Sam's Club Return Process

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There are times where a member's product may be defective or the customer may wish to have the item retuned to the selling store. CRST Home Solutions considers these requests as new services that must be paid. We understand that that the club may cover these costs for customer satisfaction. When the Sam's Club employee states that Sam's Club, the Client, will be paying for a return visit to the member we will follow the steps below:

Important Items to Consider:

- Created in DOLI; do not create in the Web Portal
- All orders must be created with the Sam's Service Call Campaign
- Call the club and speak to an associate for approval before creating a new order
- Ask and notate the name and club number of the associate you speak with

Return Steps:

1) Make sure the original installation order is completed in DOLI. If necessary, update the status to Completed.
2) Click on **Enter New Order**
3) Client: Sam's Club HT or Sam's Club Home Services
4) Campaign: **Sam's Club Service Call**
5) Client Order ID: Copy the original order, if associated with another order
6) Select the store number from the drop down
7) Enter the Member's Name, Address, Zip Code
8) Click Get City/State
9) Enter Member's Phone Number, email address
10) **Select the SKU's that match the service and campaign**. Refer to the SKU List
11) Press Add SKU
12) **In the Additional Instructions field notate if this is an Exchange**
13) Click Submit Order
14) Book and Schedule Order
15) Recap the Call
16) "Thank you for calling CRST Home Solutions, and for being a Sam's Club Member"
17) Notate in DOLI
    a. It is required to **notate the Club Associate's name**
18) **From DOLI e-mail 3pssups@nalgroup.com** with detailed information regarding the order.
    a. From there a Supervisor or Team Lead will e-mail Tonya Pagan (Accounting) and Cc: the Account Executive