

Overview

Purpose

On occasion we may have need to compensate a customer for costs incurred due to errors or omissions on our part. This involves actually paying funds to the customer as opposed to providing product or services at no cost, which are covered under the No Charge and No Charge Service workflows. Approvals for these payment transactions are processed through the Salesforce Credit Request workflow.

Approval Paths

Credit Requests are classified under two general types - *Sales* and/or *Operations*. Under these types there are cost allocation percentages by purpose and/or department. For example, *Sales – Goodwill 50% - Operations – Door Line 50%*.

Sales

For instances where 100% of the purpose of the request is associated with Sales, the approval request will flow through a three-level path:

- Level 1 – Account owner's manager
- Level 2 – Sales Director
- Level 3 – Harry Sunner

All three approvals are required before the request can be processed by Accounting. An approver may choose to reassign the approval request to any other manager, at which point the person who receives the assignment will be responsible for the approval or rejection of the request at the assigned level.

Operations

If any portion of the cost allocation of a credit request is assigned to an operational unit, the credit request will flow to the Operations Manager – Sunny Kalkat. There is only one level of approval here. Sunny may chose to reassign the approval request to any other manager at which point the person who receives the assignment will be exclusively responsible for the approval or rejection of the request.

Accounting

Once a final approval is given, the credit request is directed to Accounting for fulfillment. Accounting will need to issue the credit to the customer and record the final disposition details, which completes the process.

Users Guide

Create a New Credit Request

Using CX Sales Console

Step 1. Click the App list drop down and select *Credit Requests*.

Step 2. Click “New” button.

Fill in all required information (fields with red asterisk mark are mandatory). The form requires completion of two sections; 1. the credit request details (Fig 1.a) and, 2. the Department cost allocation (Fig 1.b).

The credit request detail fields should be generally self-explanatory, with exception of the following:

Sales Order is optional, however if the credit relates to a specific order this should be entered. All shipping information fields will automatically populate from the sales order when the *Credit Request* is saved.

Credit Method is the method of payment requested by the customer and, in instances of a refund or credit against an order, it should be the same as the method used by the customer for original payment. (Note: Accounting may question the credit method if it differs from original payment method.) If left blank, Accounting will choose the appropriate method.

The Department allocation is the **percentage** that should be charged to the respective department. For example, a request may be allocated entirely to one department, such as Sales [100%] or split between any number of departments, such as Sales [50%] and Order Desk [50%]. An allocation **MUST** be entered, and the total must equal 100%. Note that *Approvers* have the option to change the allocation as the request moves through the approval process.

Step 3. Click “Save” button to save the record.

Step 4. Click the *Related* tab to attach any relevant documents via *Notes & Attachments*. You can also view Approval History on this page.

Step 5. Submit the No Charge request for approval by click “Submit for Approval” button.

New Credit Request

Information

Date 4/23/2019	Status --None--
* Amount <input type="text"/>	Credit Method --None--
* Account <input type="text" value="Search Accounts..."/>	Credit Amount Issued <input type="text"/>
Sales Order <input type="text" value="Search Sales Orders..."/>	Date Credit Issued <input type="text"/>
Shipping Street <input type="text"/>	
Shipping City <input type="text"/>	Chargeback To <input type="text"/>
Shipping State/Province <input type="text"/>	Chargeback Amount <input type="text"/>
Shipping Zip/ Postal code <input type="text"/>	Chargeback form sent to Payroll <input type="checkbox"/>
* Comments <input type="text"/>	Chargeback Date <input type="text"/>

Figure 1a. Credit Request Detail

Department	
Sales <input type="text" value="50"/>	R&D <input type="text"/>
Order Desk <input type="text" value="50"/>	Purchasing <input type="text"/>
Sales Goodwill <input type="text"/>	Scheduling <input type="text"/>
Donation <input type="text"/>	QC (Quality) <input type="text"/>
Marketing <input type="text"/>	Shipping <input type="text"/>
Accounting <input type="text"/>	
CX <input type="text"/>	Door Line <input type="text"/>
	Machining <input type="text"/>
Service <input type="text"/>	Hybrid Line <input type="text"/>
Install Head Office <input type="text"/>	Glass Line <input type="text"/>
Install Calgary <input type="text"/>	Vivace Line <input type="text"/>
	Vinyl Line <input type="text"/>
	Patio Door Line <input type="text"/>

Fig 1b. Department Cost Allocation

Approval Process Rules

Approval requests will flow to different individuals depending on the department allocation chosen.

Sales

When the Credit Request allocations include only *Sales, Sales Goodwill, Order Desk, Donation and/or Marketing*, then the approval process will follow this path:

- Level 1 – Account owner’s manager
- Level 2 – Sales Director
- Level 3 – Harry Sunner

All three approvals are required before the request can be processed by Accounting. An approver at any level may choose to reassign the approval request to any other manager, at which point the person who receives the assignment will be responsible for the approval or rejection of the request at the assigned level.

Operations

When the Credit Request allocations include any selection other than the sales choices, the request will flow only to the Operations Manager – Sunny Kalkat. There is only one level of approval here. Sunny may choose to reassign the approval request to any other manager at which point the person who receives the assignment will be exclusively responsible for the approval or rejection of the request.

1. When the Credit Request is saved, the Status is set to “Not Submitted”. You can still edit the details at this time.
2. After clicking “Submit for Approval”, the Request is locked and proceeds through the approval process. You cannot edit the record after the submission.
3. If the Request is rejected, you may edit it again and resubmit, if appropriate.

After Submitting for Approval

Notifications

All requests for action and all notifications of approvals and rejections are communicated in two ways:

- Email Alerts
- Salesforce Notifications

Sales Path: After “Submit for Approval”, the first level approver will receive an email stating their action is required on an approval request. If the first level approver approves the request a notification goes to the level two approver. Same for level two to level three approvals. If a request is rejected, notifications will flow back to the previous approver(s) and the submitter.

Operations Path: The approval request and notification will forward to the Operations Manager only. If the Operations Manager reassigns the request, a notification will go to the assignee.

Related Tab

When viewing the Credit Request, click the related tab to access any attachments and to view the approval history and details.

Credit Request
CR-0223

Details **Related** Chatter

Notes & Attachments (0) Upload Files

Upload Files
Or drop files

Approval History (3)

STEP NAME	DATE	STATUS	ASSIGNED TO
Level One Approval	8/15/2019 9:18 AM	Approved	Sunny Kalkat
Level One Approval	8/15/2019 9:11 AM	Reassigned	Sunny Kalkat
Approval Request Submitted	8/15/2019 9:10 AM	Submitted	Barry Hicks

[View All](#)

Rejection

If a Credit Request is rejected, all previous approvers and the submitter will receive a notification. The Credit Request is unlocked after rejection and can be modified, if appropriate, and resubmitted.

Escalation

To promote an excellent customer experience, Credit Requests must be processed as expeditiously as possible. To support this, an automated reminder email will be generated to the approver for any approval step not handled within 24 hours. This will be followed by another email after 48 hours and another after 72 hours.