know the status of their orders. For example, if a customer does not receive items that were ordered, they may inquire about the status of a product or service item. To inquire about the status of a product or service item, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To track an item:



1. Do one of the following to open the Shipment Inquiry screen:
 - From Tasks > Frequent Queries, select Where is my shipment?
 - From Tasks > Order, select Track An Item.
 - In the Order Summary screen, right-click on the required item and select Track This Item.

You can view tracking information for each item. You can also view information about holds applied to an order and hyperlinks to navigate to the alert details screen, if applicable.

2. Select the item for which you want to view the shipment status.
 - If the item is in the "Shipped" status:
 - You can view the date on which the item is shipped.
 - If the item is packed in a container, you can view the tracking number, if available.
 - If the item is packed in multiple containers, you can view the container details.

- You can view the carrier and service information for the shipment.
- If you want to reship a container, click the Reship Container hyperlink. The Reship Select Item screen is displayed.
For more information about reshipping, see [Section 2.4.7, "Reshipping An Item"](#).
- If you want to view the shipment details, click the View Shipment hyperlink. The Shipment Details screen is displayed.
For more information about viewing shipment details, see [Section 2.3.8.1, "Viewing Shipment Details"](#).

Note: If the capability for tracking a container is provided, the tracking number is displayed as a hyperlink. Click this hyperlink. The appropriate carrier's website is displayed where you can view the container's tracking information.

- If the item is not in the "Shipped" status:
 - You can view the date on which the item is scheduled to be shipped, and the estimated delivery date.
 - If the item is packed in multiple containers, you can view the container details.
 - If the shipment is created, but the items are not packed into the containers, you can view the shipment lines.
 - If the order line is on hold, it is indicated by the  icon with "This Line is on Hold" message.
 - The  icon is displayed if a stop delivery request has been placed.
 - If the shipment is not created, but inventory is available, the estimated ship date and the estimated delivery date is displayed.
- If the item is in the "Delivered" status:
 - You can view the delivery date or estimated delivery date for the shipment.

- If the item is packed in multiple containers, you can view the container details.
- If the item is a service item, you can view the appointment date and status of the existing service appointment.
- If the customer has picked the item up at a store, you can view the date on which the item was picked up.
- If the item is in the "Cancelled" status, an appropriate message is displayed. The cancelled item quantity and the date on which the item was cancelled also display.
- If an order line is associated with a work order and service appointments exist for the work order, you can view the service appointments. If there are multiple appointments for a work order, the system displays the most recent service appointment.
- If an order line is associated with a work order and service appointments do not exist for the work order, an appropriate message is displayed indicating that an appointment needs to be taken.
- If a work order is cancelled, you can not view any information on the screen.
- If an order is on hold, you can view the hold information. You can also view alert details associated with the hold, if any.
- If the fulfillment method on the order line is different from that on the shipment, you can also view the fulfillment method on the shipment.
- If the shipping address on the order line is different from that on the shipment, the message "The shipping address was modified on this shipment" is displayed.
- Kit items are shown using an indicator. The tooltip for the kit item indicator displays the parent kit item ID.

Unit Prices are not available for kit items. Therefore, the message "Not Available" is displayed for the unit price of the kit item. The tooltip for the "Not Available" message displays the parent kit item ID.

2.3.8.1 Viewing Shipment Details

In the Shipment Details screen:

- You can view details about the shipment such as the shipment number, service, ship node, status, seller, and number of containers by clicking on the View Shipment link.
- If you want to reship the shipment, click the Reship Shipment hyperlink. The Reship Select Item screen is displayed. For more information about reshipping a shipment, see [Section 2.4.7, "Reshipping An Item"](#).
- In the Shipment Lines in this shipment panel, you can view details about the shipment lines such as the identifier of the item or the alternate item, item quantity, unit price, and order number. You can also view the tracking number, container number information, and shipping address.

2.3.9 Scheduling and Releasing an Order

The Schedule and Release screen provides details of the status of each order line and also lets you schedule and release an order. You can schedule and release an order if you belong to a user group, which has permission to do so.

To schedule or release an order, you must first search for the order. For more information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).

- From Tasks > Order, select Schedule and Release Order. The Schedule and Release screen is displayed.

In the Order Lines by Status panel, you can view the item ID and description, unit price, fulfillment method, status of the order line, quantity in that status, ship node, expected date and comments if applicable.

- Click Confirm. The screen is refreshed to reflect the new status and ship nodes for applicable order statuses.

Note: Order status records which cannot be scheduled and/or released are grayed out. If there are no order lines to be scheduled and/or released, the message displays "All the order lines are already scheduled and released" and also the Confirm button is disabled. In case there is a problem in scheduling the order, the scheduling failure reason is displayed in the comments column.

- You can also view the indicator icons associated with items, if applicable. Place your cursor on these icons to view their purpose.

2.3.10 Viewing Procurement Orders

You can view the procurement orders for an order (purchase order/transfer order), if you belong to a user group which has permission to do so.

To view procurement orders for an order, you must first search for the order. For more information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).

- You can filter order lines based on filter criteria.
- From Tasks > Order, select View Procurement Orders. The View Procurement Orders screen is displayed. In the Procurement Orders panel, you can view the order number, document type, status, supplier and the order date.
- Double-click the appropriate order number. The Procurement Order Summary screen is displayed. For more information about viewing procurement order summary details, see [Section 2.3.10.1, "Viewing Procurement Order Summary"](#).

Note: If there are no procurement orders for the order, the message "There are no procurement orders for this Order" is displayed.

2.3.10.1 Viewing Procurement Order Summary

To view the procurement order summary:

1. Do one of the following to open the Procurement Order Summary screen:
 - From the View Procurement Orders screen, right-click on an order and select View Details.
 - From the View Procurement Orders screen, click on the order number hyperlink of the order for which you want to view the order summary.
2. The Procurement Order Summary screen is displayed. On this screen you can view the following information:
 - In the Primary Details panel, you can view the order number, order status, order date, total amount, document type and supplier.
 - In the Bill To Address panel, you can view the details of the address of the organization against which the order is billed.
 - In the Ship To Address panel, you can view the details of the address to which the order is shipped to.

Note: If there are multiple shipping addresses, the message "There are multiple shipping addresses on this order" is displayed.

- In the Order Lines panel, you can view the product and/or service order lines that are fulfilled.

2.3.11 Launching the Sterling Multi-Channel Fulfillment Solution Consoles

You can use this task to launch the Sterling Multi-Channel Fulfillment Solution Consoles from within the Sterling Call Center and Store user interface. A CSR may sometimes need to launch the Sterling Multi-Channel Fulfillment Solution Consoles, for example, a CSR may want to adjust the inventory for an item. For example, call center and store representatives may need to access the detailed order audit screens available in the Sterling Multi-Channel Fulfillment Solution Consoles.

A user can launch the console only if the user belongs to a user group that has permissions to launch the console.

To launch the Sterling Multi-Channel Fulfillment Solution Consoles, from Tasks > Order Tasks, select Launch SMCFS Console. The Sterling Multi-Channel Fulfillment Solution Consoles is displayed.

- If the logged in user session times out, enter the user ID and password to login again.
- Click Close button to close the task.

2.4 Performing Fulfillment Tasks

This section explains how to perform the following fulfillment-related tasks:

- [Modifying Fulfillment Options](#)
- [Fulfillment Summary](#)
- [Service Fulfillment Summary](#)
- [Modifying Service Instructions](#)
- [Modifying Service Appointments](#)
- [Modifying Order Addresses](#)
- [Reshipping An Item](#)

2.4.1 Modifying Fulfillment Options

When a customer requests a change in the fulfillment options for an item, you can modify the fulfillment options as requested. For example, after the customer places an order for delivery, the customer may decide to pick the items up at a nearby store. In such situations, you can modify the fulfillment options as requested. This task is also used when a customer wants to modify the delivery address for an order line. To modify the fulfillment options, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To modify the fulfillment options:


1. From Tasks > Fulfillment, select Change Fulfillment Options. The Change Fulfillment Options screen is displayed.

2. Check the boxes of the items for which you want to modify the fulfillment options.
 - If you want to modify the fulfillment options for all items on the order, check the Check All box.
 - You can view the expected date of fulfillment for the order line in the Expected Date column. The expected date of fulfillment does not display for the order line, if:
 - The requested pickup date does not exist.
 - The work order appointment is not created.

Note: When you change the fulfillment option for a parent bundle item which is configured as ship independent, the fulfillment method for the component lines is automatically selected for modification.

For a bundle parent item which is configured as ship together, only the parent bundle item is displayed.

Note: If you want to modify the fulfillment option for a parent item that has related lines, the fulfillment method for the related lines is automatically selected for modification. You can clear the check boxes of the appropriate related lines for which you do not want to modify the fulfillment option.

Note: The recently added order lines are identified by the  icon.

Note: All order lines that are associated with drop ship lines are disabled.

3. Choose the appropriate fulfillment method.

4. When the customer wants to pick up items from the store, choose the "Pickup" fulfillment method.
 - a. Select the country in which the store is located from the drop-down list.
 - b. Enter the zip code or city, and state.
 - c. Click Search. The More Stores screen is displayed. For more information about viewing inventory in other stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
 - d. Select the appropriate store and click Apply.
 - e. Click Next. The Fulfillment Summary Screen is displayed. For more information about fulfillment summary details, see [Section 2.4.2, "Fulfillment Summary"](#).
5. When the customer wants the items to be shipped, follow these steps:
 - a. Choose the Ship fulfillment method. The Ship To address must be entered.
 - Select an address and click the Edit Address hyperlink to modify the address and click Apply.
 - Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

Note: A fulfillment method can be selected only if the item supports the selected fulfillment method.

- b. From the Service drop-down list, select the appropriate carrier service that the customer requests for item delivery.
- c. Click Apply.
- d. If you skip the customer identification step when capturing the order, you must enter an address for all the order lines that are being shipped or delivered.
- e. Click Next.

- The Fulfillment Summary screen is displayed where you can view and modify the complete configuration of an order and how it is being fulfilled. For more information about fulfillment summary, see [Section 2.4.2, "Fulfillment Summary"](#).

Note: The Fulfillment Summary screen is displayed only if the fulfillment method is either Ship or Pickup.

- f. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or an existing appointment needs to be retaken, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
6. When the customer wants the items to be delivered to their doorstep, follows these steps:
 - a. Choose the Delivery fulfillment method. The Deliver To address must be entered.
 - Select an address and click the Edit Address hyperlink to modify the address and click Apply.
 - Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

Note: Based on the configuration, the Fulfillment option is displayed. For more information about displaying the Shipping and Delivery as a separate fulfillment option, see the *Sterling Call Center and Store Implementation Guide*.

Note: You can modify any order line that has the Delivery fulfillment method until the delivery line is shipped.

- b. If you skipped the customer identification step when capturing the order, enter the address for all order lines that are being delivered.
- c. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or an existing appointment needs to be retaken, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).

Note: If the status modification rules do not allow you to change the fulfillment method of an item, then an error message "Order cannot be modified in the current status" is displayed and also the order line is displayed in red.

7. When the customer wants to change the address for the provided service line:
 - a. Select all service lines in the list. The Service Address panel is displayed.

- Select an address and click the Edit Address hyperlink to modify the address and click Apply.
- Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

- b. Click Next. The Fulfillment Summary Screen is displayed. For more information about the fulfillment summary details, see [Section 2.4.2, "Fulfillment Summary"](#).


2.4.2 Fulfillment Summary

The Fulfillment Summary screen provides information about how an order is created and is being fulfilled. For instance, you can view the details of an order such as the recently added order lines, gift items, open box items, related items, and so forth. You can group order lines based on the fulfillment method. To modify the fulfillment options, you must first search for the order. For more information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).


Note: If the bundle parent item is configured as ship independent, the bundle component items are displayed below the bundle parent item.

2.4.2.1 Fulfillment Method—Shipping Panel

You can view the fulfillment summary for the "Shipping" fulfillment method.

- The address to where the item is shipping is displayed in the header panel, if the fulfillment method is "Shipping".
- The  icon indicates that the item is a gift item and can be picked up or shipped to the gift recipient. For more information about setting up gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- The open box icon indicates that the item is an open box item. For more information about open box items, see [Section 3.3.7, "Adding Open Box Items"](#).

- The item image displays an image of the actual item.
- The item description and the item identifier display.

Note: The recently added order lines are identified by the  icon.

- The Quantity column displays the order line quantity.
- The Unit Price column displays the item price for one unit.
- The Available column displays the latest date when the product is available. If items are unavailable, the column is displayed in red indicating unavailability.
- The Level of Service column enables you to change the carrier service with cost from the drop-down list.

Note: Whenever the carrier service is changed, the expected delivery date is updated to reflect the change.

- The expected delivery column displays the expected delivery dates of the items.
- You can choose the following actions from the drop-down list:
 - Change to Pickup
 - Cancel

Note: When the parent line that has related lines is selected for cancellation, the related lines are automatically selected for cancellation.

Note: When the parent bundle line is cancelled, all the components lines are automatically cancelled.

When the action is changed from Shipping to Change to Pickup, the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order

line. For more information about the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).



- Click the Gift Options button to modify the gift options for the selected items. You must check the box for the item for which you want to add or clear the gift information. For more information about gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- Click Go to the Change Fulfillment Options, if you want to make changes to the fulfillment methods. For more information about changing fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).


Note: If you select the parent line that has related lines associated with it to perform actions such as modification or cancellation, the related lines are automatically selected for modification or cancellation.


- Click Confirm or Next. All items in the order line are reserved.
- Click Next. The Confirm Payment screen is displayed where you can view the payment details for an order. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

2.4.2.2 Fulfillment Method—Pickup Panel

You can view the fulfillment summary for the "Pickup" fulfillment method.

- If the fulfillment method is "Pickup", the ship node is displayed.
- The  icon indicates that the item is a gift item and can be picked up by the recipient. For more information about setting up the gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- The  icon indicates that the item is an open box. For more information about open box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- The item image displays an image of the actual item.
- The item description and the item identifier display.

Note: The recently added order lines are identified by the  icon.

- The Quantity column displays the item quantity.
- The Unit Price column displays the item price for one unit.
- The Preferred column displays the date on which the customer prefers to pick up the item. Click the  icon to modify the preferred date for picking up the item. The calendar displays the dates from the initial product ship date. If the product ship date is blank, the calendar does not display any dates.
- The Available column displays the latest date when the product is available in the ship node.
- You can choose any of the following actions from the drop-down list:
 - Change to Shipping
 - Cancel

When the action changes from Pickup to Change to Shipping, the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about modifying the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#)

- Click the Gift Options button to modify the gift options for the selected item. You must check the box for the item for which you want to add or clear the gift information. For more information about setting up gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- Click the Change Store Location button to select the store from where you want to pick up the items. You must check the box of the item you want to pick up from an alternate store. For more information about alternate pickup locations or stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
- Click Go to Change Fulfillment Options, if you want to make changes to the fulfillment method. For more information about the fulfillment options screen, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
- Click Confirm. All items in the order line are reserved.


- Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

Note: When the next button is clicked, reservations are created for all the unscheduled, unreserved lines and quantities. If some quantity of items are unavailable, and a reservation cannot be created entirely, you revert back to the Fulfillment Summary screen highlighting the unavailable lines.

Note: When modifications are made in the Fulfillment Summary screen, the screen is refreshed to reflect the updated information.

2.4.3 Service Fulfillment Summary

You can view the summary of all appointments related to an order. The appointments are grouped based on the address displayed in the header panel. In the Appointment panel, you can view the appointment number, the current appointment, if an appointment has been taken, and the service charges applicable for the service. You can perform any one of the following action:

- Click the  icon to view the order lines included in the appointment.
- Click the Change Appointment hyperlink to modify the service appointment. For more information about modifying service appointments, see [Section 2.4.5, "Modifying Service Appointments"](#).

Note: If the status modification rules do not allow you to change service appointment, the Change Service Appointment hyperlink is disabled.

- Click the View/Change Instructions hyperlink to view or modify the service instructions. For more information about modifying the service instructions, see [Section 2.4.4, "Modifying Service Instructions"](#).

Note: If the status modification rules do not allow you to change service instructions, the View/Change Instructions hyperlink is disabled.

- Click the Gift Options hyperlink. The The Mark/Clear item(s) as gift(s) screen is displayed.
 - Choose Mark this line/these lines as gift(s) to mark the item as a gift item.
 - Choose These item(s) are not gift(s) if you no longer want the item to display as a gift item.
 - Click Apply.

2.4.4 Modifying Service Instructions

When a customer requests a change in the service instructions for an item, you can modify the service instructions as requested. For example, if the customer is not available at home at the time of delivery, the customer may request that the items be left at the back doorstep. You can modify the service instructions accordingly. To modify service instructions, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To modify the service instructions, from Tasks > Fulfillment, select View/Change Service Instructions. The Delivery Fulfillment Summary screen is displayed. You can perform any one of the following action:

- Click the View/Change Instructions hyperlink of the appropriate appointment. The View/Change Instructions pop-up screen is displayed. You can either enter new service instructions or modify the existing service instructions, and click Confirm.

Note: You can modify the service instructions for deliveries that are not complete.

- Click the Change Appointment hyperlink to change the service appointment. The Select An Appointment screen is displayed. For more information about changing service appointments, see [Section 2.4.5, "Modifying Service Appointments"](#).

- The Notes panel is displayed, if you reach the Service Fulfillment Summary screen by performing any one of the following task:
 - [Modifying Service Appointments](#)
 - [Modifying Service Instructions](#)

You can add any additional information related to the service transaction. For more information about adding order notes, see [Section 2.3.4, "Adding Notes to an Order"](#).

- Click the Previous button to revisit the previous screen.

Note: You can modify the service instructions for any order line that has the "Delivery" fulfillment method and are not shipped.


2.4.5 Modifying Service Appointments

When a customer requests a change in the service date and time, you can change the service appointment for a product or service item.

Note: You can modify the service appointment for a product or service item only if the existing appointment is not complete.

The appointments that exist for the order is displayed in the top panel.

- If you have already taken an appointment, the details about the appointment is displayed.


If there is a problem with the appointment taken, the  icon is displayed.
 - If you have not taken an appointment, a "Not Taken" message is displayed.
1. In the Calendar, click the left or right arrow to select the appropriate month, and select the day on which you want to take an appointment. By default, the current month is displayed in the calendar.
 2. In the Slots panel, select the appropriate slot for the appointment.

The Sterling Call Center and Store application provides the ability to switch the calendar view for the selected appointment by clicking any one of the following hyperlinks:

- Switch to day-first view—This view displays the calendar to the left of the screen. When you select a day, the slots available for that day display to the right.
- Switch to slot-first view—This view displays the slots to the left of the screen. When you select a slot in the Slots panel, the days available for the selected slot display to the right.

Note: The default calendar view is displayed depending on the rules configured. For more information about configuring the service appointments calendar view, see the *Sterling Call Center and Store Implementation Guide*.

3. In the Service Instructions panel, you can either enter new service instructions or modify the existing service instructions for the selected appointment.
4. In the Order Lines panel, you can view all items included for the selected appointment.

In the Problem Line column, the  icon is displayed only if the newly added line cannot be fulfilled for the current appointment.

In the Available Date column, the earliest date when the product is available is displayed. If items are unavailable, the column is displayed in red.

If you want to change the fulfillment option of a newly added line or or cancel an order line, click the Line Actions hyperlink. The Line Actions pop-up screen is displayed. In the Action column, select any one of the following actions from the drop-down list:

- Change to Pickup - If the item supports the pickup fulfillment method.
- Change to Shipping - If the item supports the shipping fulfillment method.
- Cancel - If the line allows the cancellation.

Note: The Store Stock column displays the values "Yes" or "No" to indicate whether the item is available in the store, or is being procured from some other store.

5. Click Confirm.
 - If you select Change to Pickup or Change to Shipping action, the Change Fulfillment Options screen is displayed. The boxes of the items that you modified are automatically checked. For more information about modifying the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
 - If you select the Cancel action, the item is cancelled.
6. Click the Previous button to revisit the previous screen.
7. Click Save Appointment. The inventory is reserved and the capacity is allocated for the appointment.

2.4.6 Modifying Order Addresses

Sometimes a customer provides incorrect order address information when placing an order. In such situations, the customer may request that you modify the order address. To perform this task, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To modify the address for an order:

1. From Tasks > Fulfillment, select Change Order Address. The Change Order Address screen is displayed where you can view one or more addresses provided by the customer.
2. To modify an existing address, click the Modify Address hyperlink in the appropriate Address panel. The Edit Address screen is displayed. You can modify the address accordingly.

If you want to override the address verification, check the Override Address Verification box in the Edit Address screen.

3. Click Confirm.
 - If the modified address is not valid, the message "This is not a valid address" is displayed.

- If there are previously released order lines, you cannot modify the address for these order lines. The Previously Released Order Lines screen is displayed with the message "The address of the following items cannot be modified". You can view the item details for the previously released order lines.
- If an item is not available for shipping, the Delivery Modification Can Not Be Fulfilled screen is displayed with an appropriate message.
 - If the customer wants to pick the item up from the store, choose the Pick up this item from <store_name> option. If the customer wants to pick the item up at a store that is not listed in the drop-down list, click the More Stores hyperlink. The More Stores screen is displayed. For more information about viewing inventory in other stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
 - If the customer wants the fulfillment option to be modified regardless of any back order, choose Modify the Fulfillment Option Regardless of BackOrder.
 - If the customer does not want the fulfillment option to be modified, choose Do not modify the fulfillment option for this item.

Note: If the status modification rules do not allow you to change the address in the current status, the Modify Address hyperlink is disabled.

4. If the customer does not want to change more addresses, click Next. If the items need to be delivered, the View/Change Service Instructions screen is displayed. For more information about modifying service instructions, see [Section 2.4.4, "Modifying Service Instructions"](#).

2.4.7 Reshipping An Item

Sometimes a customer reports that the item that was ordered has not been received or has been damaged in transit. In such situations, you may have to reship the items or issue a refund to the customer for the

shipment. You can reship only those items that are in the "Shipped" or "Delivered" status.

To reship an item, you must track the item. For more information about tracking an item, see [Section 2.3.8, "Tracking an Item or Inquiring About a Shipment"](#).

To reship an item:

1. In the Shipment Inquiry screen, click the View Shipment hyperlink. The Shipment Details screen is displayed.
2. Click the Reship Shipment hyperlink. The Lines to Reship screen is displayed. The Reship Shipment hyperlink is visible only if the items are in "Shipped" or "Delivered" status.
3. From the Reasons For Reship drop-down list, select the appropriate reasons for reshipping the item.
4. Check the boxes of the items you want to reship.
5. In the Quantity To Reship column, modify the reship quantity, if applicable.
6. Click Next. The Reship or Refund screen is displayed. In the Available Items panel, you can view items that are available for reshipping. In the Unavailable Items panel, you can view items that are not available for reshipping.

Note: If reshipping is not allowed for items, in the Lines to Reship screen, select the Override Reship Validation condition or the Create Follow-Up Alert condition.

7. If you want to reship all available items, in the Available Options panel, select Reship Available Items.
8. If you want to reship all available items and need to issue a refund for items that are not available, choose Reship Available Items and Refund Unavailable Items.
9. If you need to issue a refund for all items, choose Create Refund for All Items.
10. Click Previous, to go to the previous screen, if you click the previous button it does not allow you to undo any previous action.

11. Click Next, to go to Next screen.

If the items need to be delivered, the Select An Appointment screen is displayed. You can modify the service appointment of the items. For more information about modifying service appointments, see [Section 2.4.5, "Modifying Service Appointments"](#).

12. The Confirm Payment screen is displayed. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

2.5 Performing Price Match Tasks

This section explains how to perform the following price match related tasks:

- [Matching an Item's Price](#)
- [Searching for a Price Match](#)
- [Adding a New Price Match](#)
- [Searching for a Competitor](#)
- [Adding a New Competitor](#)

2.5.1 Matching an Item's Price

A customer may discover that another retailer is selling the same items that were ordered at a lesser price. In such situations, you may look into the customer's claims and price match the items, if necessary. To perform a price match for an item, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To perform a price match for an item:


1. From Tasks > Price Match, select Price Match An Item. The Price Match: Select An Item screen is displayed.

Note: If the status modification rules do not allow you to change the price of an item, the order line is disabled.

2. Check the box of the item for which you want to match the price and click Next. The Price Match WorkSheet screen is displayed.
3. Click the Previous button to revisit the previous screen.
4. In the previous screen, you can also select another item to price match.

Note:

- The order lines for which reshipping is applied are not available for price match.
 - The order lines that are cancelled are greyed out and are not available for price match.
 - Bundle parent items are available for price match. Bundle component items are not available for price match.
 - Delivery service lines are also not available for price match.
-
-

5. Specify the Competitor name and minimum quantity to be price matched.
6. To specify the Competitor name, enter it in the text box or click  icon. The Competitor Search screen is displayed. For more information about searching for a competitor, see [Section 2.5.4, "Searching for a Competitor"](#). You can modify the minimum quantity to be price matched which is defaulted from the order line. Click Search.

Note: Content Assist is available while searching for a competitor. When you enter a few characters of the competitor's name, a list of competitors whose name begins with the characters entered is displayed.

Note: The minimum quantity entered should be less than or equal to the order line quantity.


7. If the competitor does not exist, the message "Competitor is not found in the database. Would you like to create a new Competitor?" is displayed. Click the Create Competitor button to create a new competitor. For more information about adding a new competitor, see [Section 2.5.5, "Adding a New Competitor"](#).
8. If the Competitor exists but has been previously DENIED for performing price matches, the message "This competitor cannot be used in a price match. If you entered incorrectly, close the message and search for a new competitor" will be displayed and the price match is rejected.
9. If the Competitor exists, in the Previously Attempted Price Matches panel, you can view the previously attempted price matches for this competitor and the Price Match Worksheet is displayed. If you click Next before entering the values in the Worksheet, the message "The price cannot be matched because the worksheet is incomplete. You may choose to go back and complete the worksheet or cancel the price match. Do you want to complete the worksheet?" is displayed. Click Yes to continue with the worksheet. Click No to close the worksheet.
10. Click the Select hyperlink to use a previously attempted price match. You can modify the price offered by the competitor, discounts and shipping charges offered by the competitor.
11. Discounts are not defaulted in the Price Match Worksheet. The existing discount and charges are editable fields.

You can click Add/Modify Charges hyperlink which is present in the Price Match Worksheet to view the existing charges of the order displayed in the header and the line level.

12. The price match difference is displayed in the Refund Amount Per Unit From Price Match field. The Price Match Percentage defined for the competitor is also displayed when the percentage is anything other than 100%. Click Next.

Note: The Refund Amount Per Unit From Price Match is calculated by applying the price match percentage defined for the competitor.

- If the competitor's unit price and discounts is equal to a previously approved price match's unit price and discount, then the price match is approved. The Confirm Payment screen is displayed. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).
- If the competitor's unit price and discounts is greater than previously approved price match's unit price and discount, then the price match is approved. The Confirm Payment screen is displayed. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).
- If the competitor's net price is greater than the price offered by Sterling Call Center and Store, the message "We are offering a better price than the price match you have requested and the price match will not be applied. You may choose to go back to the worksheet and re-do your calculations or cancel the price match. Do you want to re-do your calculations?" is displayed. Click Yes to re-do the calculations on the Price Match Worksheet. Click No to close the Price Match Work Sheet.
- If the competitor's unit price and discount is equal to previously rejected price match's unit price and discount, the message "The Price Match record was previously rejected. We cannot match the requested price. If you think you have entered something incorrectly, please select Close and modify the information. If you select Confirm, it means that you can accept that this Price Match as rejected." is displayed. Click Close to modify the field values in the Price Match Work Sheet. Click Confirm to close the Price Match Work Sheet.


- If the competitor's unit price and discount is less than the previously rejected price match's unit price and discount, then the price match is rejected.
- If an existing price match which is in pending status is selected for price match:
 - If you do not have permissions to approve price match, the price match continues to be in pending status and can only be approved by a user who has permissions.
 - If you have permissions to approve price match, the Override Price match screen is displayed. Select the Approve Price Match option to approve the price match. Select the Do not allow this price match on future orders option, to not allow the price match on future orders. Select the Allow this price match on future orders till option to allow the price match until a particular date. To select a date, click the  icon and then select the month, year and day. Select the Deny Price Match option to reject the price match.
- If no existing price matches are found, pre-configured price match rules are used to check if the price match meets the No Hassle Criteria.
- If the price matches the No Hassle Criteria, a pop-up to enter notes to the price match is displayed. Click Confirm, the price match is approved and the Confirm Payment screen is displayed. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).
- If the price match does not satisfy the No Hassle Criteria:
 - If you do not have permissions to approve price match, an alert is created for the price match which can be approved/denied by a user who has permissions.
 - If you have permissions to approve price match, the Override Price match screen is displayed.

2.5.2 Searching for a Price Match

You may sometimes need to search for a price match record.

To search for a price match:

1. From Tasks > Price Match, select Price Match Search. The Price Match Search and List screen is displayed.
2. Select the enterprise from the drop-down list.
3. Enter the appropriate search criteria and click Search. The search results are displayed in the Price Match Results panel.

If you cannot find the pertinent price match, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

4. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." is displayed. You can select the Don't notify me again box, not to display the message again.

5. Double-click the appropriate price match. The price match details screen is displayed. For more information about viewing the price match details, see [Section 2.5.2.1, "Viewing Price Match Details"](#).
6. Click the Add button to add a new price match. For more information about adding a new price match, see [Section 2.5.3, "Adding a New Price Match"](#).

2.5.2.1 Viewing Price Match Details




In the Price Match Details screen, you can view the details of a price match such as competitor's name, enterprise code.

1. In the Price Match Details panel, you can view the enterprise code, item ID, UOM, expiration date of the price match, status of the price match, competitor, the minimum quantity to be price matched, competitor's unit price and competitor's discounts.
2. In the Price Match Description panel, you can view a brief description of the price match.
3. In the Order Lines Available panel, you can view the order lines on which the price match can be applied.
4. In the Order Lines Unavailable panel, you can view the order lines on which the price match cannot be applied.

2.5.3 Adding a New Price Match

Sterling Call Center and Store provides the ability to add a new price match, if the price match does not already exist.

To add a new price match:

1. From Tasks > Price Match, select Add Price Match. The Price Match Details screen is displayed.
2. Select the enterprise code from the drop-down list. Enter the item ID or click the  icon. The Advanced Add Item Search screen is displayed. Select the item from the list.
3. Enter the unit of measure for the item selected.
4. Select the expiration date for the price match. To select a date, click the  icon and then select the month, year and day.
5. Select the status for the price match from the drop-down list.
6. Enter the competitor or click the  icon to search for the competitor. Enter the minimum quantity to be price matched, the competitor's unit price and competitor's discounts.

If the competitor is in rejected status, then in such case the price match cannot be applied.

7. Click Confirm to add the price match.

Note: In the Price Match Notes panel of the Price Match Worksheet, notes entered for previously attempted price match are displayed.

2.5.3.1 Modifying a Price Match

Sterling Call Center and Store provides the ability to modify an existing price match. For example, you may want to extend the expiration date of a price match.

To modify an existing price match, you must first search for a price match. For more information about searching for a price match, see [Section 2.5.2, "Searching for a Price Match"](#).


1. In the Price Match Details panel, you can view the enterprise code, item ID, UOM, expiration date of the price match, status of the price match, competitor, the minimum quantity to be price matched, competitor's unit price, and competitor's discounts.
 - For an approved price match, you can only modify the expiration date.
 - For a pending or rejected price match, you can modify the expiration date, status of the price match, competitor's unit price and competitor's discounts.
2. In the Price Match Description panel, enter a brief description of the price match.
3. In the Order Lines For Which Price Can Be Matched panel, you can view the order lines on which the price match can be applied.
4. In the Order Lines For Which Price Cannot Be Matched panel, you can view the order lines on which the price match cannot be applied.

2.5.4 Searching for a Competitor

You may sometimes need to search for a competitor when performing a price match.

To search for a competitor:

1. From Tasks > Price Match, select Competitor Search. The Competitor Search and List screen is displayed.
2. Select the enterprise from the drop-down list.
3. Enter the appropriate search criteria and click Search. The search results display in the Competitor Results panel.

If you cannot find the pertinent competitor, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

4. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

5. Double-click the appropriate competitor. The Competitor details screen is displayed. For more information about viewing the Competitor details, see [Section 2.5.4.1, "Viewing Competitor Details"](#).

2.5.4.1 Viewing Competitor Details

In the Competitor Details screen, you can view the details of a competitor such as competitor's name, enterprise code.

1. In the Competitor Details panel, you can view the competitor's name, enterprise code, status of the enterprise, percentage of the price match, and the web address of the competitor.

2. In the Description panel, you can view a brief description of the competitor.

2.5.5 Adding a New Competitor

Sterling Call Center and Store provides the ability to add a competitor, if the competitor does not already exist.

1. Do one of the following to add a new competitor :
 - From Tasks > Price Match, select Competitor Search. The Competitor Search and List screen is displayed. Click the Add button, The Add Competitor screen is displayed.
 - From Tasks > Price Match, select Add Competitor. The Add Competitor screen is displayed.
2. In the Competitor Details panel, enter the competitor's name, enterprise code, status of the enterprise, percentage of the price match, and the web address of the competitor.
3. In the Description panel, enter a brief description of the competitor.
4. Click Confirm.

2.6 Performing Other Tasks on an Order

Some miscellaneous tasks you may need to perform for a customer include:

- [Setting Up Gift Options](#)
- [Appeasing Customers](#)
- [Adding a Coupon or Promotion Code](#)
- [Changing Payment Methods](#)
- [Viewing Payment Details](#)
- [Inquiring About Returns and Exchanges](#)
- [Viewing Charge Details](#)
- [Reconfiguring Items](#)

2.6.1 Setting Up Gift Options

When a customer wants to buy an item and gift it to someone, you can set the gift options in any one of the following ways:


- The customer places an order at the store and wants the gift recipient to pick it up from the same store or an alternate store. In such situations, the CSR marks the item as a gift item and captures the recipient details.
- The customer places an order at the store and realizes that the gift recipient cannot pick up the item. In such situations, the customer decides to pick up the item.
- The customer places an order at the store and wants the store to ship the items to the recipient as gift items. In such situations, the CSR marks the items as gift items and captures the shipping address of the recipient.
- The customer places an order at the store and wants the store to deliver the items to the recipient as gift items. In such situations, the CSR marks the items as gift items and captures the delivery address of the recipient.

Note: If the status modification rules do not allow you to change gift options for an item, the message "Gift options could not be changed for the following Items" is displayed.

2.6.1.1 Gift Options for Pickup

This section provides the steps to be performed if the customer or the gift recipient wants to pick up gift items from the store.

To set the gift options for pickup:

1. From Tasks > Other Tasks, select Change Gift Options. The Change Gift Options screen is displayed.
2. Check the boxes next to the items you want to assign as gifts.
3. Click Enter Gift Recipient Information to enter the recipient's First Name, Last Name, and the Phone number.
4. The  icon is displayed against the appropriate gift item.

5. Choose Clear Gift Recipient Details if you no longer want the item to display as a gift item.
6. Click Apply.

2.6.1.2 Gift Options for Shipping

This section provides the steps to be performed if the customer wants the gift items to be shipped.

To set the gift options for shipping:

1. From Tasks > Other Tasks, select Change Gift Options. The Change Gift Options screen is displayed.
2. Check the boxes next to the items you want to assign as gifts.
3. Click Mark Shipping Lines as Gift. The Mark/Clear item(s) as gift(s) pop-up screen is displayed.
4. Choose Mark this line/these lines as gift(s) to mark the item as a gift item.
5. Choose These item(s) are not gift(s) if you no longer want the item to display as a gift item.
6. Click Apply.

2.6.1.3 Gift Options for Delivery

This section provides the steps to be performed if the customer wants the gift items to be delivered.

1. From Tasks > Other Tasks, select Change Gift Options. The Delivery Fulfillment screen is displayed.
2. Click the Gift Options hyperlink of the appropriate appointment. The Mark/Clear item(s) as gift(s) screen is displayed.
3. Choose Mark this line/these lines as gift(s) to mark the item as a gift item.
4. Choose These item(s) are not gift(s) if you no longer want the item to display as a gift item.
5. Click Apply.

2.6.2 Appeasing Customers

When a customer reports not being satisfied or has had a bad experience with any of the services that were provided, you can present them with an option to appease them. For example, a customer may report problems faced when placing an order online or report having received a damaged item. In such situations, you need to perform an appeasement task to make amends for the bad experience. To perform this task, you must first search for the order. For more information about how to search for an order, see [Searching for an Order or Item](#).

To appease a customer:

1. From Related Tasks > Other Tasks, select Customer Appeasement. The Customer Appeasement: Select Reasons screen is displayed.
2. From the Reason For Appeasement drop-down list, select the applicable appeasement reason.
3. Select "Select All Available Items to Provide Appeasement", if the appeasement applies to all the available items of the order.
4. Select "Select Specific Items to Provide Appeasement", if the appeasement applies to some of the items of the order.

Check the boxes of the applicable items for which the appeasement applies.

5. To view any additional notes for the order, click the View/Add Notes hyperlink. For more information about viewing order notes, see [Section 2.3.4, "Adding Notes to an Order"](#).
6. In the Previous Appeasements panel, you can view appeasements that were previously applied to the order.

Important: If there are previous appeasements for an order, consider another appeasement.

7. Click Next. The Customer Appeasement: Select Offer screen is displayed.
8. In the Appeasement Action panel, select the offer that is applicable for the appeasement. The preferred appeasement option is displayed in bold. Use your best judgement when deciding which option to apply to the order.

Note: If the user has permission, a text box is displayed which enables the user to manually enter a suitable appeasement offer.

9. In the Notes panel, you can view appropriate notes regarding the appeasement action. You can add other information on the order and modify notes, if applicable. For more information about viewing or entering order notes, see [Section 2.3.4, "Adding Notes to an Order"](#).
10. Click the Previous button to revisit the previous screen.
11. Click Confirm.

2.6.3 Adding a Coupon or Promotion Code

You can add a coupon or promotion code to an order upon the request of a customer who has already placed an order. You can add any number of coupons to an order. To add a coupon or promotion code to an order, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#). After finding the order, the system checks the validity of the coupon before applying it to the order.

To add a coupon or promotion code:

1. From Tasks > Other Tasks, select Add a Coupon/Promotion Code. The Add Coupons: Entry screen is displayed.
2. In Add New Coupon/Promotion Code, enter the coupon or the promotion code.
3. Click Apply.
 - You can view details such as the line sub-total, total charges, total taxes, total discount, and grand total.
 - You can also view the type of coupon or promotion code added and the amount by which the order total is reduced.
 - If the coupon or promotion code cannot be added to the order, an appropriate message is displayed.
4. Click the Remove hyperlink to remove any coupon or promotion code that is already applied to an order.

Note: If the status modification rules do not allow you to add a coupon or promotion code to an order in the current status, the Add Coupon/Add promotion panel is disabled. If you do not have permissions to remove a coupon or promotion code, the Remove hyperlink is disabled.

5. Click Next. The Add Coupon: Confirm Payment screen is displayed. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

2.6.4 Changing Payment Methods

A customer may need to change the mode of payment for an order. To change the payment method for an order, you need to first search for the order. For more information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#). To change the payment method for an order:

1. From Tasks > Other Tasks, select Change Payment Method. The Payment Method screen is displayed.

You can view payment details such as order total, sub-total, charges, taxes, and discounts on the order.

In the Details panel, you can view the payment type, total amount charged, and the total amount refunded.
 - a. From the Action drop-down list, select the appropriate action needed for the payment method.
 - To activate the current payment method for an order, select Activate.
 - To suspend the current payment method for any charges, select Suspended for Charges.
 - To suspend the current payment method for any charges and refunds, select Suspended for Charges and Refunds.
 - b. If there is no maximum charge limit specified for the current payment method, from the Unlimited Charges drop-down list, select "YES".

- c. If there is a maximum charge limit to be applied on the current payment method, from the Unlimited Charges drop-down list, select "NO". In the Maximum Charge Limit column, enter the maximum amount that can be collected against the current payment method.

If the customer wants to add a new payment method, click Add New Payment Method. The Add Payment Method screen is displayed. For more information about adding new payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).

2. Click Confirm.

Note: If the status modification rules do not allow you to change the payment method, the Action drop-down list, Unlimited Charges drop-down list and the Max Charge Limit column in the Details panel and the Add Payment Method button are disabled.

2.6.4.1 Adding New Payment Methods

A customer may need to add a new payment method for an order. To add a new payment method, you need to first search for the order. For more information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).

To add a new payment method:

1. Do one of the following to open the Add Payment Method screen:
 - From the Payment Method screen, select Add Payment Method.
 - From the Confirm Payment screen of any task, click Add Payment Method.
2. The Add New Payment Method pop-up screen is displayed. Enter the information in the applicable fields as described in [Table 2–2 to Table 2–6](#).

Table 2–2 Payment Type, Check

Field	Description
Check Number	Enter the check number.
Check Amount	Enter the check amount.
Check Reference	Enter the check reference number.
Maximum Charge Limit	Enter the maximum amount you can collect against this payment method.

Table 2–3 Payment Type, Credit Card

Field	Description
Credit Card #	Enter the credit card number.
Credit Card Type	Select the type of credit card from the drop-down list.
Expiration Date	Enter the date through which the credit card is valid.
Name on Card	Enter the name of the credit card holder as displayed on the card.
Maximum Charge Limit	Enter the maximum amount you can collect against this payment method.

Table 2–4 Payment Type, Customer Account

Field	Description
Customer Account #	Enter the customer's account number.
Customer PO #	Enter the customer's purchase order number.
Payment Reference1	Enter the payment reference information, if applicable.
Payment Reference2	Enter the payment reference information, if applicable.
Maximum Charge Limit	Enter the maximum amount you can collect against this payment method.

Table 2–5 Payment Type, Other

Field	Description
Payment Reference1	Enter the payment reference information, if applicable.
Payment Reference2	Enter the payment reference information, if applicable.

Field	Description
Payment Reference3	Enter the payment reference information, if applicable.
Maximum Charge Limit	Enter the maximum amount you can collect against this payment method.

Table 2–6 Payment Type, Stored Value Card

Field	Description
SVC Card No	Enter the Stored Value Card number.
Payment Reference1	Enter the payment reference information, if applicable.
Payment Reference2	Enter the payment reference information, if applicable.
Payment Reference3	Enter the payment reference information, if applicable.
Maximum Charge Limit	Enter the maximum amount you can collect against this payment method.

3. If you use a credit card for the payment:

Select "Use Bill To Address" to use the same bill to address as the original order, or select Use Another Address and enter the bill to address information.

4. Click Confirm.

2.6.5 Viewing Payment Details

You can view payment details for a customer's order such as charges, refunds, and payment methods. To view payment details for an order, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To view payment details, from Tasks > Other Tasks, select View Payment Details. The Payment Inquiry screen is displayed. For more information about viewing payment details, see [Section 2.2.2, "Why was I charged?"](#).

2.6.6 Inquiring About Returns and Exchanges

Customers may call to ask questions regarding returns, exchanges, and refunds for an order. To provide answers to the customer, you must first

search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

1. Do one of the following to open the Return/Exchange Details screen:

- From Tasks > Frequent Queries, select Have you received my returns?
- From Tasks > Frequent Queries, select Where are my exchange items?
- From Tasks > Frequent Queries, select Why wasn't I refunded?
- From Tasks > Frequent Queries, select How much will I be refunded?
- From Tasks > Other Tasks, select View Return/Exchange Details.

In the Return/Exchange Details panel, you can view the total return value, total exchange value, total refund amount, amount refunded, and pending refund.

You can view details about the return items such as the item ID and description, item quantity, unit price, status, and the return reason.

If the order has exchange items, you can view details about the exchange items such as the item ID and description, item quantity, unit price, the expected shipment date (ESD), and the fulfillment option.

To view more information about an exchange order, click on the View Exchange Summary hyperlink. The Order Summary screen for the exchange order is displayed. For more information about viewing the order summary screen, see [Section 2.1.4, "Viewing Order Summary"](#).

2. To see the breakup of totals, click the View/Change Charge Details hyperlink corresponding to the total return values or the total exchange values. For more information about viewing charge details, see [Section 2.6.7, "Viewing Charge Details"](#).
3. Click the View Details hyperlink corresponding to the amount refunded. The Refund Details screen is displayed where you can view the refund amount, amount applied to an exchange (if available), and the total return value processed.
4. Click Close.

2.6.7 Viewing Charge Details

The Charge Details screen provides information about the price details of an order. To view the charge details, you must first search for the order. For more information about searching for an order, [Section 2.1.1, "Searching for an Order"](#).

- From Tasks > Other Tasks, select View Charge Details. The Charge Details screen is displayed.

You can view details such as taxes, charges and discounts at the order level and at the line level.

- In the Overall Order Totals panel, you can view the line total, grand charges, grand taxes, grand discount and the grand total.
- In the Header Price Details panel, you can view the, header taxes, header charges, header discount and the header total.
- In the Charge Breakup panel, you can view the break up of the charges on the order. If you want to add or modify the charges, click the Add/Modify Charges hyperlink. The Add/Modify Charges pop-up screen is displayed. For more information about adding or modifying charges, see [Section 2.6.7.1, "Adding or Modifying Charges"](#).

Note: If the status modification rules do not allow you to add or modify charges for an order, the Add/Modify Charges hyperlink is disabled.

- In the Tax Breakup panel, you can view the break up of the taxes on the order.
- In the Line Summary Details panel, you can view details of the items such as the item ID and description, item quantity and unit price.
- In the Line Price Details panel, you can view the price, taxes, charges and discount details of the selected line.
- In the Charge Breakup panel, you can view the breakup of the charges on the line. If you want to add or modify the charges, click the Add/Modify Charges hyperlink. The Add/Modify Charges pop-up screen is displayed. For more information about adding or modifying charges, see [Section 2.6.7.1, "Adding or Modifying Charges"](#).

- In the Tax Breakup panel, you can view the breakup of the taxes on the line.
- Click Close.

2.6.7.1 Adding or Modifying Charges

The Add/Modify Charges screen provides information about the existing charges and also lets you modify an existing charge or add a new charge.

In the Modify Charges panel, you can view the charge category, charge name and the charge amount.

1. If you want to add a new charge, click the Add Charge hyperlink. Select the category from the Charge Category drop-down list. Select the name of the charge from the Charge Name drop-down list. In the Charge Amount column, enter the appropriate amount for the charge.
2. In the Notes panel, enter any additional information, if applicable. For more information about adding notes to an order, see [Section 2.3.4, "Adding Notes to an Order"](#).
3. Click Confirm.

Note:

- Charge Category and Charge Name columns cannot be modified, only Charge Amount column can be modified. The Charge Amount column is shown in a different color indicating that it is editable.
 - If you want to remove a charge, you can set the charge amount to zero.
 - Add/Modify Charges can be performed only if the user has permission.
 - If payments are configured outside Sterling Call Center and Store, then the Payment screen will not be displayed. Instead, the Order Summary screen will be displayed when clicking the 'Next' button in the Charge Detail screen.
-

2.6.8 Reconfiguring Items

Sterling Call Center and Store provides rich functionality to reconfigure bundle items. For example, if the customer has ordered for a computer and wants to change the configuration of the processor, this task enables you to change the necessary configurations. To change the configuration of an item, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

1. From Tasks > Other Tasks, select Reconfigure Items. The Reconfigure Items screen is displayed.

Note: If the items on the order are not configurable, the message "There are no lines on this order which can be configured" is displayed.

2. In the Configure Order Lines panel, you can view the details of the item such as the item ID, description, bundle unit price, ordered quantity, status. Click the Reconfigure link in the Reconfigure column. The Reconfigure screen is displayed. For more information about reconfiguring the item, see *Sterling Multi-Channel Selling Solution Administration Guide*.
3. Click Next. The Change Fulfillment Options screen is displayed. For more information about changing the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
4. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or an existing appointment needs to be retaken, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
 - If there are no order lines to be delivered, the Payment Confirmation screen is displayed. For more information about

viewing and confirming the payment details, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

- If you are not required to enter the payment information, the Order Summary screen is displayed.

2.7 Performing Customer Tasks

This section explains how to perform the following customer tasks:


- [Creating a Consumer Customer](#)
- [Creating a Business Customer](#)
- [Managing Customer Contacts](#)
- [Managing Customer Addresses](#)
- [Managing Customer Payment Method](#)
- [Assigning Customer to a Team](#)
- [Customer User Assignments](#)
- [Customer Self Assignments](#)
- [Viewing Account Activity](#)

2.7.1 Creating a Consumer Customer

Sterling Call Center and Store provides the ability to create, manage and view customer and contact records.

To create a customer:

1. From Tasks > Customer, select Create Consumer. The Create Consumer Customer screen is displayed.
2. In the Customer Account panel, enter the first name, middle initial, last name and the e-mail address of the customer.
3. In the Customer Contact panel, enter the customer's evening phone number, evening fax number, day phone number, day fax number, and mobile phone number.
4. In the Ship To Address panel, enter the Ship To address to where the order is sent.

5. If the Bill To Address of the customer is same as the Ship To Address, check the "Use As Ship To Address" box. If the Bill To address is not the same as Ship-To address, enter the appropriate Bill To address details.
6. In the Personal Information panel, select the customer's date of birth, spouse's date of birth and their wedding anniversary date. To select a date, click the  icon and then select the month, year and day.
7. Click Next. The Add Payment Method screen is displayed. In the Payment Method panel, select the payment method from the drop-down list. For more information about adding payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
8. If you want to add additional payment method, click Add Additional Payment Method. For more information about adding new payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
9. Click Next to save the changes. The Customer Details screen is displayed. For more information about viewing the customer details, see [Section 2.1.2.2, "Viewing Customer Details"](#).

2.7.2 Creating a Business Customer

Sterling Call Center and Store provides the ability to create, manage, and view business customers.

To create a business customer:


1. From Tasks > Customer, select Create Business Customer. The Create Business Customer screen is displayed.
2. In the Buyer Organization panel, enter the business code and business name.
3. In the Parent Customer panel, search for an existing business customer to associate to the new customer. To search for an existing customer, click Search. The Parent Customer Search screen is displayed. Enter the appropriate search criteria and click Search. The search results are displayed in the Customer Search Results panel. Select the appropriate customer.
4. In the Customer Account panel, enter the first name, middle initial, last name and e-mail address of the customer.

5. In the Customer Contact panel, enter the customer's evening phone number, evening fax number, day phone number, day fax number, and mobile phone number.
6. In the Ship To Address panel, enter the Ship To address to where the order is sent.
7. If the Bill To Address of the customer is same as the Ship To Address, check the "Use As Ship To Address" box. If the Bill To address is not the same as Ship-To address, enter the appropriate Bill To address details.
8. If the Sold To Address of the customer is same as the Ship To Address, check the "Use as Ship To Address" box. If the Sold To address is not the same as Ship-To address, enter the appropriate Sold To address details.
9. Click Next. The Add Payment Method screen is displayed. In the Payment Method panel, select the payment method from the drop-down list. For more information about adding payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
10. If you want to add additional payment method, click Add Additional Payment Method. For more information about adding new payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
11. Click Next to save the changes. The Customer Details screen is displayed. For more information about viewing the customer details, see [Section 2.1.2.2, "Viewing Customer Details"](#).

2.7.3 Managing Customer Contacts

You can define multiple contacts for each customer. To manage a customer contact you must first search for a customer. For more information about searching for a customer, see [Section 2.1.2, "Searching for a Customer"](#). Double click the appropriate customer record. The Customer Details screen is displayed.


1. From Tasks > Customer, select Manage Customer Contacts. The Manage Contact Information screen is displayed.
2. If you are managing contacts for a Consumer Customer:
 - In the Customer Account panel, enter the first name, middle initial, last name, and e-mail address of the customer.

- In the Customer Contact Information panel, enter the customer's evening phone number, evening fax number, day phone number, day fax number, and mobile phone number.
 - In the Personal Information panel, enter the appropriate dates. To select a date, click the  icon and then select the month, year and day.
 - Click Confirm to save the changes and return to the Customer Details screen.
3. If you are managing contacts for a Business Customer:
- In the Contacts panel, you can view the customer's ID, first name, last name and e-mail address.
 - If you want to delete the contact, click delete. The Confirm Contact Deletion pop-up screen is displayed. Click OK.
 - In the Contact Information panel, you can view the contact details such as the customer's e-mail address, mobile phone number, day phone number, and day fax number.
 - Click the Modify Contact hyperlink. The Edit Contact pop-up screen is displayed. For more information about modifying a contact, see [Section 2.7.3.1, "Modifying a Contact"](#).
 - In the Ship To Address panel, you can view Ship To address to where the order is sent.
 - In the Bill To Address panel, you can view the details of the customer's address.
 - Click the Manage Contact Addresses hyperlink. The Manage Customer Addresses screen is displayed. For more information about managing customer addresses, see [Section 2.7.4, "Managing Customer Addresses"](#).
 - Click the Manage Contact Payment Methods hyperlink. The Manage Customer Contact Payment Methods screen is displayed for the selected contact. For more information about managing payment methods, see [Section 2.7.5, "Managing Customer Payment Method"](#).
 - If you want to add a new contact, click the Add New Contact hyperlink. The Add A Contact pop-up screen is displayed. Enter the appropriate information and click Confirm.

- Click Confirm to save the changes and return to the Customer Details screen.

2.7.3.1 Modifying a Contact

Sometimes a customer may provide incorrect contact information. In such situations, the customer may request that you modify the contact information.

1. In the Contact panel, enter the first name, middle initial, last name, and e-mail address of the customer.
2. In the Customer Contact Information panel, enter the customer's evening phone number, evening fax number, day phone number, day fax number, and mobile phone number.
3. In the Personal Information panel, enter the appropriate dates. To select a date, click the  icon and then select the month, year and day.
4. In the Contact Spending panel, select the currency. Enter the spending limit for the customer. Select the approving user from the drop-down list and select the backup approver from the drop-down list.
5. Click Confirm to save the changes.

2.7.4 Managing Customer Addresses

You can define multiple addresses for each customer. To manage customer addresses you must first search for a customer. For more information about searching for a customer, see [Section 2.1.2, "Searching for a Customer"](#). Double click the appropriate customer record. The Customer Details screen is displayed.

1. From Tasks > Customer, select Manage Customer Addresses. The Customer Addresses screen is displayed.
2. You can view all the addresses that exist for the customer.
3. To edit an address, click the Edit Address hyperlink. The Edit Existing Customer Address pop-up screen is displayed. Enter the appropriate information and click Confirm.
4. To select an address as the default bill-to address, select the Default Bill To Address check box.

5. To select an address as the default ship to address, select the Default Ship To Address check box.
6. To select an address as the default sold to address, select the Default Sold To Address check box.
7. To add new address, click the Add Address hyperlink. The Add New Customer Address pop-up screen is displayed. Enter the appropriate information and click Confirm.
8. Click Confirm to save the changes and return to the Customer Details screen.

2.7.5 Managing Customer Payment Method

You can define multiple payment methods for a customer. To manage customer payment methods you must first search for a customer. For more information about searching for a customer, see [Section 2.1.2, "Searching for a Customer"](#). Double click the appropriate customer record. The Customer Details screen is displayed.

1. From Tasks > Customer Tasks, select Manage Customer Payment Methods. The Manage Customer Payment Methods screen is displayed.
2. You can view all the payment methods that exist for the customer.
3. To delete a payment method, click the Delete hyperlink.
4. To add a new payment method, click the Add Payment Method hyperlink. The Add New Payment Method pop-up screen is displayed. For more information about adding a new payment method, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
5. Click Confirm to save the changes and return to the Customer Details screen.

2.7.6 Assigning Customer to a Team

Sterling Call Center and Store enables you to assign customers to a team after the customer is created. A supervisor can assign a customer from his team to any of his sub teams. To assign a customer to a team, you must first search for a customer. For more information about searching for a customer, see [Section 2.1.2, "Searching for a Customer"](#).

1. From Tasks > Customer, select Assign Customer To Team. The Manage Team Assignments screen is displayed.
2. In the Assigned Teams panel, you can view the customer ID and organization.
3. In the Available Teams panel, you can view the list of teams assigned to the supervisor.
4. In the Assigned Teams panel, you can view the list of teams currently assigned to the customer.
5. Click the arrow buttons to move the teams from one panel to the other. You can also drag a team from one panel and drop it into the other panel.

Note: This task is permission controlled and is displayed only if the user has permissions to access the customer record.

2.7.7 Customer User Assignments

Sterling Call Center and Store enables you to assign customers to a user after the customer is created. A supervisor can assign a customer from his team to any of the users in his team.

To assign a customer to a user:

1. From Tasks > Customer, select Customer User Assignments. The Manage User Assignments screen is displayed.
2. In the User Search Criteria panel, enter the appropriate search criteria and click Search. The search results are displayed in the User List panel. Select the appropriate user and click Next.
3. In the Available Customers panel, you can search for a customer. Enter the appropriate search criteria and click Search.
4. In the Selected User panel, you can view the details of the selected user such as the user name, first name and last name.
5. In the Available Customers panel, you can view the list of customers assigned to the supervisor.
6. In the Assigned Customers panel, you can view the list of customers currently assigned to the user.

7. Click the arrow buttons to move the customers from one panel to the other.

Note: This task is permission controlled and is displayed only if the user has permissions to access the customer record.

2.7.8 Customer Self Assignments

Sterling Call Center and Store enables you to assign customers to a user, once the customer is created. A user can assign a customer to himself only if the user is assigned permissions to access the customer record.

To assign a customer to a user:

1. From Tasks > Customer, select Customer Self Assignments. The Manage Subscriptions screen is displayed.
2. In the Available Customers panel, you can search for a customer. Enter the appropriate search criteria and click Search.
3. In the Available Customers panel, you can view the list of available customers.
4. In the Assigned Customers panel, you can view the list of customers currently assigned to the user.
5. Click the arrow buttons to move the customers from one panel to the other. You can also drag a customer from one panel and drop it into the other panel.

Note: This task is permission controlled and is displayed only if the user has permissions to access the customer record.

2.7.9 Viewing Account Activity

Sterling Call Center and Store provides the functionality to view the Sterling Multi-Channel Selling Solution's Account Activity.

To view the Sterling Multi-Channel Selling Solution's Account Activity, from Tasks > Other Tasks, select View Account Activity. The Sterling Multi-Channel Selling Solution's Account Activity screen is displayed.

This screen provides access to the Sterling Multi-Channel Selling Solution's CSR work space. From here, the user can access the Activity, Quotes, Wish Lists, and Registries tasks. The user can modify carts and quotes through the Sterling Multi-Channel Selling Solution before the order is placed.

The Wish Lists and Registries tasks allow the user to create, modify and view wish lists and registries for the customer they are working with. The user can also place order for the items on the customer's lists or other customer's public wish lists or registries. For more information about account activity, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

Note: A user can launch the Sterling Multi-Channel Selling Solution's Account Activity only if the user belongs to a user group that has the permissions to launch the Order Selling Account Activity screen.

2.8 Performing Return Order Tasks

When a customer wants to return items, you can perform the following tasks to accomplish this:

- [Creating a Return Order](#)
- [Adding a Return Reason](#)
- [Adding Items to an Exchange](#)
- [Viewing or Modifying Return and Exchange Fulfillment Options](#)
- [Viewing or Modifying Fulfillment Summary](#)
- [Viewing or Modifying the Payment Summary](#)
- [Changing Return Address](#)
- [Viewing or Modifying Service Fulfillment Summary](#)
- [Issuing a Refund](#)
- [Modifying Service Appointments](#)
- [Reporting Extra Items](#)
- [Reporting Wrong Items](#)

- [Reporting Unexpected Items](#)
- [Canceling a Return Order](#)
- [Creating an Exchange Order](#)
- [Changing Return Method](#)

2.8.1 Creating a Return Order

You can create a return from single or multiple sales orders. Create the return order as follows:

1. Select Create Return from the Quick Access Task Panel. Click Confirm.
2. The four Return Order tabs that are displayed enable you to begin the return process in any of four ways:
 - **By Order** - Either enter the Order Number or search for the order. (For information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).)

When you locate the order, it is displayed. Select the check boxes for the lines that are to be returned or select the Select All check box at the top of the screen. (You can also include lines from multiple orders on the same return.) When you click Next, the Return Reason screen is displayed. For more information on the Return Reason screen, see [Section 2.8.2, "Adding a Return Reason"](#).

- **By Tracking # (container)** - Enter the Tracking Number of a container. The Order Lines are displayed for that container. Either select the check boxes for the lines that you want to return or select the Select All check box at the top of the screen. You can also select the Return Specific Container hyperlink on this screen. This displays a list of all containers that contain items being returned. Click the Include in Return check box to return an entire container or several containers. Click Confirm.
- **By Items Without An Order** - On entering the Item ID, the item is displayed as a line not associated with an order. When you click Next, the Return Reason screen is displayed.

- **By Extra Item** - This tab is for orders that a customer received by mistake. On entering the Item ID, the item is displayed as a line that was received but not ordered. When you click Next, the Return Reason screen is displayed.

You can combine any of these methods to create a return order that includes lines from sales orders, lines without orders, and lines of extra items.

If you do not enter the correct Item ID, Order Number, or Tracking Number, an error message is displayed indicating that the Item Number, Order Number, or Tracking Number could not be found. For information about searching for an item, see [Section 2.1.3, "Searching for an Item"](#). For information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).

2.8.2 Adding a Return Reason

The Return Reason screen displays the list of items you have designated for return. It enables you to review the return policy for each item, override the return policy (if applicable), and enter the return reason. You can use this screen as follows:

1. Review the items on the screen to determine whether these are the items that you want to return. Select the Remove Line hyperlink to delete an item on the return order.
2. Highlight each return line to view the return policy for that item.
3. To override the return policy on an item, click the Override Return Policy button. If an item is not returnable, override the Return Policy to continue. The Override Return Policy text screen is displayed, enabling you to perform the following actions:
 - Select an icon that signifies the customer's level of satisfaction.
 - Select a Contact Method (E-mail, Phone, or In Person) and enter Contact Details, such as the customer's phone number.
 - Mark the priority of the note as High.
 - Enter text to describe the reason for the override.
 - Click Confirm to close the Override Policy text screen.

4. From the Return Reason drop-down list, select the reason for returning the item.

You must select return reason; otherwise, items cannot be returned.

5. In addition to the Return Reason, more options are displayed in the panel on the right:
 - **Add Return Service** - Click this hyperlink to display a pop-up listing available return services for the selected item. Select the service and click Add to Order. This adds the service line to the Return Reason screen. The service is displayed under the associated line with a Service icon.
 - **Price Match This Item** - If a customer indicates that this item is offered for a lower price by a competitor, click this hyperlink to enter a price match.

See [Section 2.5.1, "Matching an Item's Price"](#) for more information about price matching an item.

After performing the a price match, the wizard returns to the Return Reason screen.

The corresponding line or all related lines are deleted from the return order.

- **Create Appeasement** - If a customer is dissatisfied with any aspect of the product or service, click this hyperlink to select an appropriate offer for appeasement. You can choose an appeasement for an item or for an entire order.

After performing the an appeasement, the wizard returns to the Return Reason screen.

The corresponding line or all related lines are deleted from the return order.

6. For a simple return without exchange, click Next to go to the Fulfillment/Return Summary.
7. To exchange the return item for the same item, select the Exchange for the Same Item check box. This automatically preselects the

Exchange Returned Items check box at the top of the screen. Click Next to go to the Add Items screen that has details for the same exchange item filled in. See [Section 2.8.3, "Adding Items to an Exchange"](#).


8. To exchange the return item for a different item, select the Exchange Returned Items check box at the top of the screen. (The Exchange for the Same Item check box on the side of the screen should not be selected.) Click Next to go to the Add Items screen.

Note: If a draft exchange order is already created for some items and if you try to add the same items to the draft exchange order by navigating back to the Return Reason screen, the newly added items will not be added to the exchange order.

You can add the same item to the exchange order as a new line or you can increase the quantity for the existing line.

2.8.3 Adding Items to an Exchange

If you are performing an even exchange, the Add Items screen is displayed with the items automatically filled in. You can add more items to the exchange, if necessary.

If you are not performing an even exchange, you can add exchange items on this screen. In the Item column, enter the identifier of the item or item description, or choose the  to select an item from the Item List. You can also click the Add More Lines hyperlink. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#).

Whether you are performing an even or an uneven exchange, you can select from among the following options on the Add Items screen:

1. You can change the quantity and Unit of Measure (UOM) on exchange lines.
2. You can override the price on the exchange line.
3. You can select the fulfillment options for the exchange line.
4. You can change the default exchange type, which defines how refunds are applied to the exchange.

After completing any modifications, click Next to go to the Exchange Fulfillment Options screen.

2.8.4 Viewing or Modifying Return and Exchange Fulfillment Options

The Exchange Fulfillment Options screen enables you to change the fulfillment method on the exchange order, including shipping/delivery addresses and pickup locations.

For more information about changing the fulfillment method, see [Section 2.4.1, "Modifying Fulfillment Options"](#).

The customer information pertaining to the associated return order is filled in on the Exchange Fulfillment Options screen.

If customer information is missing, click Next to display the Customer Information screen. For more information about performing customer searches, see [Section 2.1.2, "Searching for a Customer"](#).

2.8.5 Viewing or Modifying Fulfillment Summary

The Fulfillment Summary screen displays return and exchange lines grouped by fulfillment method and address. You can specify shipping, pickup, and delivery methods.

2.8.5.1 Return Fulfillment Method: Shipping Panel

You can view the return fulfillment summary for the "Shipping" fulfillment method.

1. In the Lines being shipped to panel, you can view the return items that are being shipped back.
2. You can view the details of the item such as the item ID, quantity and unit price.
3. In the Ship To items panel, you can view the return address to which the item will be shipped.
4. To change the fulfillment method to pickup, select the lines and click Change To Pickup. The selected item is moved to the Return Pickup Summary panel.

Note: The Change to Pickup button is displayed only if the item supports Pickup return method.

5. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or a changed appointment, the Change Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
6. To allow the customer to keep an item, select the line and click the Customer Can Keep button. The selected item is moved to the Keep These Items panel.

2.8.5.2 Return Fulfillment Method: Pickup Panel

You can view the return fulfillment summary for the "Pickup" fulfillment method.

1. In the Lines being picked up from panel, you can view the return items that are being picked up.
2. You can view the details of the item such as the item ID, quantity and unit price.
3. In the Pick up items from panel, you can view the address from which the items will be picked up.
4. To change the address from which the items are being picked up, select the lines and click the Change Address button. The Add a New Address pop-up screen is displayed. Enter the appropriate details and click Confirm.
5. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or a changed appointment, the Change Service Appointment screen is displayed. For more

information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).

- If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
- 6. To change the fulfillment method to shipping, select the lines and click the Change To Shipping button. The selected item is moved to the Return Shipment Summary panel.
- 7. To allow the customer to keep the items, select the lines and click the Customer Can Keep button. The selected item is moved to the Keep These Items panel.

2.8.5.3 Keep These Items Panel

You can view the details of the items that the customer can keep.

1. In the Keep these items with our compliments panel, you can view the details of the items, such as the item ID, description, quantity, and unit price.
2. Click Change To Shipping to ship the item back. The selected item is moved to the Return Shipment Summary panel.
3. Click Change To Pickup for the item to be picked up. The selected item is moved to the Return Pickup Summary panel.
 - If any order lines are being delivered and the newly added lines require a new appointment or a changed appointment, the Change Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).

Note: The Change to Pickup, Change to Shipping buttons are displayed only if the item supports Pickup, shipping return methods.

2.8.5.4 Exchange Fulfillment Method—Shipping Panel

You can view the fulfillment summary for the "Shipping" fulfillment method.

- The address to which the item is shipping is displayed in the header panel, if the fulfillment method is "Shipping".
- The 📁 icon indicates that the item is a gift and can be picked up or shipped to the gift recipient. For more information about setting up gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- The open box icon indicates that the item is an open-box item. For more information about open-box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- The item image displays an image of the actual item.
- The item description and the item identifier display.
- The Quantity column displays the order line quantity.
- The Unit Price column displays the item price for one unit.
- The Available column displays the latest date on which the product is available. If items are unavailable, the column is displayed in red, indicating unavailability.
- The Level of Service column enables you to change the carrier service with cost from the drop-down list.

Note: Whenever the carrier service is changed, the expected delivery date is updated to reflect the change.

- The expected delivery column displays the expected delivery dates of the items.
- You can choose the following actions from the drop-down list:
 - Change to Pickup

- Change to Delivery
- Cancel

Note: When the parent line that has related lines is selected for cancellation, the related lines are automatically selected for cancellation.

Note: When the parent bundle line is cancelled, all the components lines are automatically cancelled.

When the action is changed from Shipping to 'Change to Pickup', the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).

- Click the Gift Options button to modify the gift options for the selected items. You must check the box for the item for which you want to add or clear the gift information. For more information about gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- Click 'Go to the Change Fulfillment Options' if you want to make changes to the fulfillment methods. For more information about changing fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).




Note: If you select the parent line that has related lines associated with it to perform actions such as modification or cancellation, the related lines are automatically selected for modification or cancellation.

- Click Confirm or Next. All items in the order line are reserved.
- If any exchange lines are being delivered and the newly added lines require a new or changed appointment, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).

- Click Next. The Confirm Payment screen is displayed where you can view the payment details for an order. For more information about payment confirmation, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).

2.8.5.5 Exchange Fulfillment Method—Pickup Panel

You can view the fulfillment summary for the "Pickup" fulfillment method.

- If the fulfillment method is "Pickup", the ship node is displayed.
- The  icon indicates that the item is a gift and can be picked up by the recipient. For more information about setting up the gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- The  icon indicates that the item is an open box. For more information about open-box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- The item image displays an image of the actual item.
- The item description and the item identifier display.
- The Quantity column displays the item quantity.
- The Unit Price column displays the item price for one unit.
- The Preferred column displays the date on which the customer prefers to pick up the item. Click the  icon to modify the preferred date for picking up the item. The calendar displays the dates from the initial product ship date. If the product ship date is blank, the calendar does not display any dates.
- The Available column displays the latest date when the product is available in the ship node.
- You can choose any of the following actions from the drop-down list:
 - Change to Shipping
 - Cancel

When the action changes from Pickup to 'Change to Shipping', the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about modifying the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#)

- Click the Gift Options button to modify the gift options for the selected item. You must check the box for the item for which you want to add or clear the gift information. For more information about setting up gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- Click the Change Store Location button to select the store from where you want to pick up the items. You must check the box of the item you want to pick up from an alternate store. For more information about alternate pickup locations or stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
- Click 'Go to Change Fulfillment Options' if you want to make changes to the fulfillment method. For more information about the fulfillment options screen, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
- Click Next. All items in the order line are reserved.
- If a work order or delivery service is required, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
- Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).

Note: When the Next button is clicked, reservations are created for all the unscheduled, unreserved lines and quantities. If some quantity of items is unavailable and a reservation cannot be created entirely, you revert back to the Fulfillment Summary screen highlighting the unavailable lines.

Note: After you first visit the Fulfillment Summary screen, if you then make changes elsewhere in the Return Order wizard and revisit the Fulfillment Summary screen, it may not contain changes from your original visit. The Fulfillment Summary screen always chooses options based on the configuration that is set by your enterprise. To help you remember this, a warning message is displayed on the second and subsequent visits to the Fulfillment Summary screen reminding you to review the information carefully on this screen and ensure that options you previously set are still in effect. You can reset these options, if necessary.

After you have finished with the Fulfillment Summary, click Next to view the Payment Return Order Payment Summary. See [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#) for more information.

2.8.6 Viewing or Modifying the Payment Summary

In the Payment Summary screen, you can view payment details such as payment adjustments for return orders and payment adjustments for exchange orders.

In the top left corner of the Payment Summary screen, the Overall Payment Details are displayed. This panel includes Credits from Returns, New Charges from Exchanges, if any, and the Net Balance of the customer refund amount or the amount due from the customer.

The Return Order Totals panel on the lower left lists Refunded Charges, Taxes, and Fees for items being returned. To add or modify return fees:

1. Click the Add/Modify Return Charges button.

2. The Add/Modify Charges screen is displayed. In the Fee Breakup panel, click the Add/Modify hyperlink.
3. The Add/Modify Charges pop-up window is displayed. Click the Add Charges hyperlink.
 - From the Charge Category drop-down list, select a Charge Category.
 - From the Charge Name drop-down list, select a Charge Name.
 - Enter the Charge Amount.
 - Add notes, if necessary.
 - Click Apply.
 - Click Close.
4. Click Close on the Add/Modify Charges screen.

These changes are reflected in the totals on the Overall Payment Details panel in the Payment Summary screen.

For more information about adding or modifying charges, see [Section 2.6.7.1, "Adding or Modifying Charges"](#).

The Exchange Order Totals panel on the lower right lists Charges, Taxes, and Discounts for items being exchanged. To add or modify exchange fees:

1. Click the Add/Modify Exchange Charges button.
2. The Add/Modify Charges screen is displayed. In the Charge Breakup panel, click the Add/Modify hyperlink.
3. The Add/Modify Charges pop-up window is displayed. Click the Add Charges hyperlink.
 - From the Charge Category drop-down list, select a Charge Category.
 - From the Charge Name drop-down list, select a Charge Name.
 - Enter the Charge Amount.
 - Add notes, if necessary.
 - Click Apply.
 - Click Close.

4. Click Close on the Add/Modify Charges screen.

These changes are reflected in the totals on the Overall Payment Details panel in the Payment Summary screen.

You can enter a payment method in the Payment Methods panel in the top right corner of the Payment Summary screen. To add a payment method:

1. Click the Add Payment Method button.
2. In the Add New Payment Method pop-up window, select the Payment Type from the drop-down list.
3. Depending on the Payment Type that you enter, you may be prompted for more details, such as the customer's name and credit card number.
4. After you have supplied all the Payment Type information, the amount to be paid and the method of payment is displayed in the Payment Methods panel.
5. You can apply a coupon or promotion to this amount by clicking the Add Coupon button.

For more information about adding new payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).

For more information about adding coupons and promotion codes, see [Section 2.6.3, "Adding a Coupon or Promotion Code"](#).

2.8.7 Changing Return Address

Sometimes a customer may want to change the address of a return order. To change the return address, you must search for the return order. For more information about searching for a return order, see [Section 2.1.5, "Performing an Advanced Return Order Search"](#).

To change the return address:


1. From Tasks > Return, select Change Return Address. The Change Return Address screen is displayed.
2. To modify the return address, click the Modify Address hyperlink from the appropriate address panel.
3. The Edit Address pop-up screen is displayed. You can modify the address accordingly. Click Confirm.

4. Click Next.
 - If any appointment needs to be retaken, the Change Service Appointment screen is displayed. For more information about creating an appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).
 - The Viewing and Confirming Return Order Payment Details screen is displayed if there is a payment impact. For more information about viewing and confirming payment details, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).
 - If you are not required to enter payment information, the Return Order Summary screen is displayed.

2.8.8 Viewing or Modifying Service Fulfillment Summary

You can view the summary of all appointments related to the return order and the corresponding exchange order, if applicable. In the Appointment panel, you can view the appointment number, the current appointment, if an appointment has been taken, and the service charges applicable for the service. You can perform any one of the following actions:

Note: If there are no work orders for the return order, then the message "No valid work orders are existing in this order" is displayed.

1. Click the  icon to view the return/exchange order lines included in the appointment.
2. Click the Change Appointment hyperlink to modify the service appointment. For more information about changing service appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).

Note: If the status modification rules do not allow you to change service appointment, the Change Service Appointment hyperlink is disabled.

3. Click the View/Change Instructions hyperlink to view or modify the service instructions.

Note: If the status modification rules do not allow you to change service instructions, the View/Change Instructions hyperlink is disabled.

4. In case of exchange order lines, the gift options hyperlink is displayed. Click the Gift Options hyperlink. The Mark/Clear item(s) as gift(s) screen is displayed.
 - Choose Mark this line/these lines as gift(s) to mark the item as a gift item.
 - Choose These item(s) are not gift(s) if you no longer want the item to display as a gift item.
 - Click Apply.
5. Click Next.
 - The Viewing and Confirming Return Order Payment Details screen is displayed if there is a payment impact. For more information about viewing and confirming payment details, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).
6. The Return Order Summary screen is displayed.

2.8.9 Issuing a Refund

A customer may call to inquire about why he has not been refunded for items he returned. Sterling Call Center and Store provides the Issue Refund Now task, which enables you to issue a refund to the customer immediately.

You can start to issue a refund in one of two ways:

- You can issue a refund on items that are not associated with an order by creating a Return 'By Items Without An Order', as described in [Section 2.8.1, "Creating a Return Order"](#). Perform a typical return and follow the return order flow to the Payment Summary, where the customer is issued a refund.
 - Search for an existing return order as described in [Section 2.1.5, "Performing an Advanced Return Order Search"](#).
1. From Tasks > Return, select Issue Refund Now. The Issue Refund Now screen is displayed.

2. In the 'Select Lines to Refund Now' panel, select the Select All box to select all the lines for a refund. To select specific lines to refund, check the box for those lines.
3. You can view the details of the item, such as Item ID, fulfillment method, shipment number, refundable quantity, and unit price.
4. In the Important Notes panel, you can view and add information entered for the order.
5. Click Next. The amount for the selected lines is refunded and the Invoice Details screen is displayed. In the Invoice Details panel, you can view the total refund amount.
6. In the Header Details panel, you can view the Header charge details and tax details.
7. In the Header Charges panel, you can view the charges and charge amount at the header level.
8. In the Tax Breakup panel, you can view the details of the line, such as the Item ID, original order number, quantity, and amount.
9. In the Line Charges panel, you can view the charge and the charge amount of the selected line.
10. Click the Previous button to revisit the previous screen. If there are order lines available for refund, you can select them for an immediate refund.

Note: When you visit the Issue Refund Now screen, if there are no order lines that can be refunded, the message "The order does not contain any order line that can be refunded" is displayed.

11. Click Close. The Return Order Summary is displayed.

2.8.10 Modifying Service Appointments


Sometimes a customer may want to change the service appointment of a return order. To change the service appointment, you must search for the return order. For more information about searching for a return order, see [Section 2.1.5, "Performing an Advanced Return Order Search"](#).

To change the service appointment:

1. From Tasks > Return, select Change Service Appointment. The Service Fulfillment Summary screen is displayed. Click the Change Appointment hyperlink. The Change Service Appointment screen is displayed.

The appointments that exist for the order is displayed in the top panel.

- If you have already taken an appointment, the details about the appointment is displayed.


If there is a problem with the appointment taken, the  icon is displayed.

- If you have not taken an appointment, a “Not Taken” message is displayed.
2. In the Calendar, click the left or right arrow to select the appropriate month and select the day on which you want appointment. By default, the current month is displayed in the calendar.
 3. In the Slots panel, select the appropriate slot for the appointment.
Sterling Call Center and Store provides the ability to switch the calendar view for the selected appointment by clicking any one of the following hyperlinks:
 - Switch to day-first view—This view displays the calendar to the left of the screen. When you select a day, the slots available for that day display to the right.
 - Switch to slot-first view—This view displays the slots to the left of the screen. When you select a slot in the Slots panel, the days available for the selected slot display to the right.

Note: The default calendar view is displayed depending on the rules configured. For more information about configuring the service appointments calendar view, see the *Sterling Call Center and Store Implementation Guide*.

4. In the Service Instructions panel, you can either enter new service instructions or modify the existing service instructions for the selected appointment.

5. In the Return Order Lines panel, you can view all return items included for the selected appointment.
6. In the Exchange Order Lines panel, you can view all exchange items included for the selected appointment.

In the Problem Line column, the  icon is displayed only if the newly added line cannot be fulfilled for the current appointment.

In the Available Date column, the earliest date when the product is available is displayed. If items are unavailable, the column is displayed in red.

Note: The Availability Date column is displayed only for exchange order lines.

If you want to change the fulfillment option of a newly added line or or cancel an order line, click the Line Actions hyperlink. The Line Actions pop-up screen is displayed. In the Action column, select any one of the following actions from the drop-down list:

- Change to Pickup
If the item supports the pickup fulfillment method
 - Change to Shipping
If the item supports the shipping fulfillment method
 - Cancel
7. Click Confirm.
 - If you select Change to Pickup or Change to Shipping action, the Change Fulfillment Options screen is displayed. The boxes of the items that you modified are automatically checked. For more information about modifying the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
 - If you select the Cancel action, the item is cancelled.
 8. Click the Previous button to revisit the previous screen.
 9. Click Save Appointment. The inventory is reserved and the capacity is allocated for the appointment.
 10. Click Next. The Service Fulfillment Summary screen is displayed.

2.8.11 Reporting Extra Items

Sometimes a customer may report that the customer has received extra items. In such situations, the extra items can either be returned back or you can allow the customer to keep the extra items. To report extra items, you must first search for the order. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).

To report extra items:

1. From Tasks > Return, select Report Extra Items. The Report Extra Items: Identify Items screen is displayed.
2. In the Identify items that were shipped incorrectly panel, enter the Item ID or click the search icon. The Item Search screen is displayed. Enter the appropriate search criteria and click Search. The search results are displayed in the Item List panel. Select the appropriate item and click Select.
3. If you do not know the item ID, select the Could Not Identify Item option. Enter the quantity of the item, and enter the item description in the Item description panel.
4. To report another extra item, click the Add Another Item button and enter the appropriate details.
5. In the Important Notes panel, you can view any additional information entered for the order. For more information about viewing or adding notes to an order see, [Section 2.3.4, "Adding Notes to an Order"](#).
6. Click Next. The Report Extra Items: Fulfillment Summary screen is displayed. For more information about fulfillment summary details of a return item, see [Section 2.8.5, "Viewing or Modifying Fulfillment Summary"](#).
7. Click Next.
 - If there are order lines with fulfillment method as pickup, the Change Service Appointment screen is displayed. For more information about creating an appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).
 - If there are no order lines that need to be picked up, the Return Order Summary screen is displayed.

2.8.12 Reporting Wrong Items

Sometimes a customer may report that he did not receive the items that were ordered. In such situations you may need to reship the items that were ordered and also create a return for the wrong items that were delivered.

To report wrong items:

1. From Tasks > Return, select Report Wrong Items. The Reship Select Items screen is displayed.
2. In the Shipped items panel, select the reason for reship from the drop-down list.
3. Select the items that you want to reship and enter the quantity to reship.
4. Click Next.
 - If the items are not eligible for a reship, the message "These items are not eligible for a reship. They may have been reshipped." is displayed. Click the Create Follow-up Alert button to create a follow-up alert. For more information about creating an alert, see [Section 2.9.1, "Creating Alerts"](#).
 - To override the validation for reship, select the Override Reship Validation box.

Note: If you want to override reship validation, you must belong to the user group that has permission to override reship validation.

5. Click Next. The Reship Items screen is displayed.

In the available options panel: Select Reship All Items option, to reship all the items.

- a. Click Next. The Identify Items screen is displayed. In the Identify items that were shipped incorrectly panel, enter the Item ID or click the search icon. The Item Search screen is displayed. Enter the appropriate search criteria and click Search. The search results are displayed in the Item List panel. Select the appropriate item and click Select.

- b. If you do not know the item ID, select the Could Not Identify Item option. Enter the quantity of the item, and enter the item description in the Item description panel.
- c. To report another extra item, click the Add Another Item button and enter the appropriate details.
- d. In the Important Notes panel, you can view any additional information entered for the order. For more information about viewing or adding notes to an order see, [Section 2.3.4, "Adding Notes to an Order"](#).
- e. Click Next. The Report Extra Items: Fulfillment Summary screen is displayed. For more information about fulfillment summary details of a return item, see [Section 2.8.5, "Viewing or Modifying Fulfillment Summary"](#).
- f. Click Next.
- g. If there are order lines with fulfillment method as pickup, the Change Service Appointment screen is displayed. For more information about creating an appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).
- h. If there are no order lines that need to be picked up, the Return Order Summary screen is displayed.

In the available options panel: Select Create Refund for All Items option, to refund for all the items.

- a. Click Next. The Identify Items screen is displayed. In the Identify items that were shipped incorrectly panel, enter the Item ID or click the search icon. The Item Search screen is displayed. Enter the appropriate search criteria and click Search. The search results are displayed in the Item List panel. Select the appropriate item and click Select.
- b. If you do not know the item ID, select the Could Not Identify Item option. Enter the quantity of the item, and enter the item description in the Item description panel.
- c. To report another extra item, click the Add Another Item button and enter the appropriate details.
- d. In the Important Notes panel, you can view any additional information entered for the order. For more information about

viewing or adding notes to an order see, [Section 2.3.4, "Adding Notes to an Order"](#).

- e. Click Next. The Report Extra Items: Fulfillment Summary screen is displayed. For more information about fulfillment summary details of a return item, see [Section 2.8.5, "Viewing or Modifying Fulfillment Summary"](#).
- f. Click Next.
- g. If there are order lines with fulfillment method as pickup, the Change Service Appointment screen is displayed. For more information about creating an appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).
- If there are no order lines that need to be picked up, the Return: Payment Confirmation screen is displayed. For more information about viewing and confirming return order payment details, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).

2.8.13 Reporting Unexpected Items

Sometimes a customer may report that he did not order items that he received. In such situations you may need to create a customer and then create a return for the wrongly shipped items.

To report unexpected items:

1. From Tasks > Return, select Report Unexpected Items. The Customer Identification screen is displayed.
2. To search for an existing customer, enter the appropriate details in the Find Existing Customer panel and click Search. The search results are displayed in the Results panel. Select the customer record and click Next.
3. If the customer does not exist, you need to create a new customer. To create a new customer:
 - Click Create Consumer to create a consumer customer.
 - Click Create Business to create a business customer.Enter the appropriate details and click Next.
4. The Report Extra Items: Identify Items screen is displayed.

5. In the 'Identify items that were shipped incorrectly' panel, enter the Item ID or click the search icon. The Item Search screen is displayed. Enter the appropriate search criteria and click Search. The search results are displayed in the Item List panel. Select the appropriate item and click Select.
6. If you do not know the item ID, select the Could Not Identify Item option. Enter the quantity of the item, and enter the item description in the Item description panel.
7. To report another extra item, click the Add Another Item button and enter the appropriate details.
8. In the Important Notes panel, you can view any additional information entered for the order. For more information about viewing or adding notes to an order see, [Section 2.3.4, "Adding Notes to an Order"](#).
9. Click Next. The Report Extra Items: Fulfillment Summary screen is displayed. For more information about fulfillment summary details of a return item, see [Section 2.8.5, "Viewing or Modifying Fulfillment Summary"](#).
10. Click Next.
 - If there are order lines with fulfillment method as pickup, the Service Fulfillment Summary screen is displayed. For more information about creating an appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).
 - If there are no order lines that need to be picked up, the Order Summary screen is displayed.

2.8.14 Canceling a Return Order

A customer may want to cancel some of the items or the entire return order. The customer may also want to cancel the exchange order corresponding to the return order. To cancel a return order, you must search for a return order. For more information about searching for a return order, see [Section 2.1.5, "Performing an Advanced Return Order Search"](#).

1. From Tasks > Return, select Cancel Return Order. The Cancel Return Order screen is displayed.

2. In the Cancel Return Order panel, select the reason code from the drop-down list.
 - If you want to cancel all the items, select the Select All Available Quantity for Cancellation option.
 - If you want to cancel only some of the items included in the order, select the Select Specific Quantity for Cancellation option. Select the lines that you want to cancel and enter the quantity for cancellation.

Note: If the status modification rules do not allow you to cancel an order line, then the order line is disabled.

Note: If the line that you want to cancel has related lines, the related lines are automatically selected for cancellation.

3. In the Important Notes panel, you can view any additional information entered for the order. For more information about viewing or adding notes see, [Section 2.3.4, "Adding Notes to an Order"](#).
4. Click Confirm.
 - If there is an exchange order created for the return order, the Cancel Return Order: Cancel Exchange Order screen is displayed. In the Cancel Exchange Order panel, select the reason code from the drop-down list.
 - a. If you do not want to cancel any exchange order, select the Cancellation of Exchange Order not required option.
 - b. If you want to cancel all the items, select the Select All Available Quantity for Cancellation option.
 - c. If you want to cancel only some of the items included in the order, select the Select Specific Quantity for Cancellation option. Select the lines that you want to cancel and enter the quantity for cancellation. Click Confirm.


Note: When you cancel a bundle item, all the component quantity will be cancelled in the same ratio defined while configuring bundles.

Note: When you revisit the Cancel Return Order screen and items are available for cancellation, the message "The previous cancellation request has been executed. Select 'Proceed Without Cancellation' to continue without anymore cancellations" is displayed.

If no items are available for cancellation, the message "No items on this order are available for cancellation" is displayed.

2.8.15 Creating an Exchange Order

A customer may want exchange items to be created for the items that are being returned. In such situations, you need to create an exchange order for the corresponding return order. To create an exchange order, you must search for the return order. For more information about searching for a return order, see [Section 2.1.5, "Performing an Advanced Return Order Search"](#).

1. From Tasks > Return, select Create Exchange Order. The Create Exchange : Add Items screen is displayed. In the Item column, enter the identifier of the item or item description, or choose the  to select an item from the Item List. You can also click the Add More Lines hyperlink. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#).
2. Click Next. The Create Exchange : Change Fulfillment Options screen is displayed. For more information about changing the fulfillment method, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
3. Click Next. The Create Exchange : Fulfillment Summary screen is displayed. For more information about viewing the fulfillment summary, see [Section 2.4.2, "Fulfillment Summary"](#).
4. Click Next.

- If order lines are being delivered on this order, the Service Appointment screen is displayed where you can create an appointment. For more information about creating an appointment, see [Section 2.8.10, "Modifying Service Appointments"](#).
- If there are no order lines to be delivered, the Payment Confirmation screen is displayed. For more information about viewing payment information, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).
- If you are not required to enter the payment information, the Return Order Summary screen is displayed. For more information about viewing the return order summary, see [Section 2.1.5.1, "Viewing Return Order Summary"](#).

2.8.16 Changing Return Method

Sometimes a customer may want to change the fulfillment method of a return order. To change the return method, you must search for the return order. For more information about searching for a return order, see [Section 2.1.5, "Performing an Advanced Return Order Search"](#).

To change the return method:

1. From Tasks > Return, select Change Return Method. The Fulfillment Summary screen is displayed.

2.8.16.1 Return Fulfillment Method: Shipping Panel

You can view the return fulfillment summary for the "Shipping" fulfillment method.

1. In the Lines being shipped to panel, you can view the return items that are being shipped back.
2. You can view the details of the item such as the item ID, quantity and unit price.
3. In the Ship To items panel, you can view the return address to which the item will be shipped.
4. To change the fulfillment method to pickup, select the lines and click Change To Pickup. The selected item is moved to the Return Pickup Summary panel.

Note: The Change to Pickup button is displayed only if the item supports Pickup return method.

5. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or a changed appointment, the Change Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
6. To allow the customer to keep an item, select the line and click the Customer Can Keep button. The selected item is moved to the Keep These Items panel.

2.8.16.2 Return Fulfillment Method: Pickup Panel

You can view the return fulfillment summary for the "Pickup" fulfillment method.

1. In the Lines being picked up from panel, you can view the return items that are being picked up.
2. You can view the details of the item such as the item ID, quantity and unit price.
3. In the Pick up items from panel, you can view the address from which the items will be picked up.
4. To change the address from which the items are being picked up, select the lines and click the Change Address button. The Add a New Address pop-up screen is displayed. Enter the appropriate details and click Confirm.
5. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or a changed appointment, the Change Service Appointment screen is displayed. For more

information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).

- If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).
6. To change the fulfillment method to shipping, select the lines and click the Change To Shipping button. The selected item is moved to the Return Shipment Summary panel.
 7. To allow the customer to keep the items, select the lines and click the Customer Can Keep button. The selected item is moved to the Keep These Items panel.

2.8.16.3 Keep These Items Panel

You can view the details of the items that the customer can keep.

1. In the Keep these items with our compliments panel, you can view the details of the items, such as the item ID, description, quantity, and unit price.
2. Click Change To Shipping to ship the item back. The selected item is moved to the Return Shipment Summary panel.
3. Click Change To Pickup for the item to be picked up. The selected item is moved to the Return Pickup Summary panel.
 - If any order lines are being delivered and the newly added lines require a new appointment or a changed appointment, the Change Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about viewing the service fulfillment summary, see [Section 2.4.3, "Service Fulfillment Summary"](#).

Note: The Change to Pickup, Change to Shipping buttons are displayed only if the item supports Pickup, shipping return methods.

2.8.16.4 Exchange Fulfillment Method—Shipping Panel

You can view the fulfillment summary for the "Shipping" fulfillment method.

- The address to which the item is shipping is displayed in the header panel, if the fulfillment method is "Shipping".
- The 📺 icon indicates that the item is a gift and can be picked up or shipped to the gift recipient. For more information about setting up gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- The open box icon indicates that the item is an open-box item. For more information about open-box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- The item image displays an image of the actual item.
- The item description and the item identifier display.
- The Quantity column displays the order line quantity.
- The Unit Price column displays the item price for one unit.
- The Available column displays the latest date on which the product is available. If items are unavailable, the column is displayed in red, indicating unavailability.
- The Level of Service column enables you to change the carrier service with cost from the drop-down list.

Note: Whenever the carrier service is changed, the expected delivery date is updated to reflect the change.

- The expected delivery column displays the expected delivery dates of the items.
- You can choose the following actions from the drop-down list:
 - Change to Pickup

- Change to Delivery
- Cancel

Note: When the parent line that has related lines is selected for cancellation, the related lines are automatically selected for cancellation.

Note: When the parent bundle line is cancelled, all the components lines are automatically cancelled.

When the action is changed from Shipping to 'Change to Pickup', the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).

- Click the Gift Options button to modify the gift options for the selected items. You must check the box for the item for which you want to add or clear the gift information. For more information about gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- Click 'Go to the Change Fulfillment Options' if you want to make changes to the fulfillment methods. For more information about changing fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#).




Note: If you select the parent line that has related lines associated with it to perform actions such as modification or cancellation, the related lines are automatically selected for modification or cancellation.

- Click Confirm or Next. All items in the order line are reserved.
- If any exchange lines are being delivered and the newly added lines require a new or changed appointment, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).

- Click Next. The Confirm Payment screen is displayed where you can view the payment details for an order. For more information about payment confirmation, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).

2.8.16.5 Exchange Fulfillment Method—Pickup Panel

You can view the fulfillment summary for the "Pickup" fulfillment method.

- If the fulfillment method is "Pickup", the ship node is displayed.
- The  icon indicates that the item is a gift and can be picked up by the recipient. For more information about setting up the gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- The  icon indicates that the item is an open box. For more information about open-box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- The item image displays an image of the actual item.
- The item description and the item identifier display.
- The Quantity column displays the item quantity.
- The Unit Price column displays the item price for one unit.
- The Preferred column displays the date on which the customer prefers to pick up the item. Click the  icon to modify the preferred date for picking up the item. The calendar displays the dates from the initial product ship date. If the product ship date is blank, the calendar does not display any dates.
- The Available column displays the latest date when the product is available in the ship node.
- You can choose any of the following actions from the drop-down list:
 - Change to Shipping
 - Cancel

When the action changes from Pickup to 'Change to Shipping', the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about modifying the fulfillment options, see [Section 2.4.1, "Modifying Fulfillment Options"](#)

- Click the Gift Options button to modify the gift options for the selected item. You must check the box for the item for which you want to add or clear the gift information. For more information about setting up gift options, see [Section 2.6.1, "Setting Up Gift Options"](#).
- Click the Change Store Location button to select the store from where you want to pick up the items. You must check the box of the item you want to pick up from an alternate store. For more information about alternate pickup locations or stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
- Click 'Go to Change Fulfillment Options' if you want to make changes to the fulfillment method. For more information about the fulfillment options screen, see [Section 2.4.1, "Modifying Fulfillment Options"](#).
- Click Next. All items in the order line are reserved.
- If a work order or delivery service is required, the Service Appointment screen is displayed. For more information about creating or modifying an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
- Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).

Note: When the Next button is clicked, reservations are created for all the unscheduled, unreserved lines and quantities. If some quantity of items is unavailable and a reservation cannot be created entirely, you revert back to the Fulfillment Summary screen highlighting the unavailable lines.

Note: After you first visit the Fulfillment Summary screen, if you then make changes elsewhere in the Return Order wizard and revisit the Fulfillment Summary screen, it may not contain changes from your original visit. The Fulfillment Summary screen always chooses options based on the configuration that is set by your enterprise. To help you remember this, a warning message is displayed on the second and subsequent visits to the Fulfillment Summary screen reminding you to review the information carefully on this screen and ensure that options you previously set are still in effect. You can reset these options, if necessary.

After you have finished with the Fulfillment Summary, click Next to view the Payment Return Order Payment Summary. See [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#) for more information.

2.9 Performing Alert and Queue Management Tasks

The Alert Management tasks enable you to create, resolve, and assign alerts. Typically, alerts are either raised by the system or created by you. For example, when scheduling an order, the system may hit a predefined error condition such as 'inventory not found'. In such situations, alerts are created against an order and assigned to the appropriate queue to ensure that they are resolved. Similarly, you can also create alerts and assign them to a queue. The Alert and Queue Management task also provides an alert statistics report. This report provides visibility into alerts that are assigned to a specific user or queue.

The alert and queue management tasks include:

- [Creating Alerts](#)
- [Viewing Alert Information](#)
- [Searching for Alerts](#)
- [Notifying Users of Assigned Alerts](#)
- [Assigning Alerts to a User](#)
- [Moving Alerts to a Queue](#)
- [Viewing the Next Alert](#)
- [Resolving Alerts](#)
- [Closing Alerts](#)

2.9.1 Creating Alerts

You can create new alerts in the system and log notes for future reference.

To create an alert:

1. From Tasks > Alerts, select Create Alert. The Create Alert screen is displayed.
2. From the Alert Type drop-down list, select the appropriate alert type.
3. In the User field, enter the appropriate user identifier.

If you do not know the user's identifier, click the Find User hyperlink. The Find User screen is displayed. For more information about searching for a user, see [Section 2.9.1.1, "Searching for a User"](#).

4. In the Priority field, enter the priority for the alert.
5. In the Queue field, you can view the assigned queue for the alert. To assign the alert to a different queue, select the appropriate queue from the drop-down list.
6. If you need to create a follow-up date for the alert, enter an appropriate date in the Follow-up Date field.
7. In the Associated Order field, enter the order number associated with the alert.

8. To search for the order, click the Find Order hyperlink. The Order Search screen is displayed. For more information about searching for an order, see [Section 2.1, "Performing Search Tasks"](#).
9. In the Details panel, enter the appropriate alert details.
10. Click Create.

2.9.1.1 Searching for a User

To search for a user:

1. In the User Id Contains field or the User Name Contains field, enter the appropriate information.
2. Click Find User. A list of users that matches the search criteria is displayed.
3. Double-click the appropriate user's identifier.

2.9.2 Viewing Alert Information

You can view a list of alerts that are due for follow-up actions, all open alerts that are categorized by alert types, and all queues to which the current user is subscribed.

To view the alert information:

1. From Tasks > Alerts, select View My Alerts and Queues. The Alert/Queues screen is displayed. You can view a tree structure that provides a list of various alerts and queues.

The tree structure contains one or more of the following:

- My Queues—Displays all queues to which the user is subscribed. The number within the parenthesis indicates the total number of open alerts assigned to the user in that particular queue.
 - My Alerts—Displays all alert types assigned to the user. The number within the parenthesis indicates the number of open alerts assigned to the user.
 - My Alerts Due For Follow-Up—Displays alerts assigned to the user that are due for follow-up.
2. Select an alert or queue for which you want to view details.

- If only one alert or queue exists, the Alert Details screen is displayed. You can view the alert or queue information appropriately.
- If multiple alerts or queues exist, a list of alerts or queues is displayed. Select the alert or queue for which you want to view the details.

2.9.3 Searching for Alerts

You may sometimes need to search for alerts that are already created.

To search for an alert:

1. From Tasks > Alerts, select Alert Search. The Alert Search screen is displayed.
2. Enter the appropriate search criteria.
3. Click Search. You can view the alert details.
4. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

2.9.3.1 Viewing Alert Details

You can view the details of alerts that meet your search criteria.

- If only one alert matches your search criteria, the Alert Details screen is displayed where you can view the detailed information about the alert.
- If there are multiple alerts that match your search criteria, a list of alerts is displayed. Double-click the appropriate alert. The Alert Details screen is displayed. You can view the appropriate alert details depending on the type of alert.
- If you want to change the status of the alert, select the appropriate alert status from the Alert Status drop-down list and click Save.
- If you want to modify the follow-up date for the alert, enter the appropriate date in the Follow-up Date field and click Save.
- In the Notes panel, you can view any additional information about the alert.
- If you want to enter notes regarding alerts, click on the Add Note hyperlink. The Add Notes for the Alert screen is displayed.

To add notes:

- a. From the Contact Method drop-down list, select the appropriate contact method.
 - b. In Contact Details, enter the appropriate information.
 - c. Enter notes regarding alerts. Select the appropriate emoticon (smiley) for the alert notes, if applicable.
 - d. If you want to view the alert notes along with the associated order, check the Save Note on Associated Order box.
 - e. Click Add Note. You can view the notes in the Notes panel.
- Click Close to close the Alert Details screen.

2.9.4 Notifying Users of Assigned Alerts

You can be notified of open alerts assigned to you or to the queues to which you are subscribed.

Users are notified of assigned alerts in any one of the following ways:

- The number of open alerts is displayed in the CSR message panel as a Number of Open Alerts hyperlink. For example, 24 Open Alerts. Click on this hyperlink.

- The number of open alerts assigned to the current user is displayed, if configured for the user.
- The number of priority 1 alerts is displayed, if configured to display alerts for queues to which the current user is subscribed.

Note: The Number of Open Alerts hyperlink is refreshed regularly based on the polling time configuration.

Upon clicking the Number of Open Alerts hyperlink, if there is only one open alert, the View Alert Details screen is displayed. Otherwise, the Alert Search and List screen is displayed. For more information about viewing alerts, see [Section 2.9.2, "Viewing Alert Information"](#). For more information about searching for alerts, see [Section 2.9.3, "Searching for Alerts"](#).

- Based on the polling time configuration, a window pops up with a beep. A hyperlink on the pop-up window is displayed:
 - The number of open alerts assigned to the current user, if configured for users. If there are no open alerts assigned to the current user, the follow-up alerts assigned to the user display.
 - The number of priority 1 alerts added to the queue to which the current user is subscribed, if configured to display alerts for queues.
 - Select the Do not notify box, if you do not wish to see alert notifications.

2.9.5 Assigning Alerts to a User

Sometimes, an alert task needs to be addressed by a particular user. For example, some alerts may require a CSR Lead to perform the necessary action. In such situations, you can assign alerts to a specific user.

To assign alerts to different users:

1. Search for the alert. For more information about searching for an alert, see [Section 2.9.3, "Searching for Alerts"](#). The Alert Details screen is displayed.
2. From the Alert Details screen > Tasks > Alert, select Assign To User. The Assign To User screen is displayed.

In the Currently Assigned To User Id field, you can view the identifier of the user to whom the alert is currently assigned.

3. In the Assign To User Id field, enter the appropriate identifier of the user.

If you do not know the user's identifier, click the Find User hyperlink. The Find User screen is displayed. For more information about searching for a user, see [Section 2.9.1.1, "Searching for a User"](#).

4. In the Notes panel, enter any additional notes about assigning the alert to a particular user, if applicable.
5. Click Assign.

2.9.6 Moving Alerts to a Queue

You can move a particular alert to a different queue.

To move an alert to a different queue:

1. Search for the alert. For more information about searching for an alert, see [Section 2.9.3, "Searching for Alerts"](#). The Alert Details screen is displayed.
2. From the Alert Details screen > Tasks > Alert, select Move To Queue. The Move To Queue screen is displayed.

In the Currently Assigned To Queue Id field, you can view the identifier of the queue to which the alert is currently assigned.

3. In the Assign To Queue Id field, enter the appropriate queue identifier.
4. To search for a queue, enter the appropriate information in the Queue Id Contains or the Queue Name Contains fields.
5. Click Find Queue. The list of queues matching the search criteria is displayed.
6. Double-click the appropriate queue identifier.
7. You can add any additional notes about assigning the alert to a particular queue in the Notes panel, if necessary.
8. Click Assign.

2.9.7 Viewing the Next Alert

This task considers all open alerts that are not assigned to any user. These alerts are assigned to a user based on the alert priority as follows:

- An alert with the highest priority is considered first.
- An alert with the earliest follow-up date is considered next.
- An alert with the earliest creation time is considered next.

To view the next alert that may be assigned to you:

1. From Tasks > Alerts, select Get Next Alert.
 - If alerts are available, the Alert Details screen is displayed where you can view the alert information.
 - If alerts are not available, the message "No Assigned Alerts Available" is displayed.
2. Click Close.

2.9.8 Resolving Alerts

Different alert types can be resolved in different ways. Some alerts can be resolved by simply closing the alert. For more information about closing an alert, see [Section 2.9.9, "Closing Alerts"](#). Some alerts, such as FTC Notification Alerts, should be resolved using other methods.

2.9.8.1 FTC Notification Alerts

The FTC Alert Details screen is used when you contact a customer to inform them of a delay or when a customer contacts the call center in response to a notification about a delay. In any event, these alerts should not be resolved without the customer's consent.

There are two ways in which you can resolve an FTC Notification:

- Accepting the delay on each line.
- Cancelling the lines that are being delayed.

2.9.8.1.1 Resolving a Single Alert

To resolve a single alert:

1. Search for the alert. For more information about searching for an alert, see [Section 2.9.3, "Searching for Alerts"](#). The Alert Details screen is displayed.
2. If the customer agrees to a delay on any of the lines, select the lines whose delay is being accepted, and click Accept Delay. The Notes pop-up window is displayed.
3. Enter the appropriate notes and click OK. The Alert Details screen is refreshed.
4. If the customer does not agree to a delay on any of the lines, select the lines whose delay is not being accepted, and click Cancel Lines. The Notes pop-up window is displayed.
5. Enter the appropriate notes and click OK. The Alert Details screen is refreshed.
6. If more lines have to be resolved, repeat [Step 2](#) through [Step 5](#) for the corresponding lines until all the lines are resolved. After all the lines are resolved the alert will also be resolved and automatically closed.

2.9.8.1.2 Resolving Multiple Alerts

If an order has multiple FTC Notification alerts open at the same time, the Alert Details screen will function a little differently.

To resolve multiple alerts:

1. Search for the alert. For more information about searching for an alert, see [Section 2.9.3, "Searching for Alerts"](#). The Alert Details screen is displayed.
2. Click the Review all FTC Alerts hyperlink. The Multi Alert Details screen is displayed.
3. Perform [Step 2](#) through [Step 6](#) explained in [Section 2.9.8.1.1, "Resolving a Single Alert"](#). You can select lines from different alerts and resolve them all at the same time. As and when individual alerts get resolved, they will be automatically closed and removed from this screen. When all the alerts have been resolved, the screen will automatically close.

2.9.8.2 Price Match Alerts

The Price Match Alert Details screen is used when a customer contacts the call center that another retailer is selling the same items that were ordered at a lesser price. In such situations, you may look into the customer's claims and price match the items, if necessary. If the user does not have permissions to approve the price match, an alert will be created which can be approved/denied by a user who has permissions.

To resolve a price match alert:

1. Search for the alert. For more information about searching for an alert, see [Section 2.9.3, "Searching for Alerts"](#). The Alert Details screen is displayed.
2. Click the Approve button to approve the price match.
3. Click the Deny button to reject the price match.

2.9.9 Closing Alerts

You can close alerts that have been resolved or are no longer valid.

To close an alert:

1. Search for the alert. For more information about searching for an alert, see [Section 2.9.3, "Searching for Alerts"](#). The Alert Details screen is displayed.
2. From the Alert Details screen > Tasks > Alert, select Close Alert. The Close Alert screen is displayed. You can view the identifier of the user who closed the alert.
3. In the Notes panel, enter the appropriate notes, if applicable.
4. Click Save.

2.10 Setting User Preferences

Sterling Call Center and Store enables you to set user preferences such as the display of alert notifications, additional help messages, keyboard shortcuts, customer message panel, position of related tasks, and CSR message/customer message panel.

To set user preferences:

1. From the View menu, select Preferences. The User Preferences pop-up screen is displayed.
2. Select the Display alert notifications box, to display alert notifications. Deselecting the Display alert notifications box will disable the pop-up window configured to display on top of the CSR message panel based on the polling time.

Note: The Display alert notification option is not displayed if the application is configured to never notify users.

3. Select the Display additional help messages and icon legends box, to display help messages. Deselecting the Display additional help messages and icon legends box will disable the additional help messages of a screen whenever the screen is opened.
4. Select the Display keyboard shortcuts for related tasks box, to display keyboard shortcuts. Deselecting the Display keyboard shortcuts for related tasks box will disable the keyboard shortcut display within the related task panel.

5. Select the Hide customer message panel box, to hide the customer message panel. Deselecting the Hide customer message panel box will allow the customer message panel to show up.
6. Select the Remember pagination preference box, to remember the pagination preferences. While retrieving the records, if a sorting or filtering is applied, the message "New records are returned to a table that has been sorted or filtered. As a result, the new records are inserted into the table based on the existing sort or filter criteria. All new records are highlighted." are displayed. Deselecting this box will allow the pagination message pop-up to show up at search screens.
7. In the Position of Related Tasks view, select left or right, to display the related tasks on the left or right respectively.
8. In the Position of CSR message/Customer message panel, select top or bottom, to display the CSR message/Customer message panel on the top or bottom respectively.
9. Click Confirm to save the changes.

Note: You need to restart the application for some of the user preferences to take effect such as collapsible customer message panel, and position of related tasks, csr message/customer message panel.

2.11 Performing Report Tasks

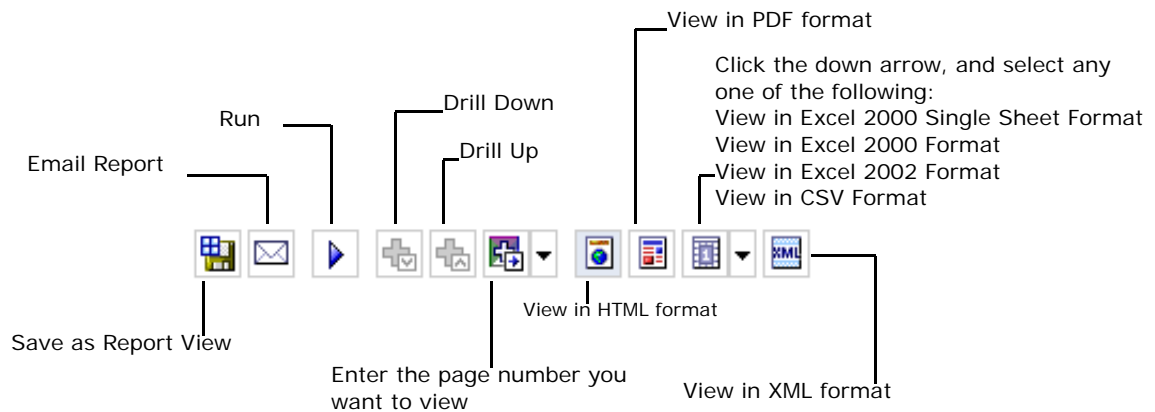
Sterling Call Center and Store provides rich functionality to generate reports such as cross sell reports, CSR reports, and price match reports.

To view reports, from Tasks > Reports, select View My Reports. The My Reports screen is displayed. Click the YCD-Analytics hyperlink. The list of reports which can be generated is displayed.





2.11.1 Cognos 8 Business Intelligence Toolbar

This section describes the Cognos 8 Business Intelligence toolbar that appears in the Sterling Call Center and Store report.

Figure 2–1 Default Cognos 8 Business Intelligence Toolbar



The Cognos 8 Business Intelligence toolbar that appears in the Sterling Call Center and Store report contains the following icons:

- **View in HTML format**
Click  to view the report in Hypertext Markup Language format. By default, the Sterling Call Center and Store reports are displayed in HTML format.
- **View in PDF format**
Click  to view the report in Portable Document Format.
- **View in XML format**
Click  to view the report in eXtensible Markup Language Format.
- **View in Excel or CSV formats**
Click  the down arrow provided next to the icon. The various Excel formats and CSV format are displayed. Click the appropriate format in which you want to view the report.

2.11.2 Cross Sell Reports

Call Center Managers and Store Managers may need information about the cross sales performance of the call center or store. This report provides information about the best cross selling items. This report also allows you to compare the average cross sell revenue per order for a

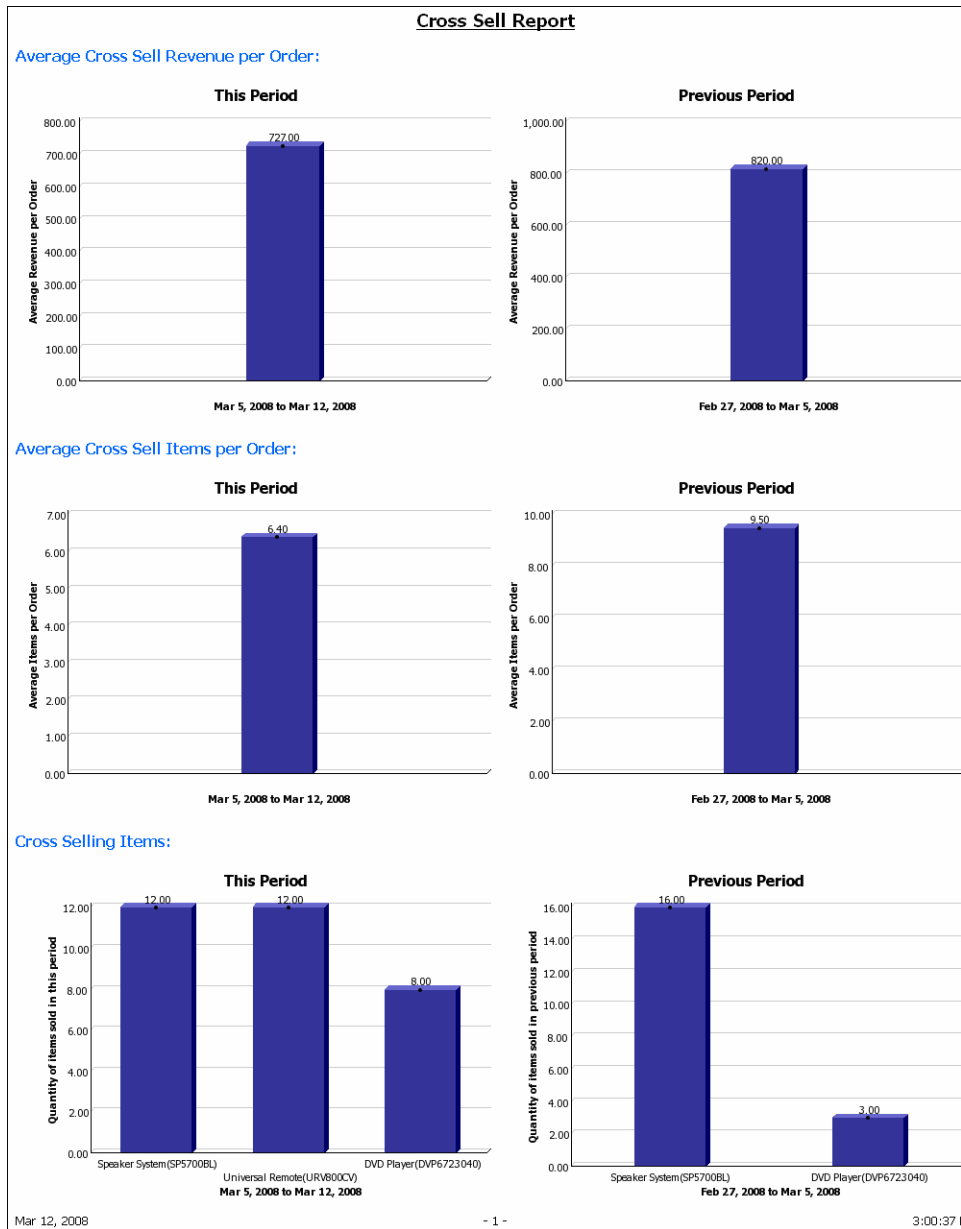
given period with the previous period. [Figure 2–2](#) shows a sample Cross Sell Report.

To generate cross sell reports:

1. Click the Cross Sell Reports hyperlink. The Cross Sell Report screen is displayed.
2. Select the period for which you want to view the report from the Choose the period to view the report for panel.
3. Select the start date for the period from the Choose the start date of the period panel.
4. Click Finish. The Cross Sell Report is displayed.

For each day within a specific time period, the graph displays the average cross sell revenue per order. The second graph displays the average number of cross sell items per order. The third graph displays the number of items sold for best cross sell items. Graphs for the previous period are also displayed, adjacent to the graphs for the current period.

Figure 2–2 Cross Sell Report



2.11.3 CSR Reports

Call Center Managers and Store Managers may need to track information about the number of sales and revenue generated by a particular CSR or store associate. This report provides visibility into the number of sales, total cross sell, revenue generated, and alerts resolved during a specific period of time. [Figure 2–3](#) shows a sample CSR Report.

To generate CSR reports:


1. Click the CSR Reports hyperlink. The CSR Report screen is displayed.
2. Select the Start and End date for which you want to generate the report. To select a date, click the  icon and then select the year, month, and day.
3. Click Finish. The CSR Report is displayed. You can view the following details:
 - CSR—The name of the CSR.
 - Number Of Orders Placed—The number of orders created by the CSR.
 - Revenue From Orders—Total revenue from the orders created by the CSR.
 - Average Items Per Order—The average items per order for all the orders created by the CSR.
 - Average Revenue Per Order—The average revenue per order for all the orders created by the CSR.
 - Total Cross Sell Revenue—Total cross sell revenue from the orders created by the CSR.
 - Average Cross Sell Items Per Order—The average cross sell items per order for all the orders created by the CSR.
 - Number Of Alerts Resolved—The number of alerts resolved by the CSR.

Figure 2–3 CSR Report

CSR Report							
CSR	Number Of Orders Placed	Revenue From Orders	Average Items Per Order	Average Revenue Per Order	Total Cross Sell Revenue	Average Cross Sell Items Per Order	Number Of Alerts Resolved
admin	9	\$10,534.00	6.68	\$1,170.44	\$2,445.00	0.33	6
csrlead-XYZ	21	\$12,329.95	3.59	\$587.14	-	-	0
xyzs1admin	21	\$11,600.00	5.10	\$552.38	-	0.14	3
xyzs1csr	2	\$1,190.00	6.50	\$595.00	\$1,190.00	1.50	1
Mar 12, 2008 - 1 - 3:02:47							


2.11.4 Price Match Reports

Pricing Analysts and Product Managers may need information about the items that are frequently price matched, competitor against who the items are frequently priced matched etc. This report helps in making decisions such as:

- If a large number of items are price matched against a particular competitor, verify if there is a sale or if the competitor is a discount retailer and exclude the competitor from the price match list.
- If an item has been price matched frequently, then the pricing analyst may need to re-price the item. If an item is not price matched, then the pricing analyst may want to re-price the item at a higher price.

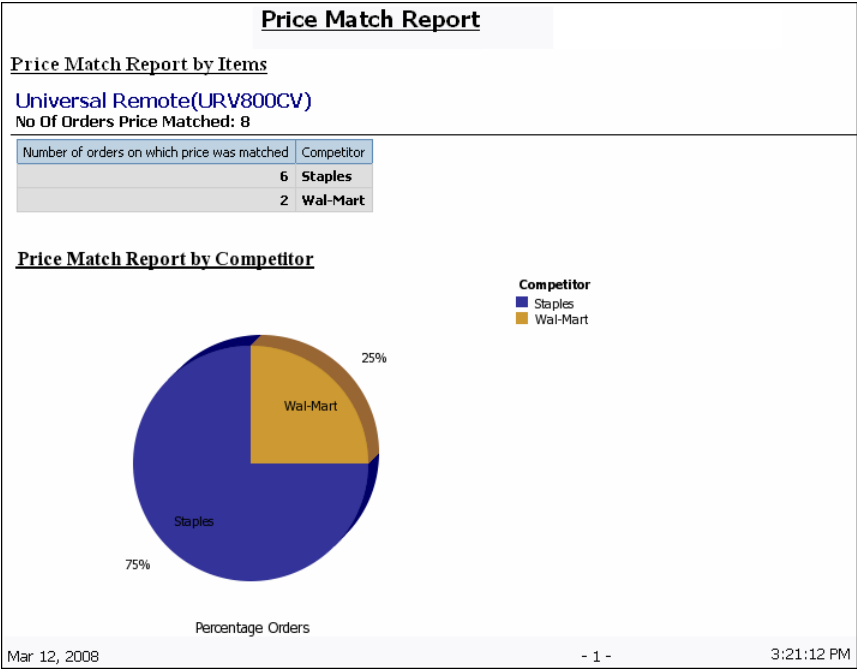
Figure 2–4 shows a sample Price Match Report.

To generate price match reports:

1. Click the Price Match Report hyperlink. The Price Match Report screen is displayed.
2. Select the Start and End date for which you want to generate the report. To select a date, click the  icon and then select the year, month, and day.
3. To view the price match report for a particular item, enter one or more keywords and click the Search button. Click the Options hyperlink to restrict the search criteria. The search results are displayed in the Results panel. Select the items for which you want to generate a report and click the Insert button. The item is added to the Choices panel. To remove an item, select the item in the Choices panel and click the Remove button.
4. Click Finish. The Price Match Report is displayed.

For each item, you can view the number of orders for which price match was performed. You can also view the numbers of orders for each competitor against whom the price match was performed. The graph displays the price match percentage for each competitor.

Figure 2–4 Price Match Report



Tasks for a Store Representative

The role of a store representative is to capture and maintain an order through the Sterling Store application. The store representative typically deals directly with the customer and takes action on an order in response to a customer visiting the customer service counter at the store.

The Sterling Store application provides keyboard shortcuts using which the store representative can easily execute tasks. For more information about using keyboard shortcuts, see [Chapter 1, "Using the Sterling Call Center and Store Dialogs and Windows"](#).

A store representative may frequently be:

- [Performing Search Tasks](#)
- [Answering Frequent Queries](#)
- [Performing Order Tasks](#)
- [Performing Fulfillment Tasks](#)
- [Performing Price Match Tasks](#)
- [Performing Other Tasks on an Order](#)
- [Performing Customer Tasks](#)
- [Performing Return Order Tasks](#)
- [Performing Order Print Tasks](#)
- [Performing Alert and Queue Management Tasks](#)
- [Setting User Preferences](#)
- [Performing Reports Tasks](#)
- [Performing In-Store Pick up Tasks](#)

- [User Security](#)

3.1 Performing Search Tasks

This task assumes that you need to take some action on an existing order or item in Sterling Call Center and Store. A customer may walk into the store to inquire about the order placed at the store. Generally, the customer knows the order number or has more information to help you locate the order or item.

3.1.1 Searching for an Order

If you know the order number, telephone number, or the e-mail address of the customer, use the Quick Access screen to directly navigate to the order. For more information about searching for an order, see [Section 2.1.1, "Searching for an Order"](#).

3.1.1.1 Performing an Advanced Order Search

Using additional options, you can make your order search more precise and view more information about the order number, customer's telephone number, or the customer's e-mail address. For more information about performing an advanced order search, see [Section 2.1.1.1, "Performing an Advanced Order Search"](#).

Using Sterling Call Center and Store application, you can search for existing draft orders and orders that were created in your store. Draft orders are orders in the process of being entered that have not been confirmed.

To search for draft orders:

1. To search for draft orders, enter the appropriate search criteria in the Advanced Order Search screen and check the Show only draft orders box.
2. To search for draft orders in your store, enter the appropriate search criteria and check the Show orders created in this store only box and check the Show only draft orders box.
3. Click Search. Based on your search criteria, in the Order List panel you can view a list of draft orders.

3.1.2 Searching for a Customer

If you know the customer's e-mail address, ID, phone number or the name of the business in case of a business customer, you can use the Quick Access screen to directly navigate to the customer.


To search for a customer:

1. In the Quick Access screen, select the customer type.
2. Enter the customer's e-mail address, user ID, phone number or the name of the business in case of a business customer.
3. Click Find Customer.
 - If a single customer exists for the search criteria you entered, the Customer Details screen is displayed.
 - If multiple customers exist for the search criteria you entered, the Customer Search screen is displayed. Enter the appropriate information in the Customer Search Criteria panel. Click Search. The Customer List screen is displayed. Double-click the appropriate Customer. The Customer Details screen is displayed. For more information about viewing customer details, see [Section 3.1.2.2, "Viewing Customer Details"](#).

3.1.2.1 Performing an Advanced Customer Search

If you do not know the complete details of a customer such as the customer's id, phone number or e-mail address you can perform an Advanced Customer Search.

To perform an advanced customer search:

1. From Tasks > Search, select Advanced Customer Search.
2. Select the organization from the drop-down list.
 Enter the appropriate search criteria and click Search. The search results are displayed in the Customer Search Results panel. If you cannot find the right customer, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.
3. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More

Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

4. Double-click the appropriate customer record. The Customer Details screen is displayed. For more information about viewing the customer details, see [Section 3.1.2.2, "Viewing Customer Details"](#).

3.1.2.2 Viewing Customer Details

In the Customer Details screen, you can view the details of the customer such as the customer's name, ID, e-mail address, phone number, date of birth, billing address and shipping address.

1. The customer's name and ID are displayed in the top panel.
2. In the Contact Information panel, you can view the customer's e-mail address, mobile phone number, day phone number, day fax number, evening phone number, evening fax number, date of birth, spouse's date of birth, wedding anniversary.
3. In the Bill To Address panel, you can view the details of the customer's address.
4. In the Ship To Address panel, you can view the shipping address to where the order is sent.
5. In the Order History panel, you can view the details of the previous orders created for the customer.
6. In the Return History panel, you can view the details of the return orders that were created for the customer.

7. In the Additional Addresses panel, you can view additional addresses of the customer.
8. In the Payment Methods panel, you can view the details of the payment methods of the customer.
9. In the Important Notes panel, you can view any additional information entered for the customer. For more information about viewing or adding notes see, [Section 2.3.4, "Adding Notes to an Order"](#).
10. If you are viewing the details of a business customer, you can view the following additional information:
 - The name of the buyer organization is displayed in the top panel.
 - In the Customer Details panel, you can view the Customer ID, Classification and Parent Customer.
 - In the Selling Address panel, you can view the selling address of the customer.
 - In the Contacts panel, you can view a list of contacts that exist for the customer. Select a contact, to view the details of the contact in the preview panel.


3.1.3 Searching for an Item

If you know the identifier, description, or the manufacturer's name of the item you are searching for, you can use the Quick Access screen to directly navigate to the item.

To search for an item:

1. In the Quick Access screen, enter the complete identifier for the item, partial description of the item, or the complete name of the item manufacturer.
2. Click Find Item.

Note: If Sterling Call Center and Store is integrated with the Sterling Multi-Channel Selling Solution, the Item Browser is launched instead of the Item Search screen. For more information about adding items to an order from the item browser, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

- If a single item exists that matches your search criteria, the Item Detail screen is displayed.
- If multiple items exist that match your search criteria, the item list is displayed in the Item List panel. You can view the identifier of the item or the alternate item, description of the item, UOM, available quantity, and unit price of the item. To view the item details, select the item and double-click, select an item and press the enter key, or in the Item Details panel, click the hyperlink. The Item Detail screen is displayed.
- If you are unable to find the items for which you are searching, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task. You can also select the type of the item from the Item Type drop-down list and click Search.
- You can search for the items using the Bar Code scanning. When the store representative scans any item using the barcode scanner, the UPC code is populated in the Item Id field. Using this information, the store representative can search for more details about the item.

When you select an item from the Item List panel, you can view the details of the item in the Item Details panel. To add the item to the order, select Add To Order.

Note: If availability checks are not configured for the system, the Availability column does not display and you cannot check the item availability.

3.1.3.1 Viewing the Product Item Details

In the Item Detail screen, you can view the details of an item such as the extended description of the item, price, manufacturer or brand information, and so forth.

1. In the Availability panel, you can view the quantity of the item available at the store. You can also view information whether the item is available for delivery or pickup. If pickup is allowed for an item, the pickup date is displayed.

Note: The availability of the bundle parent item depends on the availability of the bundle component items.

2. If the customer wants to view the availability of the item at other stores, click the View Nearby Stores For Availability hyperlink. The Details of Near-By Stores screen is displayed.
 - a. Enter the zip code of the area from where you need the item.
 - b. Click Search. You can view a list of all stores where the item is available. You can also view the store address and the approximate distance of the store from the current location.
3. In the Promotions panel, you can view all promotions associated with the item. For more information about promotions, click the hyperlink in the Short Description column.
4. If the customer wants to create an order for the selected item, click Create Order.
5. If you want to view more details about the item, click More Details. The More Details of Selected Item screen is displayed.
6. If you are viewing the details of a model item, the View Style Item hyperlink is displayed. Click the View Style Item hyperlink to select an item's style. For more information about selecting an items style, see [Section 3.3.1.2, "Selecting an Item's Style"](#).

7. If you want to add the item to the order, click Add to Order.

3.1.3.2 Viewing the Service Item Details

In the Service Item Details screen, you can view the details of provided services such as the service description, price, UOM, and the availability of the service item.

To view the details of a service item:

1. In the Availability panel, select the country name from the drop-down list from where the customer wants to check the availability of the service item and enter the zip code.
2. Click Check Availability. If the service is available, the message "This location can be serviced" is displayed. Click the View Calendar hyperlink. You can view the service appointments.
3. In the Promotions panel, you can view all promotions associated with the service item. For more information about promotions, click the hyperlink in the Short Description column.
4. If you want to create an order for the selected item, click Create Order.
5. If you want to add service items to the order, click Add to Order.

3.1.3.3 Viewing More Details of the Selected Product Items

You can view more details of the selected product items.

- To view more information about the item's accessories, click the Accessories tab. You can view the identifier of the item or the alternate item, the item's description, associated quantity, and the unit price of all accessories associated with the item.
- To view the bundle component item details, click the Component Details tab. You can view the bundle component items, item's description, and the bundle item kit quantity.
- To view the kit details, click the Kit Details tab. You can view the kit components, item's description, and the kit quantity.
- To view the item's specifications, click the Specifications tab.
- To view the items for upsell, click the Upsell tab. You can view the identifier of the item or the alternate item, item's description,

associated quantity, and the unit price of all items available for upsell.

- To view the items for substitutions, click the Substitutions tab. You can view the identifier of the item or the alternate item, item's description, associated quantity, and the unit price of all items available for substitutions.
- To view the service options of an item, click the Service Options tab. You can view the identifier of the service item, item's description, associated quantity, whether the service scheduling must be held until the item is delivered, the service time offset in hours (difference between provided service and product delivery), and the unit price of all the services available for the item.

3.1.3.4 Performing an Advanced Item Search

If you do not know the complete details about an item such as the identifier of the item or the alternate item, the item's description, or the manufacturer's name, you can perform an advanced item search.


To perform an advanced item search:

1. Do one of the following to open the Item Search screen:

- From Tasks > Search, select Advanced Item Search.
- In the Quick Access panel, click Find Item.

In the Item List panel, you can view the item ID, description, available quantity, and the unit price of all items.

2. Select an item in the Item List panel to view more information about the item in the Item Details panel.
 - If you select a product, you can view the identifier of the item, item's description, unit of measure, availability, and unit price.
 - If you select an independent service, you can view the identifier of the item, item's description, unit of measure, and unit price.

If you cannot find the items that you are searching for, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

3. Choose any one of the following and click Search:

- Products—Provides a list of items

- Independent Services—Provides a list of services
 - Both—Provides a list of items and services
4. If you are unable to find the pertinent items, click Show Search Criteria to enter more restrictive search criteria.
 5. If you select a model item and click the Add to Order button, the Style Items pop-up screen is displayed. For more information about selecting an items style, see [Section 3.3.1.2, "Selecting an Item's Style"](#).
 6. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.


Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

7. Double-click on the required item to view the item details.

Note: When the Sterling Call Center and Store application is integrated with Sterling Multi-Channel Selling Solution, and Product Entitlement is enabled, the Item Browser is displayed instead of the Item Search screen.

3.1.4 Viewing Order Summary

A customer may have some queries or may request some changes on an order that is already placed. In such situations, you may want to view the order details before performing any task.

Navigate to the Order Summary screen. In the Origin Store field, you can view the store in which the order was created. If an order line has a note associated with it, the  icon is displayed in the order line table. Click this icon to view the order line notes.

For more information about viewing the summary of an order, see [Section 2.1.4, "Viewing Order Summary"](#).

3.1.4.1 Viewing the Order Line Summary

To view the order line summary, from the Order Summary screen, right-click on an order line and select View Line Summary. The Line Summary screen is displayed. For more information about viewing the order line summary, see [Section 2.1.4.1, "Viewing the Order Line Summary"](#).


In the Important Notes panel you can view any important notes that are added on that order line. To add notes to that order line, click the View/Add Notes hyperlink. The Order Line Notes screen is displayed. For more information about adding order line notes, see [Section 3.3.10, "Adding Notes to an Order"](#).

3.1.5 Performing an Advanced Return Order Search

Using additional options, you can make your return order search more precise and view more details of the return such as the return order number, original order number, customer ID.

To perform an advanced return search:

1. From Tasks > Search, select Advanced Return Search. The Return Search screen is displayed.

In the Return Order Search Criteria panel, enter the appropriate search criteria. Select an option from the Order By drop-down list based on which the records will be sorted. Select Ascending or Descending from the adjacent drop-down list and click Search. The search results are displayed in the Recent Return Order List panel. If you cannot find the pertinent order number, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

2. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed. Click the View History Records hyperlink to retrieve return orders from the history table. You can click the View Recent Records hyperlink to switch back to recent records. The total number of records displayed in a single page is based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.
3. Double-click the appropriate order number. The Return Order Summary screen is displayed. For more information about viewing the return order summary details, see [Section 3.1.5.1, "Viewing Return Order Summary"](#).

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

3.1.5.1 Viewing Return Order Summary

In the Return Order Summary screen, you can view the details of a return order such as the primary details of the return order, refund to address, return from address, details of the corresponding exchange order.

1. In the Primary Details panel, you can view the return order number, order status, return order date, total refund amount, channel through which the items will be returned.
2. In the Refund To panel, you can view the details of the customers address.
3. In the Return From panel, you can view the address from where the items are being returned.
4. In the Exchange Order Details panel, you can view the details of the exchange order such as the exchange order number, status, total exchange amount and the exchange type.
5. In the Order Lines panel, you can view the original order number, item ID, unit price, quantity, return method and status of each line.

You can also view the indicator icons associated with the items, if applicable. Place your cursor on these icons to view their purpose.

3.2 Answering Frequent Queries

This section contains some of the questions commonly asked by the customers and provides the answers to these questions.

Customers may call you and ask:

- [Where is my shipment?](#)
- [Why was I charged?](#)
- [Why wasn't I refunded?](#)
- [How much will I be refunded?](#)
- [Have you received my returns?](#)
- [Where are my exchange items?](#)

3.3 Performing Order Tasks

You may perform several tasks on an order that is placed by the customer. Some of the general tasks that you may perform on an order are:

- [Creating an Order](#)
- [Canceling an Order](#)

- [Resolving Holds](#)
- [Creating Store Returns](#)
- [Initiating a Return](#)
- [Adding Order Lines](#)
- [Adding Open Box Items](#)
- [Increasing Order Line Quantity](#)
- [Tracking an Item or Inquiring About a Shipment](#)
- [Adding Notes to an Order](#)
- [Scheduling and Releasing an Order](#)
- [Viewing Procurement Orders](#)
- [Launching the Sterling Multi-Channel Fulfillment Solution Configurator](#)

3.3.1 Creating an Order

This feature helps you to identify a customer and create an order for the customer. You can enter multiple order lines for an order, modify fulfillment options and appointments, and confirm the payment information as requested by the customer.

A navigation bar is displayed at the bottom of all screens in the create order task flow. This helps you to understand the sequence of steps to be performed to complete the entire task. The navigation bar also helps you to revisit previous screens easily, if applicable.

To perform the create order task:

1. From Navigator > Order, select Create Order or from Tasks > Order, select Create Order. The Select Enterprise screen is displayed. Select the appropriate enterprise from the drop-down list.
2. Click Confirm. The Create Order: Customer Identification-Shipping Address screen is displayed.
3. In Find Existing Customer panel, do any of the following to search the customer information:
 - Enter the daytime telephone information.
 - Enter the e-mail ID of the customer.


- Enter the last name and first name of the customer.
 - Enter the last name and first few letters of the postal code of the customer.
 - Enter the first name and first few letters of the postal code of the customer.
4. Click Search.
 - If more than one customer is found as a result of your search, a list of customer information is displayed. Select the appropriate customer information from the list.
 - If customers are not found as a result of your search, the following message is displayed: "Your search found zero results".
 - If more than fifteen customers are found as a result of your search, the following message is displayed: "Your search resulted in more than 15 matches. Please refine your search criteria". In such situations, you need to enter more restrictive search information.
 5. Click Skip this Page, if the customer intends to pick up the items at the store immediately and wants to ensure the availability of items before you enter the customer's information.
 6. In the Customer Ship-To panel, you can modify the Primary Info, Street Address, Contact Information of the customers, if applicable.
 7. If the Bill-To Address of the customer is the same as the Ship-To Address, check the "Use As Bill-To Address" box.
 - If you want to override address verification, check the Override Address Verification box.
 - If you do not want to override address verification and the address verification fails, the message "This is not a valid Address" is displayed.
 8. Click Next.

If the Bill-To address is not the same as the Ship-To address, the Customer Bill-To screen is displayed. Enter the appropriate Bill-To information. The Create Order: Add Items screen is displayed.


Note: If the Sterling Call Center and Store application is integrated with Sterling Multi-Channel Selling Solution, the Item Browser is launched instead of the Item Search screen. For more information about adding items to an order from the item browser, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

Note: If the customer information is not captured initially, the Zip Code is displayed as a panel on top of the screen. This enables you to enter the zip code and check for the item availability.

Note: If the Bill-To Address of the customer is the same as the Ship-To Address, and if you have not checked the "Use As Bill-To Address" box in the Customer Ship-To panel, you can check this box in the Customer Bill-To Address screen.


9. To search for an item, in the Item column, click the  icon. The Advanced Item Search screen is displayed. You can add the item to the order in one of the following ways:
 - Scan the barcode of the item or the alternate item.
 - In Item ID, enter the identifier of the item or the alternate item.
 - If you have already added an item to the order, click the item name hyperlink. The Item Details screen is displayed. For more information about viewing the item details, see [Section 3.1.3.1, "Viewing the Product Item Details"](#).
10. You can add related product or service items to an order through a pop-up or a panel based on the configuration. For more information about adding related items, see [Section 3.3.1.1, "Adding Related Items"](#).
11. If you enter partial Item ID of a model item or a stylized item, the Style Items pop-up screen is displayed. For more information about selecting an item's style, see [Section 3.3.1.2, "Selecting an Item's"](#)



[Style](#)". If you scan or enter the item ID of a stylized item, the stylized item is added to the order.

12. In the Quantity column, enter the required item quantity.
13. In the UOM column, select the UOM for the item from the drop-down list provided. If a UOM does not exist for an item or if only one UOM exists, this column is not editable.
14. In the Unit Price column, you can view the unit price and list price of the item. The prices shown are according to the Ordering UOM.
15. To override the price of an item, click the Override Price hyperlink. The Override Price for Item screen is displayed. To override the item price:
 - a. In Overridden Price, enter the new price of the item.
 - b. From the Reasons for Override drop-down list, select the appropriate reason.
 - c. In the Notes panel, enter any additional information, if applicable.
 - d. Click Close.
16. In the Fulfillment Method column, choose the appropriate fulfillment method. If the selected fulfillment method is not available, the message "Not Available" along with an  icon is displayed. The Pickup, Ship, and Delivery buttons are enabled, and the item availability date is displayed next to these buttons. The availability date for:
 - Pickup—displays the earliest date on which you can pickup the product from a store.
 - Ship—displays the earliest date on which you can ship the item.
 - Delivery—displays the earliest date on which the product is available.

Note: In case of the Delivery fulfillment method, the item availability date does not indicate the delivery appointment. It only indicates the date on which the product is available. You must take a delivery appointment at a later point.

The availability details do not display if the user interface is not configured to do so.

- If you want the item to be shipped to the customer, choose Ship.
 - If you want the item to be delivered to the customer's doorstep, choose Delivery.
 - If the customer wants to pick up the item from the current store, choose Pickup.
 - If the customer wants to pick up the item from an alternate store, choose the More Stores hyperlink. The More Stores screen is displayed. Select the appropriate store from where you want to pick up the item. The selected store is displayed next to the Pickup option. For more information about viewing inventory in other stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
 - If the order line has already been created with pickup from a store other than the one in which the order is created, and if you want to pick the item from the same store, choose Pickup from (Store Name).
17. In the Line Total column, you can view the order line total.
18. If the item has accessories, the Accessories panel is displayed where you can view details about the accessories. To add the accessories to the order, click Add To Order. The Accessories panel is displayed only when the order line is selected.
19. To add more lines to the order, click the Add More Lines hyperlink.
20. To add new service lines, click the Add Independent Services hyperlink. The Item Search screen is displayed. Select the service you want to add. The service line is added and indicated by the  icon. For more information about performing an advanced item search, see [Section 2.1.3.4, "Performing an Advanced Item Search"](#)

21. To add an open box item, click the Add Open Box Item hyperlink.
22. To delete a particular order line, click the  icon associated with the order line. A warning message "This will permanently remove the line (and related lines, if any) from the order. Do you want to proceed?" is displayed. If the order line has related lines associated with it, the related lines are automatically selected for deletion.
23. To add order line notes, click the  icon associated with the order line. For more information about adding order line notes, see [Section 2.3.4.1, "Adding Notes to an Order Line"](#).
24. Click Next. The Create Order: Change Fulfillment Options screen is displayed. For more information about choosing a fulfillment method, selecting an appointment, and viewing payment information, see [Section 3.4.1, "Modifying Fulfillment Options"](#).
25. Click Next. The Fulfillment Summary screen is displayed. For more information about the fulfillment summary details, see [Section 3.4.5, "Fulfillment Summary"](#).

Note: The Fulfillment Summary screen is displayed only if the fulfillment method is either Shipping or Pickup.

Note: If you have not captured the customer information, the Billing Address screen is displayed for you to enter the billing details.

26. Click Next.
 - If order lines are being delivered on this order, the Service Appointment screen is displayed where you can modify an appointment. For more information about modifying appointments, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If order lines are not being delivered on this order, the Payment Confirmation screen is displayed where you can view or modify the payment details.

To view or modify the payment details for an order:


- a. Click the View/Edit Order Payment Details hyperlink. The Order Payment Details screen is displayed. Modify the charge details at the order level or order line level.
- b. Select the Charge Override Reason.
- c. If you want to add a coupon or promotion to the order, click Add Coupon. For more information about adding coupons and promotion codes, see [Section 2.6.3, "Adding a Coupon or Promotion Code"](#).
- d. If you want to add a new payment method, click Add Payment Method. For more information about adding new payment methods, see [Section 2.6.4.1, "Adding New Payment Methods"](#).
- e. If you want to enter any additional information for the order, in the Notes panel, enter the appropriate notes. For more information about adding notes, see [Section 2.3.4, "Adding Notes to an Order"](#).

27. Click Confirm.


3.3.1.1 Adding Related Items

You can add related product or service items to an order through a pop-up or a panel.

To add related product or service items to an order through a pop-up.

1. Click the  icon. The Related Items pop-up window is displayed. You can view details such as the item description, item ID, unit price, associated quantity and the availability dates for Shipping, Pickup and Delivery.


Note: If the Check Inventory Configuration rule is not checked for related items, the availability dates will not be displayed.

2. Check the boxes of the product or service items that you want to add to the order.
3. Click Add to Order. The related items that you added are indicated by the  icon. The tool tip for the related item indicator displays the parent item description.

To add related product or service items to an order through a panel:

1. Place the cursor on the line for which related lines needs to be added. The Related Items panel is displayed at the bottom of the screen. You can view details such as the item description, item ID, unit price, associated quantity and the availability dates for Shipping, Pickup and Delivery.
2. Press the INSERT key to set focus to the related items panel. Press Insert if you want to set focus back to the parent item panel.

Note: If the Check Inventory Configuration rule is not checked for related items, the availability dates will not be displayed.

3. Select Add to Order. The related items that you added are indicated by the  icon. The tool tip for the related item indicator displays the parent item description

Note: When a related line is added to the order, the fulfillment method for the related line is copied from that of the parent line. For example, if the fulfillment method of the parent line is "Pickup", and when a related line is added, the fulfillment method of the related line will also be "Pickup". If the related line does not support the selected fulfillment method, the fulfillment option of the line is set to the default fulfillment method.

3.3.1.2 Selecting an Item's Style

To select an item's style:

1. To check availability for items, you need to select:
 - Country
 - State
 - Zipcode

If the zip code is entered, the fulfillment methods available for the items are enabled based on the Catalog Configuration and inventory availability.


If the zip code is not entered, then the possible fulfillment methods for the items are displayed based on the Catalog Configuration and not based on the inventory.

2. In the Fulfillment method panel, select the fulfillment method.
3. Select the appropriate attributes and click the Add to Order button to add the stylized item to the order.

3.3.2 Canceling an Order

A customer may want to cancel an entire order or only some of the items ordered. The items on an order can be cancelled as long as they are present in the store. For example, you can cancel items that are included in shipment but still present in the store, as requested by the customer.

In the Sterling Store application, you can validate whether or not the items to cancel are present in the store. After you enter the order cancellation details, the Validate Cancellation screen is displayed. You can verify whether or not the items to cancel are present in the store. After you complete the manual verification process, click OK.

The order lines that contain local shipments are associated with an  icon. Place your cursor on this icon to view the quantity of items that need manual verification for the changes made.

For more information about canceling an order, see [Section 2.3.6, "Canceling an Order"](#).


3.3.3 Resolving Holds

When performing order modifications, the entire order or just certain order lines may be placed on hold to prevent further modifications. You can resolve holds only if you belong to the user group that has permission to resolve holds. For more information about resolving holds, see [Section 2.3.5, "Resolving Holds"](#).

3.3.4 Creating Store Returns

Customers may want to return or exchange the ordered items. The Create Store Return task that enables you to select items from the order you want to return, enter a return reason, enter exchange items, if applicable, and confirm the payment. To create a return for an order, you must first search for the order. For more information about searching for an order, see [Section 3.1, "Performing Search Tasks"](#).

To create a return:

1. From Tasks > Order, select Create Store Return. The Create Store Return screen is displayed.
2. If the customer wants to return the entire order, choose "Select All Available Quantity For Return".
3. If the customer wants to return only a few items on the order, choose "Select Specific Quantity For Return". You can either select the items manually or scan them using a barcode scanner.
 - If you are selecting the items manually:
 - Check the boxes of the items the customer wants to return.
 - In the Enter Qty to Return field, enter the quantity of the item that the customer wants to return.
 - In the UOM column, select the UOM for the selected items from the drop-down list, if applicable.
 - If a UOM does not exist for an item or if only one UOM exists, this column is not editable.
 - If you are selecting the items using a barcode scanner, the identifier of the item or the alternate item is populated in the Item field. The item identifier that you last scanned and the UOM of the item is displayed. Each time you scan an item, the item quantity to be returned increases by 1.
4. If any of the order lines have reship lines associated with them, the Show Reship Items check box is displayed.
5. If you want to view both original and reship order lines, check the Show Reship Items box. A  icon against the reship order line is displayed.

Note: If the customer wants to return any reshipped items, they must have received both original and reshipped items.

6. Click Next.

- If order lines are not available for return on an order, the error message "No Item on this order are available for Return" is displayed.
- If you want to select specific quantity for return, and if you have not selected any item, the message "Please select at least one item" is displayed.
- If the item quantity entered in the Enter Quantity To Return column exceeds the available quantity for return, the message "Return Quantity is more than the returnable quantity. Please check the Return Quantity and the Return UOM and select the appropriate values" is displayed.

If the above mentioned validations are passed, the Create Store Return screen is displayed.

7. From the Return Reason drop-down list, select the appropriate reason for returning the item.

From the Disposition drop-down list, select the appropriate disposition code.

Note: If you cannot return the items due to some return policy constraint, the Override Return Policy check box is displayed. Check this box to override the return policy.

8. If the customer wants to exchange some or all of the returned items, check the "Create An Exchange For This Return" box.
9. If the customer wants to exchange an item for the same item, check the Exchange the item for this item box.

If the same return reason, disposition code, and exchange applies to all items in the order, click Apply to all Items.

10. Click Next.

- If there are no items for exchange, the Create Return: Customer Identification screen is displayed. You can enter the customer information, select a fulfillment method, schedule an appointment, and view the payment information.
- If there are items for exchange, the Create Order: Add Item screen is displayed.

For more information about performing these tasks, see [Section 3.3.1, "Creating an Order"](#).

3.3.5 Initiating a Return

Customers may want to return or exchange some ordered items. In such situations, you can perform the Initiate Return task for those items that are in the shipped, delivered, or pickup status. For more information about initiating a return, see [Section 2.3.7, "Returning an Order"](#).

3.3.6 Adding Order Lines


After placing an order, a customer may want to add more of an item or add new items to the order. The Sterling Store application enables you to add multiple items to an order. To add multiple items to an order, you must first search for the order. For more information about searching for an order, see [Section 3.1, "Performing Search Tasks"](#).


A navigation bar is displayed at the bottom of all screens in the add items task flow. This helps you to understand the sequence of steps to be performed to complete the entire task. The navigation bar also helps you to revisit previous screens easily, if applicable.

To add multiple items to an order:

Note: If the Sterling Call Center and Store application is integrated with Sterling Multi-Channel Selling Solution, the Item Browser is launched instead of the Item Search screen. For more information about adding items to an order from the item browser, see the *Sterling Multi-Channel Selling Solution Administration Guide*.

1. From Tasks > Order, select Add Lines To Order. The Add Multiple Lines: Add Items screen is displayed.

2. In the Item column, click the  icon. The Item Detail screen is displayed. Select the item you want to add to the order and click Add To Order. You are returned to the Add Multiple Lines: Add Items screen.


Note: The newly added order line is identified by the  icon.

3. Perform [Step 9](#) through [Step 27](#) explained in [Section 3.3.1, "Creating an Order"](#).
4. Click Confirm.

3.3.7 Adding Open Box Items

Sometimes, items are returned due to slight defects. Such items are sold at a discounted price and are added to new orders as open box items.

To add open box items to an order:

1. From Navigator > Order, select Create Order or Tasks > Create Order. The Create Order: Add Items screen is displayed.
2. Click the Add Open Box Item hyperlink to add open box items. The Add Open Box Item screen is displayed.
3. Enter the appropriate identifier of the open box item and click OK. The Create Order screen is displayed. All open box items are indicated by the  icon.

If the open box identifier is invalid, the message "Could not find Open Box Item for <open_box_identifier>" is displayed.

Note: The quantity of the open box item line cannot be increased as each open box item is considered as a unique item. You cannot change the unit of measure of the open box item.

3.3.8 Increasing Order Line Quantity

Sometimes a customer may want to increase the quantity of one or more items on an order that is already placed. In such situations, you can

increase the order line quantity as requested by the customer. The line quantity can be increased for orders that have single or multiple order lines. To increase the order line quantity, first search for the order. For more information about increasing an order line quantity, see [Section 2.3.3, "Increasing Order Line Quantity"](#).

3.3.9 Tracking an Item or Inquiring About a Shipment

Customers may need to know the status of their orders. For example, if a customer does not receive items that were ordered, the customer may inquire about the shipment status. You can determine the shipment status for the order and inform the customer. For more information about tracking an item or inquiring about a shipment, see [Section 2.3.8, "Tracking an Item or Inquiring About a Shipment"](#).

3.3.10 Adding Notes to an Order

You may need to enter some additional notes on an order describing the various actions taken on that order for future reference. The Sterling Store application enables you to add notes at the order level and order line level, thus enabling you to track some important events. For more information about adding order notes, see [Section 2.3.4, "Adding Notes to an Order"](#).

3.3.11 Scheduling and Releasing an Order

The Schedule and Release screen provides details of the status of each order line and also lets you to schedule and release an order. You can schedule and release an order if you belong to a user group, which has permission to do so.

For more information about scheduling and releasing an order, see [Section 2.3.9, "Scheduling and Releasing an Order"](#).

3.3.12 Viewing Procurement Orders

You can view the procurement orders for an order (purchase order/transfer order), if you belong to a user group which has permission to do so.

For more information about viewing procurement orders, see [Section 2.3.10, "Viewing Procurement Orders"](#).

3.3.13 Launching the Sterling Multi-Channel Fulfillment Solution Configurator

You can use this task to launch the Sterling Multi-Channel Fulfillment Solution Configurator from within the Sterling Call Center and Store user interface. A CSR may sometimes need to launch the Sterling Multi-Channel Fulfillment Solution Configurator, for example, a CSR may want to adjust the inventory for an item. For more information about launching the Sterling Multi-Channel Fulfillment Solution Configurator, see [Section 2.3.11, "Launching the Sterling Multi-Channel Fulfillment Solution Consoles"](#).

3.4 Performing Fulfillment Tasks

This section explains how to perform fulfillment tasks.

- [Modifying Fulfillment Options](#)
- [Modifying Service Instructions](#)
- [Modifying Service Appointments](#)
- [Modifying the Shipping Address](#)
- [Fulfillment Summary](#)

3.4.1 Modifying Fulfillment Options

When a customer requests a change in the fulfillment options for an item, you can modify the fulfillment options as requested. For example, after the customer places an order for delivery, the customer may decide to pick the items up at your store. In such situations, you can modify the fulfillment options as requested. You can also perform this task when a customer requests to modify the delivery address for an order line. To modify the fulfillment options, you must first search for the order. For more information about searching for an order, [Section 2.1, "Performing Search Tasks"](#).

To modify the fulfillment options:

1. From Navigator > Fulfillment, select Change fulfillment options. The Change Order Fulfillment Options screen is displayed.
2. Check the boxes of the items for which you want to modify the fulfillment options.

- If you want to modify the fulfillment options for all items on the order, check the Check All box.
- You can view the expected date of fulfillment for the order line in the Expected Date column. The expected date of fulfillment does not display for the order line if:
 - The requested pickup date does not exist
 - Or
 - The work order appointment is not created

Note: When you change the fulfillment option for a parent bundle item which is configured as ship independent, the fulfillment method for the component lines is automatically selected for modification.

For a bundle parent item which is configured as ship together, only the parent bundle item is displayed.

Note: If the line for which you want to modify the fulfillment option has related lines associated with it, the fulfillment method for related lines also gets updated with the changed fulfillment method as the parent line.

Note: All order lines that are associated with drop ship lines are disabled.

3. Choose the appropriate fulfillment method.
4. When the customer wants to pick up items from the store, choose the "Pickup" fulfillment method.
 - a. If the customer wants to pick up the items from the store where the order was placed, choose Pickup from Current Store.
If the customer wants to pick up the items from other stores:
 - Choose Select other store.

- Select the country from the drop-down list where you want to pick up the items.
 - Enter the Zip Code or City, State.
 - Click Search. The More Stores screen is displayed. For more information about viewing inventory in other stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
 - Select the appropriate store.
 - Click Apply.
 - b. Click Next. The Fulfillment Summary Screen is displayed. For more information about fulfillment summary details, see [Section 2.4.2, "Fulfillment Summary"](#).
5. When the customer wants the items to be shipped, follow these steps:
- a. Choose the Ship fulfillment method. The Ship To address must be entered.
 - Select an address and click the Edit Address hyperlink to modify the address and click Apply.
 - Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

Note: A fulfillment method can be selected only if the item supports the selected fulfillment method.

- b. From the Service drop-down list, select the appropriate carrier service that the customer requests for item delivery.
- c. Click Apply.
- d. If you skip the customer identification step when capturing the order, you must enter an address for all the order lines that are being shipped or delivered.
- e. Click Next.

- The Fulfillment Summary screen is displayed where you can view and modify the complete configuration of an order and how it is being fulfilled. For more information about fulfillment summary, see [Section 2.4.2, "Fulfillment Summary"](#).

Note: The Fulfillment Summary screen is displayed only if the fulfillment method is either Ship or Pickup.

- f. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or an existing appointment to be retaken, the Service Appointment screen is displayed. For more information about selecting an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about the service fulfillment, see [Section 2.4.3, "Service Fulfillment Summary"](#).

6. When the customer wants the items to be delivered to their doorstep, follows these steps:

- a. Choose the Delivery fulfillment method. The Deliver To address must be entered.
 - Select an address and click the Edit Address hyperlink to modify the address and click Apply.
 - Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

Note: Based on the configuration, the Fulfillment option is displayed. For more information about displaying Shipping and Delivery as a separate fulfillment option, see the *Sterling Call Center and Store Implementation Guide*.

Note: You can modify any order line that has the Delivery fulfillment method until the delivery line is shipped.

- b. If you skipped the customer identification step when capturing the order, enter the address for all order lines that are being delivered.
- c. Click Next.
 - If any order lines are being delivered and the newly added lines require a new appointment or an existing appointment to be retaken, the Service Appointment screen is displayed. For more information about selecting an appointment, see [Section 2.4.5, "Modifying Service Appointments"](#).
 - If the order contains existing service appointments that have not been affected by the addition of lines, the Service Fulfillment Summary screen is displayed. For more information about the service fulfillment, see [Section 2.4.3, "Service Fulfillment Summary"](#).

Note: If the status modification rules do not allow you to change the fulfillment method of an item, the order line is displayed in red.

- 7. When the customer wants to change the address for the provided service line:
 - a. Select all service lines in the list. The Service Address panel is displayed.
 - Select an address and click the Edit Address hyperlink to modify the address and click Apply.

- Click the New Address hyperlink to enter a new address and click Apply.

For more information about adding new addresses or modifying the existing address, see [Section 2.3.2.3, "Adding or Modifying Addresses"](#).

- b. Click Next. The Fulfillment Summary Screen is displayed. For more information about the fulfillment summary details, see [Section 2.4.2, "Fulfillment Summary"](#).
8. If the customer wants to pick up the items at a nearby store, select Pickup Selected Items From This Store. By default, the local store is selected.
 - a. From the Store Pickup drop-down list, select the store from where the customer wants to pick up the items.

If you cannot find the store in the drop-down list:

 - Click the More Stores hyperlink. The More Stores screen is displayed.
 - Select the store from where the customer wants to pick up the item.
 - To search for a store located in a particular area, enter the zip code of the area and click Search. A list of available stores is displayed. Select the appropriate store from the list.
 - Enter the pickup date as requested by the customer.
 - b. Click Apply.
 - c. Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).
9. In certain situations, your store may be processing orders for which the customer has requested a change in the fulfillment options. For example, an order is created and about to be shipped to the customer from your store, the customer may request to pick the items from the store. In such situations, an appropriate message displays that prompts you to manually verify whether the fulfillment options can be modified. After performing the manual verification process, click Verified.

10. To change the fulfillment options for one or more shipments, click the "Shipments for the order exist for this store" hyperlink. The Change Shipment Fulfillment Options screen is displayed where you can view shipments from the local ship node.

You can view each shipment in a different panel along with the item details and fulfillment type. The check box provided against each shipment panel is enabled only if the shipment is not shipped.

- If the fulfillment method is "Shipping", you can view the shipping address.
 - If the fulfillment method is "Pickup", you can view the pickup date.
11. To view or modify the fulfillment options for one or more order lines, click the "View all order lines" hyperlink. The Change Order Fulfillment Options screen is displayed. Perform [Step 1](#) through [Step 10](#), if applicable.
 12. Modify the fulfillment method or shipping address of an item appropriately.
 13. Click Apply. A warning message displays prompting you to verify if the changes requested by the customer can actually be made.
 14. Verify if the modifications made can be applied to the item and click Verified.
 15. Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 2.3.6.1, "Viewing and Confirming the Payment Details"](#).

Note: If you cannot modify the fulfillment option for an item, an appropriate message is displayed.

3.4.2 Modifying Service Instructions

When a customer requests a change in the service instructions for an item at the time of delivery, you can modify the service instructions as requested. For more information about modifying service instructions, see [Section 2.4.4, "Modifying Service Instructions"](#).

3.4.3 Modifying Service Appointments

When a customer requests a change in the service date and time, you can change the service appointment. For more information about modifying service appointments, see [Section 2.4.5, "Modifying Service Appointments"](#).

3.4.4 Modifying the Shipping Address

Sometimes, a customer provides incorrect shipping address information when placing an order. In such situations, the customer may request to modify the shipping address. For more information about modifying the shipping address, see [Section 2.4.6, "Modifying Order Addresses"](#).

3.4.5 Fulfillment Summary

The Fulfillment Summary screen provides information about how an order is created and is being fulfilled. For instance, you can view the details of an order such as the recently added order lines, gift items, open box items, related items, and so forth. You can group order lines together based on the fulfillment method. To modify the fulfillment options, you must first search for the order. For more information about searching for an order, see [Section 3.1.1, "Searching for an Order"](#).


Note: When modifications are made in the Fulfillment Summary screen, the screen is refreshed to reflect the updated information.

3.4.5.1 Fulfillment Method—Shipping Panel

You can view the fulfillment summary for the "Shipping" fulfillment method.

- The address to where the item needs to be shipped is displayed in the header panel, if the fulfillment method is "Shipping".
- The 📁 icon indicates that the item is a gift item and can be picked up or shipped to the gift recipient. For more information about setting up gift options, see [Section 3.6.1, "Setting Up Gift Options"](#).
- The 📦 icon indicates that the item is an open box item. For more information about open box items, see [Section 3.3.7, "Adding Open Box Items"](#).

- The item image displays an image of the actual item.
- The item description and the item identifier is displayed.

Note: The recently added order lines are identified by the  icon.

- The Quantity column displays the order line quantity.
- The Unit Price column displays the item price for one unit.
- The Available column displays the latest date when the product is available. If items are unavailable, the column is displayed in red indicating unavailability.
- The Level of Service column enables you to change the carrier service with cost from the drop-down list.

Note: Whenever the carrier service is changed, the expected delivery date is updated to reflect the change.

- The expected delivery column displays the expected delivery dates of the items.
- You can choose the following actions from the drop-down list:
 - Change to Pickup
 - Cancel

When the action is changed from Shipping to Change to Pickup, the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about the fulfillment options, see [Section 3.4.1, "Modifying Fulfillment Options"](#).



- Click the Gift Options button to modify the gift options for the selected items. You must check the box for the item for which you want to add or clear the gift information. For more information about gift options, see [Section 3.6.1, "Setting Up Gift Options"](#).
- Click Go to the Change Fulfillment Options, if you want to make changes to the fulfillment methods. For more information about


changing fulfillment options, see [Section 3.4.1, "Modifying Fulfillment Options"](#).



- Click Confirm or Next. All items in the order line are reserved.
- Click Next. The Confirm Payment screen is displayed where you can view the payment details for an order. For more information about payment confirmation, see [Section 3.6.5, "Viewing Payment Details"](#).

3.4.5.2 Fulfillment Method—Pickup Panel

You can view the fulfillment summary for the "Pickup" fulfillment method.

- The ship node is displayed, if the fulfillment method is "Pickup".
- The  icon indicates that the item is a gift item and can be picked up by the recipient. For more information about setting up gift options, see [Section 3.6.1, "Setting Up Gift Options"](#).
- The  icon indicates that the item is an open box. For more information about open box items, see [Section 3.3.7, "Adding Open Box Items"](#).
- The item image displays an image of the actual item.
- The item description and the item identifier display.

Note: The recently added order lines are identified by the  icon.

- The Quantity column displays the item quantity.
- The Unit Price column displays the item price for one unit.
- The Preferred column displays the date on which the customer prefers to pick up the item. Click the  icon to modify the preferred date for picking up the item. The calendar displays the dates after the product ship date. If the product ship date is blank, the calendar does not display any dates.
- The Available column displays the latest date when the product is available in the ship node. Click the  icon to override product availability. The override availability icon is enabled only if the order line is a store node and only if the user has permission to override product availability. If items are unavailable, the column displays in

red indicating unavailability. For more information about overriding availability, see [Section 3.4.5.3, "Override Availability"](#).

- You can choose any of the following actions from the drop-down list:
 - Change to Shipping
 - Cancel

When the action changes from Pickup to Change to Shipping, the screen returns to the Change Fulfillment Options screen and the system automatically checks the box against each modified order line. For more information about modifying the fulfillment options, see [Section 3.4.1, "Modifying Fulfillment Options"](#)

- Click the Gift Options button to modify the gift options for the selected item. You must check the box for the item for which you want to add or clear the gift information. For more information about setting up the gift options, see [Section 3.6.1, "Setting Up Gift Options"](#).
- Click the Change Store Location button to select the store from where you want to pick up the items. You must check the box for the items you want to pick up from an alternate store. For more information about alternate pickup locations or stores, see [Section 2.3.2.2, "Viewing Inventory in Other Stores"](#).
- Click Go to Change Fulfillment Options, if you want to make changes to the fulfillment method. For more information about modifying fulfillment options, see [Section 3.4.1, "Modifying Fulfillment Options"](#).
- Click Confirm. All items in the order line are reserved.
- Click Next. The Confirm Payment screen is displayed where you can view the payment details for the order. For more information about payment confirmation, see [Section 3.6.5, "Viewing Payment Details"](#).

Note: When the next button is clicked, the reservations are created for all the unscheduled, unreserved lines and quantities. If some quantity of items are unavailable, and a reservation cannot be created entirely, you are reverted back to the Fulfillment Summary screen highlighting the unavailable lines.

Note: When modifications are made in the Fulfillment Summary screen, the screen is refreshed to reflect the updated information.

3.4.5.3 Override Availability

This screen provides visibility to items available in a store. You can also modify the item availability details. This feature is broadly classified into the following ways:

- [System Returns Availability](#)
- [System Returns Unavailability](#)

3.4.5.3.1 System Returns Availability

This is a scenario where the system returns the availability of items in a particular store. If you know whether or not items are available at that store, you can override availability by choosing either of the following:

- Item cannot be physically located in a store. Override the system availability.
- Item is available. Do not change the system availability.

3.4.5.3.2 System Returns Unavailability

This is a scenario where the system returns the unavailability of items in a particular store. You can override availability by choosing either of the following:

- Item is available in a store. Override the system availability.
- Item cannot be located. Do not change the system availability.

3.5 Performing Price Match Tasks

This section explains how to perform the following price match related tasks:

- [Matching an Item's Price](#)
- [Searching for a Price Match](#)
- [Adding a New Price Match](#)
- [Searching for a Competitor](#)
- [Adding a New Competitor](#)

3.5.1 Matching an Item's Price


A customer may discover that another retailer is selling the same items that were ordered at a lesser price. In such situations, you may look into the claims of the customer and price match the items, if necessary. For more information about matching the price of an item, see [Section 2.5.1, "Matching an Item's Price"](#).

3.5.2 Searching for a Price Match

You may sometimes need to search for a price match record.

To search for a price match:

1. From Tasks > Price Match, select Price Match Search. The Price Match Search and List screen is displayed.
2. Enter the appropriate search criteria and click Search. The search results are displayed in the Price Match Results panel.

If you cannot find the pertinent price match, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

3. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

4. Double-click the appropriate price match. The price match details screen is displayed. For more information about viewing the price match details, see [Section 3.5.2.1, "Viewing Price Match Details"](#).
5. Click the Add button to add a new price match. For more information about adding a new price match, see [Section 3.5.3, "Adding a New Price Match"](#).

3.5.2.1 Viewing Price Match Details




In the Price Match Details screen, you can view the details of a price match such as competitor's name, enterprise code.

1. In the Price Match Details panel, you can view the enterprise code, item ID, UOM, expiration date of the price match, status of the price match, competitor, the minimum quantity to be price matched, competitor's unit price and competitor's discounts.
2. In the Price Match Description panel, you can view a brief description of the price match.
3. In the Order Lines Available panel, you can view the order lines on which the price match can be applied.
4. In the Order Lines Unavailable panel, you can view the order lines on which the price match cannot be applied.

3.5.3 Adding a New Price Match

Sterling Call Center and Store provides the ability to add a new price match, if the price match does not already exist.

To add a new price match:

1. From Tasks > Price Match, select Add Price Match. The Price Match Details screen is displayed.
2. Enter the item ID or click the  icon. The Advanced Add Item Search screen is displayed. Select the item from the list.
3. Enter the unit of measure for the item selected.
4. Select the expiration date for the price match. To select a date, click the  icon and then select the month, year and day.
5. Select the status for the price match from the drop-down list.
6. Enter the competitor or click the  icon to search for the competitor. Enter the minimum quantity to be price matched, the competitor's unit price and competitor's discounts.
7. Click Confirm to add the price match.

3.5.3.1 Modifying a Price Match

Sterling Call Center and Store provides the ability to modify an existing price match, for example, you may want to extend the expiration date of a price match.

To modify an existing price match, you must first search for a price match. For more information about searching for a price match, see [Section 3.5.2, "Searching for a Price Match"](#).

1. In the Price Match Details panel, you can view the enterprise code, item ID, UOM, expiration date of the price match, status of the price match, competitor, the minimum quantity to be price matched, competitor's unit price, and competitor's discounts.
 - For an approved price match, you can only modify the expiration date.
 - For a pending or rejected price match, you can modify the expiration date, status of the price match, competitor's unit price and competitor's discounts.


2. In the Price Match Description panel, enter a brief description of the price match.
3. In the Order Lines Available panel, you can view the order lines on which the price match can be applied.
4. In the Order Lines Unavailable panel, you can view the order lines on which the price match cannot be applied.

3.5.4 Searching for a Competitor

You may sometimes need to search for a competitor when performing a price match.

To search for a competitor:

1. From Tasks > Price Match, select Competitor Search. The Competitor Search and List screen is displayed.
2. Enter the appropriate search criteria and click Search. The search results display in the Competitor Results panel.

If you cannot find the pertinent competitor, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.

3. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

4. Double-click the appropriate competitor. The Competitor details screen is displayed. For more information about viewing the Competitor details, see [Section 3.5.4.1, "Viewing Competitor Details"](#).

3.5.4.1 Viewing Competitor Details

In the Competitor Details screen, you can view the details of a competitor such as competitor's name, enterprise code.

1. In the Competitor Details panel, you can view the competitor's name, enterprise code, status of the enterprise, percentage of the price match, and the web address of the competitor.
2. In the Description panel, you can view a brief description of the competitor.

3.5.5 Adding a New Competitor

Sterling Call Center and Store provides the ability to add a competitor if the competitor does not already exist.

1. Do one of the following to add a new competitor :
 - From Tasks > Price Match, select Competitor Search. The Competitor Search and List screen is displayed. Click the Add button, The Add Competitor screen is displayed.
 - From Tasks > Price Match, select Add Competitor. The Add Competitor screen is displayed.
2. In the Competitor Details panel, enter the competitor's name, enterprise code, status of the enterprise, percentage of the price match, and the web address of the competitor.

3. In the Description panel, enter a brief description of the competitor.
4. Click Confirm.

3.6 Performing Other Tasks on an Order

Some miscellaneous tasks you may need to perform on an order, include:

- [Setting Up Gift Options](#)
- [Appeasing Customers](#)
- [Adding a Coupon or Promotion Code](#)
- [Changing Payment Methods](#)
- [Viewing Payment Details](#)
- [Inquiring About Returns and Exchanges](#)
- [Viewing Charge Details](#)
- [Reconfiguring Items](#)

3.6.1 Setting Up Gift Options

When a customer wants to buy an item and wants to gift it to someone, you can set up the gift options in any one of the following ways:

- The customer places an order at the store and wants the recipient to whom the item is to be gifted to pick it up from the same store or an alternate store. In this case, you must mark the item as a gift item and capture the recipient details.
- The customer places an order at the store and realizes that the recipient to whom the item is to be gifted is unable to pick it up. In such situations, the customer picks up the item. You must clear the gift flag and recipients information.
- The customer places an order at the store and wants the store to ship the items to the recipient as a gift. In this case, you must mark the item as gift and capture the recipient's shipping address.
- The customer places an order at the store and wants the store to deliver the items to the recipient as gift items. In such situations, the CSR marks the items as gift items and captures the delivery address of the recipient.

For more information about marking items as gift items, see [Section 2.6.1, "Setting Up Gift Options"](#).

3.6.2 Appeasing Customers

When a customer is not satisfied or has had a bad experience with any of the services that were provided, you can present them with the option to appease them. For example, a customer may walk in to a store to report having received a damaged item. In such situations, you need to perform an appeasement task to make amends for the bad experience. For more information about appeasing customers, see [Section 2.6.2, "Appeasing Customers"](#).

3.6.3 Adding a Coupon or Promotion Code

You can add a coupon or promotion code to an order on the request of a customer who has already placed an order. You can add any number of coupons to an order. For more information about adding a coupon or promotion code, see [Section 2.6.3, "Adding a Coupon or Promotion Code"](#).

3.6.4 Changing Payment Methods

A customer may need to change the mode of payment for an order. To change the payment method for an order, you need to first search for the order. For more information about changing payment methods, see [Section 2.6.4, "Changing Payment Methods"](#).

3.6.5 Viewing Payment Details

You can view payment details for an order placed by the customer such as charges, refunds, and payment methods. For more information about viewing payment details, see [Section 2.6.5, "Viewing Payment Details"](#).

3.6.5.1 Adding or Modifying Charges

The Add/Modify Charges screen provides information about the existing charges and also lets you to modify an existing charge or add a new charge.

In the Modify Charges panel, you can view the charge category, charge name and the charge amount.

1. If you want to add a new charge, click the Add Charge hyperlink. Select the category from the Charge Category drop-down list. Select the name of the charge from the Charge Name drop-down list. In the Charge Amount column, enter the appropriate amount for the charge.
2. In the Notes panel, enter any additional information, if applicable. For more information about adding notes to an order, see [Section 2.3.4, "Adding Notes to an Order"](#).
3. Click Confirm.

3.6.6 Inquiring About Returns and Exchanges

Customers may inquire about returns, exchanges, and refunds for an order. For more information about inquiring about returns and exchanges, see [Section 2.6.6, "Inquiring About Returns and Exchanges"](#).

3.6.7 Viewing Charge Details

The Charge Details screen provides information about the price details of an order. For more information about charge details, see [Section 2.6.7, "Viewing Charge Details"](#).

3.6.8 Reconfiguring Items

Sterling Call Center and Store provides rich functionality to reconfigure bundle items. For example, if the customer has ordered for a computer and wants to change the configuration of the processor, this task enables you to change the necessary configurations. For more information about reconfiguring an item, see [Section 2.6.8, "Reconfiguring Items"](#).

3.7 Performing Customer Tasks

This section explains how to perform the following customer tasks:

- [Creating a Consumer Customer](#)
- [Creating a Business Customer](#)
- [Managing Customer Contacts](#)
- [Managing Customer Addresses](#)
- [Managing Customer Payment Method](#)

- [Assigning Customer to a Team](#)
- [Customer User Assignments](#)
- [Customer Self Assignments](#)
- [Viewing Account Activity](#)

3.7.1 Creating a Consumer Customer

Sterling Call Center and Store provides the ability to create, manage, and view customer and contact records. For more information about creating a consumer customer, see [Section 2.7.1, "Creating a Consumer Customer"](#).

3.7.2 Creating a Business Customer

Sterling Call Center and Store provides the ability to create, manage, and view business customers. For more information about creating a business customer, see [Section 2.7.2, "Creating a Business Customer"](#).

3.7.3 Managing Customer Contacts

You can define multiple contacts for each customer. To manage a customer contact you must first search for a customer. For more information about managing customer contacts, see [Section 2.7.3, "Managing Customer Contacts"](#).

3.7.4 Managing Customer Addresses

You can define multiple addresses for each customer. To manage customer addresses you must first search for a customer. For more information about managing customer addresses, see [Section 2.7.4, "Managing Customer Addresses"](#).

3.7.5 Managing Customer Payment Method

You can define multiple payment methods for a customer. To manage customer payment methods you must first search for a customer. For more information about managing customer payment methods, see [Section 2.7.5, "Managing Customer Payment Method"](#).

3.7.6 Assigning Customer to a Team

Sterling Call Center and Store enables you to assign customers to a team after the customer is created. A supervisor can assign a customer from his team to any of his sub teams. To assign a customer to a team, you must first search for a customer. For more information about managing team assignments, see [Section 2.7.6, "Assigning Customer to a Team"](#).

3.7.7 Customer User Assignments

Sterling Call Center and Store enables you to assign customers to a user after the customer is created. A supervisor can assign a customer from his team to any of the users in his sub-teams. For more information about managing user assignments, see [Section 2.7.7, "Customer User Assignments"](#).

3.7.8 Customer Self Assignments

Sterling Call Center and Store enables you to assign customers to a user, once the customer is created. A user can assign a customer to himself only if the user is assigned permissions to access the customer record. For more information about managing user assignments, see [Section 2.7.8, "Customer Self Assignments"](#).

3.7.9 Viewing Account Activity

Sterling Call Center and Store provides the functionality to view the Sterling Multi-Channel Selling Solution's Account Activity. For more information about viewing account activity, see [Section 2.7.9, "Viewing Account Activity"](#).

3.8 Performing Return Order Tasks

This section explains how to perform the following return order-related tasks:

- [Create a Return Order](#)
- [Add a Return Reason](#)
- [Add Items to an Exchange](#)
- [View or Change Return and Exchange Fulfillment Options](#)

- [View or Change Fulfillment Summary](#)
- [View or Change Payment Summary](#)
- [Change Return Address](#)
- [View or Change Service Fulfillment Summary](#)
- [Issue a Refund](#)
- [Modify Service Appointments](#)
- [Report Extra Items](#)
- [Report Wrong Items](#)
- [Report Unexpected Items](#)
- [Cancel a Return Order](#)
- [Creating an Exchange Order](#)
- [Changing Return Method](#)

3.8.1 Create a Return Order

A customer may want to return or exchange items that were purchased.

This section describes only the Sterling Store functionality for creating creating a Return Order. For more information about creating returns, see [Section 2.8.1, "Creating a Return Order"](#).

Sterling Store provides the functionality to scan an item into a return order.

To scan an item for return, select the By Order tab. An Item ID field is displayed. When you scan the item, the Item ID is displayed in the Item ID field. If the item scanned is not on the order, an error message is displayed indicating that the Item ID was not found.

An item that you scan is automatically marked "in hand" when you scan it. Returns without a receipt and returns by Extra Item (items that the customer received by mistake) are also assumed to be "in hand" by the system.

If you are not scanning an item, the return panel contains Item is in Hand and All Selected Items Are Present check boxes.

3.8.2 Add a Return Reason

When you perform a return for a customer, you must enter a return reason.

This section describes only the Sterling Store functionality for the Return Reason screen. For more information about the Return Reason screen, see [Section 2.8.2, "Adding a Return Reason"](#).

Sterling Store provides the ability to enter disposition notes for the items that are in hand.

For items that are marked in hand on the line selection screen, enter the Return Disposition Code in the drop-down list on the Return Reason screen. Your enterprise may have Disposition Codes such as Sent for Repair, Scrapped, Restocked, and others.

3.8.3 Add Items to an Exchange

If a customer wants to exchange items that are being returned, you need to create an exchange order for the corresponding return order. For more information about creating an exchange order, see [Section 2.8.3, "Adding Items to an Exchange"](#).

3.8.4 View or Change Return and Exchange Fulfillment Options

The Exchange Fulfillment Options screen enables you to change the fulfillment method on the exchange order, as well as changing the shipping/delivery addresses and pickup locations. If customer information is missing, the Customer Information screen is displayed. For more information, see [Section 2.1.2, "Searching for a Customer"](#).

For more information about changing the fulfillment method, see [Section 2.4.1, "Modifying Fulfillment Options"](#).

3.8.5 View or Change Fulfillment Summary

The Fulfillment Summary screen enables you to view and change shipping, pickup, and delivery methods for return and exchange lines. These are grouped by fulfillment method and address. You can also see lines that are in hand displayed in their own panel. You cannot change the in hand status on this screen.

For more information about the Fulfillment Summary, see [Section 2.8.5, "Viewing or Modifying Fulfillment Summary"](#).

3.8.6 View or Change Payment Summary

You can view and change the return and exchange order payment details on the Payment Summary screen.

This section describes the Sterling Store functionality only for the Payment Summary. For more information about the Payment Summary, see [Section 2.8.6, "Viewing or Modifying the Payment Summary"](#).

The following Sterling Store features apply:

- When items that are not in hand are received at a warehouse, a receipt is started so that the customer receives a refund.
- When items are in hand, the system sets items that are to be picked up or shipped to Released status.

3.8.7 Change Return Address

If a customer wants to change the address of a return order, you must search for the return order. For more information about changing return address, see [Section 2.8.7, "Changing Return Address"](#).

3.8.8 View or Change Service Fulfillment Summary

You can view the summary of all appointments related to the return order and the corresponding exchange order, if applicable. In the Appointment panel, you can view the appointment number, the current appointment, if an appointment has been taken, and the service charges applicable for the service. For more information about viewing the service fulfillment summary, see [Section 2.8.8, "Viewing or Modifying Service Fulfillment Summary"](#).

3.8.9 Issue a Refund

A customer may call to inquire about why he has not been refunded for the items which have already been returned. In such situations, you need to issue a refund for the items immediately. Sterling Call Center and Store provides the Issue Refund Now task that enables you to issue

a refund to the customer immediately. For more information about issuing a refund, see [Section 2.8.9, "Issuing a Refund"](#).

3.8.10 Modify Service Appointments

Sometimes a customer may want to change the service appointment of a return order. To change the service appointment, you must search for the return order. For more information about modifying service appointments, see [Section 2.8.10, "Modifying Service Appointments"](#).

3.8.11 Report Extra Items

Sometimes a customer may report that the customer has received extra items. In such situations, the extra items can either be returned back or you can allow the customer to keep the extra items. To report extra items, you must first search for the order. For more information about searching reporting extra items, see [Section 2.8.11, "Reporting Extra Items"](#).

3.8.12 Report Wrong Items

Sometimes a customer may report that he did not receive the items that were ordered. In such situations you may need to reship the items that were ordered and also create a return for the wrong items that were delivered. For more information about reporting wrong items, see [Section 2.8.12, "Reporting Wrong Items"](#).

3.8.13 Report Unexpected Items

Sometimes a customer may report that he did not order for any items but has received some items. In such situations you may need to create a customer and then create a return for the wrongly shipped items. For more information about reporting unexpected items, see [Section 2.8.13, "Reporting Unexpected Items"](#).

3.8.14 Cancel a Return Order

A customer may want to cancel some of the items or the entire return order. The customer may also want to cancel the exchange order corresponding to the return order. For more information about canceling a return order, see [Section 2.8.14, "Canceling a Return Order"](#).

3.8.15 Creating an Exchange Order

A customer may want exchange items to be created for the items that are being returned. In such situations, you need to create an exchange order for the corresponding return order. For more information about creating an exchange order, see [Section 2.8.15, "Creating an Exchange Order"](#).

3.8.16 Changing Return Method

Sometimes a customer may want to change the fulfillment method of a return order. For more information about changing the return method, see [Section 2.8.16, "Changing Return Method"](#).

3.9 Performing Order Print Tasks

A customer may visit a store to either place an order or make some modifications to an existing order, which may result in some payment changes. In such situations, you must issue an order slip of the transaction to the customer.

The following print tasks are performed in the Sterling Store application:

- [Printing Order Creation or Summary Slips](#)
- [Printing Change Order Slips](#)
- [Printing Return Order and Exchange Order Slips](#)

3.9.1 Printing Order Creation or Summary Slips

Whenever you confirm a draft order, you must issue the customer an Order Sales Slip that has a snapshot of the order. Typically, the snapshot displays order lines and payment details.

When you confirm a draft order, the Order Sales Slip is automatically printed. You can also select Print Order task under Order to print the Order Sales Slip. This slip provides the order summary information.

The order can also be printed by selecting the 'Print Order' related task from the Order Summary screen.

For more information about configuring payment options, see the *Sterling Call Center and Store Implementation Guide*.

3.9.2 Printing Change Order Slips

Whenever you make changes to an existing order that results in payment modifications, a Change Order Slip is generated based on how the print options are configured in Sterling Call Center and Store. A change order slip can be automatically printed, never printed, or the user can be prompted to print the change order slip. Payment modifications include: order cancellation, adding a coupon, increase in the order line quantity, changes in the fulfillment options, and so forth.

3.9.3 Printing Return Order and Exchange Order Slips

When a customer returns items to a store, the Return Order Slip is printed, which provides payment information about the returned items. If the customer requests an exchange of the items, an Exchange Order Slip is printed, which provides payment information about the exchanged order.

3.9.3.1 Printing Return Order Without Exchange Order Slips

If payment is handled externally to Sterling Call Center and Store, the Return Order Confirmation screen is displayed:

This screen is displayed only if payment is handled externally. For field value descriptions, see [Table 3–1, "Return Order Without Exchange Order Slip Screen"](#).

Table 3–1 *Return Order Without Exchange Order Slip Screen*

Field	Description
Print and Close	Choose this button to save any notes to the order, print the order, and close the order tab.
Cancel Order	Choose this button to cancel the order.

3.9.3.2 Printing Return Order With Exchange Order Slips

If payment is handled externally to Sterling Call Center and Store, the Return Order Confirmation screen is displayed:

This screen is displayed only if payment is handled externally. For field value descriptions, see [Table 3–2, "Return Order With Exchange Order Slip Screen"](#).

Table 3–2 Return Order With Exchange Order Slip Screen

Field	Description
Print and Close	Choose this button to save any notes to the order, print the order, and close the order tab.
Cancel Order	Choose this button to cancel the order.

3.10 Performing Alert and Queue Management Tasks

The Alert Management task enables you to create, resolve, and assign alerts to users. Typically, alerts are either raised by the system or manually created. The alert can be assigned to specific users or queues. The Alert and Queue Management task also provides an alert statistics report. This report provides visibility to alerts that are assigned to a specific user or queue. For more information about performing alert tasks, see [Section 2.9, "Performing Alert and Queue Management Tasks"](#).

3.11 Setting User Preferences

The Sterling Call Center and Store application enables you to set user preferences such as the display of alert notifications, additional help messages, keyboard shortcuts, customer message panel, position of related tasks and csr message/customer message panel. For more information about setting user preferences, see [Section 2.10, "Setting User Preferences"](#).

3.12 Performing Reports Tasks

Sterling Call Center and Store provides rich functionality to generate reports such as cross sell reports, CSR reports, and price match reports.

To view reports, from Tasks > Reports, select View My Reports. The My Reports screen is displayed. Click the YCD-Analytics hyperlink. The list of reports which can be generated is displayed.

3.12.1 Cognos 8 Business Intelligence Toolbar

This section describes the Cognos 8 Business Intelligence toolbar that appears in the Sterling Call Center and Store report. For more

information about cognos business intelligence, see [Section 2.11.1, "Cognos 8 Business Intelligence Toolbar"](#).

3.12.2 Cross Sell Reports

Call Center Managers and Store Managers may need information about the cross sales performance of the call center or store. This report provides information about the best cross selling items. This report also allows you to compare the average cross sell revenue per order for a given period with the previous period. For more information about cross sell reports, see [Section 2.11.2, "Cross Sell Reports"](#).

3.12.3 CSR Reports

Call Center Managers and Store Managers may need to track information about the number of sales and revenue generated by a particular CSR or store associate. This report provides visibility into the number of sales, total cross sell, revenue generated, and alerts resolved during a specific period of time. For more information about CSR reports, see [Section 2.11.3, "CSR Reports"](#).

3.12.4 Price Match Reports

Pricing Analysts and Product Managers may need information about the items that are frequently price matched, competitor against who the items are frequently priced matched etc. For more information about price match reports, see [Section 2.11.4, "Price Match Reports"](#).

3.13 Performing In-Store Pick up Tasks


This section explains how to perform pick up tasks.

- [Performing an Advanced Shipment Search](#)
- [Performing Backroom Pick](#)
- [Performing Undo Backroom Pick](#)
- [Performing Customer Pick](#)
- [Printing Pick Ticket](#)

3.13.1 Performing an Advanced Shipment Search

The Sterling Store application provides the advanced shipment search task to search for shipments which need to be picked up by the customer from the current store.

To perform an advanced shipment search:

1. From Tasks > In-Store Tasks, select Advanced Shipment Search. The Shipment search screen is displayed.
2. Enter the appropriate search criteria and click Search. The search results are displayed in the Search Results panel. If you cannot find the right shipment, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.
3. You can view details about the records being retrieved at the bottom of the screen. Click the Get More Records hyperlink to retrieve more records. If the search criteria specified results in a single page of records or if you are viewing the last page of records, the Get More Records hyperlink is not displayed, instead the message "No More Records" is displayed.

The total number of records is displayed based on pagination rules configured. Click the Get Total Record Count hyperlink to view the total number of records returned for the search criteria.

Note: While retrieving the records, if any sorting or filtering is applied, the following message is displayed: "New records have been returned to a table that has been sorted or filtered. As a result, the new records have been inserted into the table based on the existing sort or filter criteria. All new records are highlighted." You can select the Don't notify me again box, not to display the message again.

4. Double-click the appropriate shipment record. The Shipment Details screen is displayed. For more information about viewing shipment details, see [Section 3.13.1.1, "Viewing Shipment Details"](#).

3.13.1.1 Viewing Shipment Details

In the Shipment Details screen you can view the details of a shipment such as the shipment number, status of the shipment.

- In the Shipment Details panel, you can view the shipment number, status of the shipment, service, seller, ship node and the number of containers in the shipment.
- In the Ship To Address panel, you can view the shipping address to where the shipment is sent.
- In the Bill To Address panel, you can view the details of the customer's address.
- In the Shipment Lines in this Shipment panel, you can view the items included in the shipment, quantity, unit price of the item and the order number corresponding to the shipment line.

From the shipment details screen, you can perform any of the store tasks such as backroom pick, undo backroom pick, customer pick and print pick ticket.

- Click Close to close the screen.

3.13.2 Performing Backroom Pick

A customer or a gift recipient may visit a store to pick up the items that were ordered. You may want to move the inventory to the customer pick area from where the customer can pick up the items.

To perform backroom pick:

1. From Tasks > In-Store Tasks, select Backroom Pick. The Shipment Search screen is displayed.
2. Enter the shipment number and click Search.

Note: If the shipment number is not valid, an error message "Enter a valid shipment number" is displayed.

Note: If the status of a shipment does not allow you to perform a backroom pick, the message "Shipment cannot be backroom picked in the current status" is displayed.

3. In the Shipment Details panel, you can view the order number, the date the store was notified on, shipment number, and the name of the customer.
4. In the Scan Item panel, scan the barcode of the item or the alternate item. The last scanned item is displayed in the Last Scanned Item field.
5. In the Items to be picked panel, you can view the item description, quantity to pick, and UOM. Enter the quantity you want to pick in the Quantity column.
6. Click Next. If the backroom pick is completed, the message "Backroom Pick is successful" is displayed. If there is a shortage, the Backroom Pick: Shortage Resolution screen is displayed.

In the Shortage Resolution panel:

- Select the Shortage Resolution Applies To All Lines option, if the shortage resolution is the same for all lines. Select the Inventory Shortage option if the reason for shortage is inventory shortage. Select the Will pick the items later option if the customer wants to pick up the items at a later time.
 - Select the Shortage Resolution Varies Line By Line option for selecting a shortage resolution for each line. In the Shortage Resolution column select the resolution from the drop-down list.
7. Click the Previous button to revisit the previous screen.
 8. Click Confirm.

3.13.3 Performing Undo Backroom Pick

Sterling Store enables you to undo a back room pick. To undo a backroom pick you must first search for a shipment. For more information about searching for a shipment, see [Section 3.13.1, "Performing an Advanced Shipment Search"](#).

Note: You can only undo backroom pick for a complete shipment line or an entire shipment.

If the backroom picked quantity is zero for all shipments lines, the message "No shipment line is available for undo pick" is displayed.

To perform an undo backroom pick:

1. From Tasks > In-Store Tasks, select Undo Pick. The Undo Pick screen is displayed.

Note: If the shipment is in a status for which you cannot undo backroom pick, the message "The shipment cannot be picked in the current status" is displayed.

2. In the Undo Pick panel, select the Undo Pick for entire shipment option, to undo pick of the complete shipment.
3. Select the Undo Pick for specific items option, to undo pick of individual lines and select the lines for which you want to perform an undo pick.
4. In the Shipment Lines in this Shipment panel, you can view the items included in the shipment, the order number corresponding to the shipment line, shipment quantity and quantity available for undo backroom pick.
5. In the Notes panel, you can add notes for the undo backroom pick activity. For more information about viewing or adding notes to an order, see [Section 3.3.10, "Adding Notes to an Order"](#).
6. Click Confirm.


3.13.4 Performing Customer Pick

A customer or a gift recipient may visit a store to pick up the items that were ordered. In such situations, you may have to verify the customer/gift recipient and then record the customer pick.

To perform a customer pick:

1. From Tasks > In-Store Tasks, select Customer Pick. The Shipment Search screen is displayed.

Note: If the shipment is in a status for which you cannot perform customer pick, the message "Shipment not ready for customer pick" is displayed.

2. Enter the appropriate search criteria and click Search. The search results are displayed in the Search Results panel. If you cannot find the right shipment, click  icon to show the search criteria. You can enter more restrictive search criteria for the selected task.
3. In the Search Results panel, you can view the name of the customer or gift recipient, address, order number, the date the store was notified on and the status of the shipment.
4. Double-click the appropriate shipment record. If you entered a credit card number as the search criteria, the Choose Item and Quantity to pick screen is displayed else the Customer Verification screen is displayed.
5. In the Customer Verification screen,
 - In the Shipment Details panel, you can view the order number, status of the shipment, requested pick date and shipment number.
 - In the Bill To Address panel, you can view the details of the customer's address.
 - If a gift recipient is picking up the items, you can view the details of the gift recipient such as the gift recipient's first name, last name and telephone number in the Gift Recipient Details panel.
 - In the Verification Details panel, select a verification type.

- In the Notes panel, you can add notes for the customer verification activity. For more information about viewing or adding notes to an order, see [Section 3.3.10, "Adding Notes to an Order"](#).

Note: You can configure other verification types to be displayed in the Customer Verification screen.

Note: You can use Up and Down arrow keys to navigate through the verification types.

6. Click Next. The Choose Item and Quantity to pick screen is displayed.
 - In the Order Summary panel, you can view the name of the customer or name of the gift recipient, order number, the date the store was notified on, status of the shipment.
 - In the Bill To Address panel, you can view the details of the customer's address.
 - In the Scan Item panel, scan the barcode of the item or the alternate item. The last scanned item and quantity are displayed in the Last Scanned Item and Last Scanned Quantity fields.
 - In the Select Items to Pick panel, you can view the item description, ordered quantity, picked quantity, UOM, ordered unit price and total price.
7. Click Next. If there is a shortage for some items, the Shortage Resolution screen is displayed.
 - Select the Customer will pick remaining later due to option, if the customer wants to pick the remaining items later. Select Inventory Shortage or Customer Preference.
 - Select the Cancel Remaining option, if the customer wants to cancel the remaining items and select the reason for cancellation from the drop-down list.
 - Select the Shortage Resolution varies by line option and select the reason for cancellation for each line in the Shortage Resolution column.
8. Click Next. The Summary screen is displayed.

- In the Item Picked panel, you can view the item description, ordered quantity and picked quantity.
 - In the Items not picked panel, you can view the item description, ordered quantity, shortage quantity and the shortage reason.
 - In the Items Cancelled panel, you can view the item description, ordered quantity, cancelled quantity and the cancellation reason.
9. Click the Previous button to revisit the previous screen.
 10. Click Confirm.

Note: If configured, an acknowledgement receipt summarizing the customer picked items is printed.

3.13.5 Printing Pick Ticket

Sterling Store provides the functionality to print a pick ticket with the details of the items to be picked from the backroom area to the customer pick area.

To print pick ticket:

1. From Tasks > In-Store Tasks, select Print Pick Ticket. The Print Pick Ticket screen is displayed.
2. In the Print Pick Tickets for panel, select the appropriate option.
 - Select All Shipments pending pick, to print pick ticket for all shipments for which pick ticket has not been printed.
 - Select All Shipments for Order # and enter the order number to print pick ticket of all shipments for that order.
 - Select the Search for Shipments to print pick tickets, to search for the shipments for which you want to print pick ticket. In the Shipment Search panel, enter the appropriate search criteria and click Search. The search results are displayed in the Search Results panel. Select the appropriate shipments for which you want to print pick ticket.
3. Click Print.
4. To reprint a pick ticket, select the Print Pick Ticket related task from the shipment details screen.

3.14 User Security

This section describes how to establish and manage store users. The users can change their password, when needed. The store users can belong to multiple user groups. A user who belongs to multiple user groups retains the least restrictive set of permission defined by the groups to which the user belongs.

The store administrator can change the credentials of the store users such as the user groups, user activation, and deactivation. The store administrator can also transfer a user from one store to another.

3.14.1 Changing Passwords

You can change your password in this screen.

To change your password:

1. From Tasks > User Security, select Change Password. The Change Password screen is displayed.
2. In Old Password, enter your old password.
3. In New Password, enter a new password.
4. In Confirm Password, enter your new password again for confirmation.
5. Click Confirm.

Note: Passwords are case sensitive, and can be any combination of printable characters.

3.14.2 Managing Users

This section explains how to modify credentials of the selected user.

Store administrators can search for users, change user credentials, or transfer users to another store. Sterling Call Center and Store does not allow users to modify their own credentials.

3.14.2.1 Searching for Users

You can search for a user and modify their credentials.

To search for a user:

1. From Tasks > User Security, select Manage Users. The Manage Users screen is displayed.
2. In the Search Users panel:
 - a. In Store, the store name is displayed.
 - b. In User ID, enter the identifier of the user. You can either enter the complete identifier or a part of the identifier.
 - c. In User Name, enter the name of the user whose status or group needs to be changed.

Note: Both User ID and User Name are case sensitive.

- d. In Status:
 - Choose Active, if the user is currently an active user.
 - Choose Inactive, if the user is currently an inactive user.
3. Click Search.
 - If only one user is found as a result of your search criteria, the Modifying User Details screen is displayed. For more information about modifying user credentials, see [Section 3.14.2.2, "Modifying User Credentials"](#).
 - If multiple users are found as a result of your search criteria, the search results display in the Search Result panel. You can view the user identifier, user name, and store details. Select the User ID whose credentials you want to modify and click Proceed.



3.14.2.2 Modifying User Credentials

The store administrator can modify credentials for the selected user and also assign user groups.

In the User Detail panel, you can view the identifier of the user, user name, store details, and the current status of the user.

To change user credentials:


1. In the Change User Credentials panel:
 - Choose Activate to activate the user.

- Click Deactivate to deactivate the user.
2. In the Assign User Groups panel:
 - To subscribe the user to a user group, select the user group and click .
 - To unsubscribe the user from a user group, select the user group and click .
 3. Click Confirm.

3.14.2.3 Transferring Users to a Store

You can transfer the selected user to another store.

To transfer the selected user to another store:

1. From Tasks > User Security, select Transfer Store. The Transfer Store screen is displayed.
2. In Transfer <name_of_the_user> to Store, enter the store name. If you want to search for a store, click . For more information about searching a store, see [Section 3.14.2.3.1, "Searching for a Store"](#).
3. Click Confirm.

3.14.2.3.1 Searching for a Store

You can search for different stores to transfer the users.

To search for a store:

1. In Store #, enter the store number, if applicable.
2. In Store Name, enter the complete store name or a part of the store name, if applicable.
3. In City, enter the complete city name or a part of the city name, if applicable.
4. In State, enter the complete state name or a part of the state name, if applicable.

Note: The Store Name, City, and State fields are case sensitive.

For example, if you enter the state as California, all stores available in California display in the Search Results panel.

5. In Max Records, enter the maximum number of records to be listed as a result of your search.

By default, the value entered is 30.

6. Click Search. The search results display in the Search Result panel.
7. From the Store List panel, select the store to which you want to transfer the user.
8. Click Proceed.

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