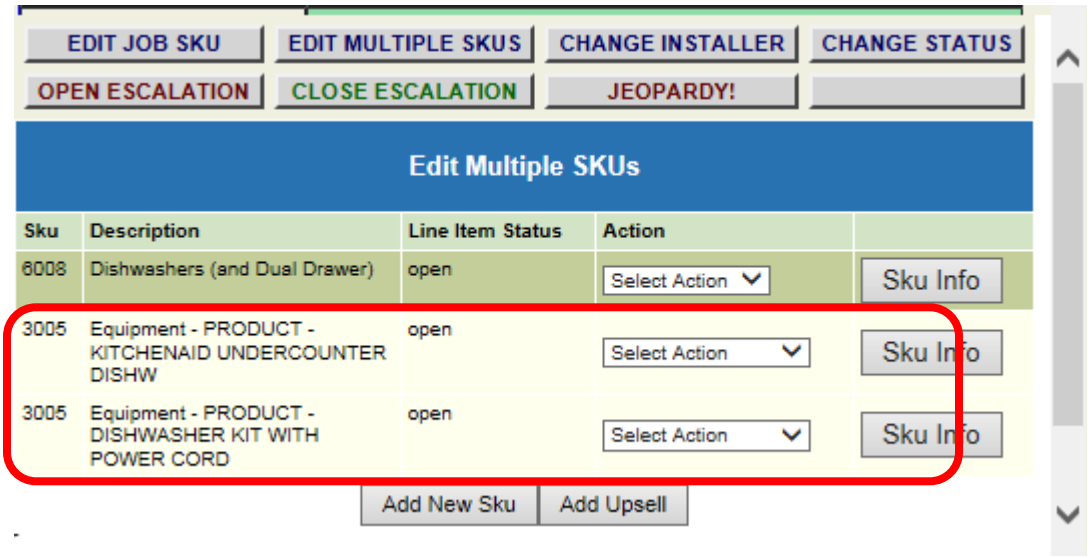
Changing the Status of SKUs

There are situations where Resolution Care may need to update the status of individual SKUs, rather than the order as a whole. For example, if the servicer leaves the product at the customer's home, but the site is not ready for the installation, we need to update the order to show the products were left onsite so that the client has the proper inventory, and we can pay the servicer accordingly. To allow this type of update, some clients will have separate SKUs for equipment and the ability to change the status of each individual SKU on the order. It is important to read WorkFlow to know when you need to update the SKU status instead of the order status.

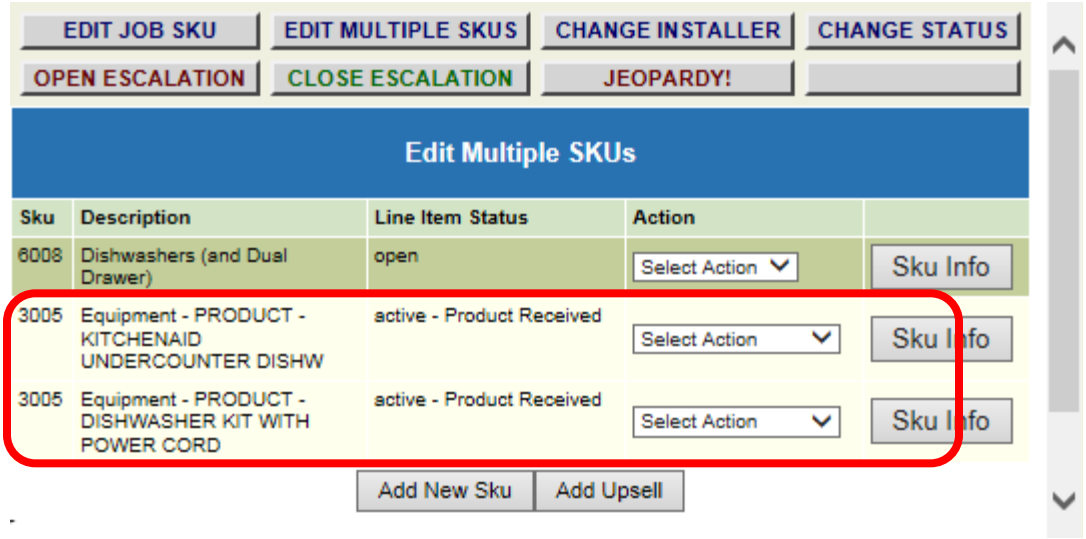
To access the SKU level status, agents would:

1. Click **"Edit Order"** in the navigation bar
2. Click **"Edit Multiple SKUs"** to see the list of SKUs,
3. After that, agents would be able to adjust the SKU status by selecting the appropriate option in the drop down box to the right of the SKU under the "Action" section



After the action is selected (in this case, the choice selected was "Product Received" to indicate that the equipment was picked up by the servicer), the "Line Item Status" will update to reflect what option was chosen.

Note: Be extremely careful when you are updating the status of the SKUs because in some cases, the client system will reflect the first update. So, if a SKU status is updated incorrectly, the client will have the wrong information. In these cases, the store has to be called to inform store associates about the issue.



Installation SKUs and Equipment SKUs will offer different “Action” options in the dropdown box. Installations SKUs will only offer two options:

- **Cancel:** Indicates that the services were not completed, and the installation didn’t occur.
- **Complete:** Indicates that the services on the order are completed.

Equipment SKUs will offer three options:

- **Completed:** When our servicer told us the product is at customer home, either left onsite or installed completed.
- **Product Received:** When our servicer calls in and tells us that he has picked up the product at the pickup.
- **Product Return:** When our servicer told us the product cannot be installed and returned (or will be returned) to the pickup.