

Rep/Cons (Signature)	SL/BL (Signature)	ZM/SM (Signature)
Rep/Cons (Print name)	SL/BL (Print name)	ZM/SM (Print name)

District Area:	Account No:
Name:	
Address:	
Postal Code:	Date:

Month / Campaign Ordered	R or A	Reason Code	Invoice Number	Product Code	Product Description	Quantity	Invoice Cost	Correct Cost	Specify Reason
Received by:						<b>Total</b>		Date:	
Signature:						Date: YEAR/MONTH/DAY		Credit Pass: Signature:	

**HOW TO CLAIM CREDIT**

Follow the process below when claiming credit for

A. PRODUCT(S) YOU WISH TO RETURN (BILLING ADJUSTMENT R)  
 B. PRODUCT(S) YOU HAVE RECEIVED INCORRECTLY

**Representative/Consultant**

- Copy the details of each returned item from your invoice on to the Return & Adjustment Form. Make sure the details are clearly visible on all four copies.
- Check the returned product(s) and the reasons for the return. Ensure that the reasons are valid. Specify the reason along with the reason code in the allocated space on the form.
- Print your name on and sign the form and attach a copy of the invoice(s).
- Place the *white*, *blue* and *yellow* copies of the form, the copy of the invoice(s) as well as the returned product(s) into a bag. The *pink* copy stays in the book.
- Forward the returns to your Sales Leader/Business Leader.

**Sales Leader or Business Leader**

- Make sure that the returned items received from your Representative/Consultant are in a good condition and are separated from any damaged or leaking products.
- Verify the products against the attached invoice(s).
- Print your name on and sign the *pink* copy in the Return & Adjust Form book as proof that you have received the products or credits.
- Print your name on and sign the *white*, *blue* and *yellow* copies of the form and put all three copies back into the bag.
- Complete the Returns Summary Sheet for all credits. (If you need assistance, ask your Zone/Sales Manager.)
- Seal the bag and forward it to your Zone/Sales Manager.

**Zone Manager or Sales Manager**

- Verify the products against the attached invoice(s) and ensure that they are in good condition.
- Print your name on and sign all three copies. Return the *blue* copy to the Sales Leader/Business Leader as their proof of delivery. Place the *white* copy back into the bag and reseal it. You retain the *yellow* copy.
- Submit the Returns Summary Sheet and products to the Returns Department for processing.

**Returns Department**

- The Returns receiving clerk will open the bag and check the contents against the Returns Summary Sheet. If there is no Returns Summary Sheet, the returns manager will immediately contact the Zone/Sales Manager to request a copy.
- If there are errors on the Returns Summary Sheet, the returns manager will contact the Zone/Sales Manager for clarification.

**C. HOW TO CLAIM CREDIT IF THE INCORRECT PRICE IS CHARGED (BILLING ADJUSTMENT A)**

- Follow the same steps as above. The only difference is that because you only want to make sure that the correct price is charged, there will be no products to return.
- On the form you must indicate the incorrectly charged brochure price as well as the correct brochure price that should be charged.

CODE	SEE REASON CODES	NO CREDIT WILL BE PASSED FOR THE FOLLOWING REASONS
R	Defective product (specify reason)	<ol style="list-style-type: none"> <li>Products returned later than 3 months from date of purchase</li> <li>Returns of sales aids, brochures or incentive products</li> <li>Products returned with incomplete Return &amp; Adjustment forms. Incomplete forms include:                             <ol style="list-style-type: none"> <li>missing names and signatures of Representative or Consultant, Sales or Business Leader, Zone or Sales Manager</li> <li>reason for return or order adjustment not specified</li> <li>invoice numbers, account numbers or product codes not recorded</li> </ol> </li> <li>Returned product(s) not received</li> <li>Return Summary Sheet not received</li> </ol>
A	Billing or order adjustment (specify reason)	