

After Sales Items

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Shipment Tracking

Once an order has shipped out, you can find the tracking information for that order directly in Sage. An easy way to check if an order has shipped out is to put the order number into Sales Order and Quote History and see if the "Invoices" button in the upper right corner is clickable. If it is, at least a portion of the order has shipped.

Clicking the Invoices button will pull up a list of all the invoices for the order. There could be multiple if the order shipped from multiple warehouses or shipped in multiple parts.

Clicking on an invoice will open [Invoice History Inquiry](#). From here, you can see the Ship Via that was used for the order. If it's FedEx or UPS, you can see a breakdown of the boxes and their tracking numbers by clicking the "Tracking" button.

You can also click the button that looks like a box on the right side to pull up the tracking for that package on the carrier's website.

If the order was sent LTL, the tracking number is usually listed in the Comment line

Expediting Customer Orders

Any order that needs to ship FedEx Air (Next Day, 2nd Air, 3-Day Air) must be received at the Blaine warehouse by 11:30am Central Time/ 10:30am MST (Utah) time. (They need time to pick & pack to have the label ran off before noon (Central Time) to trigger a pick-up for that day.

“Must ship Orders” should be received at the same time due to not knowing the size of the order to be picked & packed. Otherwise, they will go out the next day if noted on order.

Must Ship Truckline/ LTL Orders will ship out within 2 business days if needed. Usually the next business day., depending on the size and time it takes to get picked & packed. “Must Ship” must be noted on the order.

Returns

If a customer wants to return items, there's a few things you'll have to consider. The most important things are why they're returning the items and how many they're returning.

If a customer wants to return an order because of a defect or an issue we caused, we're more likely to provide shipping labels. When you get these requests, forward them to Jennifer Deelstra (jdeelstra@actiontarget.com) and she'll tell you how to proceed. Usually this will either involve sending the customer a shipping label or telling them that a return isn't necessary. Sometimes, this may involve placing a new order at no cost as a correction for the incorrect order.

If a customer just changed their mind or wants to return for any other reason, we can accept returns of unused products but with a few caveats. First, we won't provide a shipping label so they'll have to pay to ship the items back to us. Second, we only refund the item price and not the shipping on their original order.

All of this is up to Jennifer's discretion, so always email her to see how she'd like you to proceed before making any promises to the customer.

Invoice History

Invoice History Inquiry has a few important uses for us, mostly letting us see details of orders that have already shipped out. You can check tracking on orders, see when an order shipped out, check to see if the customer was charged tax, see if the invoice has been paid or not, and see what items were on any given shipment.

Invoice numbers are different from quote/order numbers, and are only generated once the order ships out. They should always start with a zero, if they start with a one they're for AMS and the customer should be passed to their territory's account manager.

Along the top, you'll see the order number that the invoice is linked to and the date that the invoice was generated. The invoice date and the shipping date should be the same.

Below that you'll see the customer's account details, the PO used to place the order (if there was one), their contact information, and the totals from the order. Here, you can see how much they were charged for tax, shipping, and the items. If a customer was charged tax that wasn't meant to be, see [Tax Refunds](#).

You can also get tracking information for orders from this tab, see [Order Tracking](#) for more details.

On tab 2, you can see a breakdown of the line items on the invoice. We only invoice what we ship, so you can use this to see which items were shipped from an order on any given invoice.

Tab 3 shows you any payments applied to the invoice, so you can see if the invoice was paid with a card, check, or wire payment.

Damaged, Missing, and Incorrect Orders

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