

Sales Team,

Due to many business closures and an increase in returns we must adjust our return process. Returns we are now receiving are a result of businesses being closed or not having instructions of a new delivery location for the address on the order.

Delivery drivers are making three attempts to deliver an order with no luck or the location has been flagged as "closed". When this happens, the order is returned to us and we are billed for the freight. We understand how important it is for you to get your customers the products that they need, but because the items on these orders are needed by so many more customers, we will need to return the inventory back to stock and fill the next order in line.

You can help avoid returns by reaching out to your customers and confirming they are open and receiving orders. Also encourage them to notify delivery drivers of a change in site delivery location either via signage at the original drop off point or calling their common delivery companies to make them aware.

A representative in purchasing will notify the sales reps via a sticky note in NetSuite if the order has been returned and canceled. For returned orders, we have two options please inform purchasing which option you would like for your customer.

1. The customer is billed for the returned shipping cost
2. The sales rep will split the cost with Pro Chem

Paid commissions on returns will be adjusted the following month.

We understand that this situation is very frustrating for all and appreciate you working with us to minimize occurrences moving forward.