Sales & Marketing Bulletin



TO: All Greenheck Representatives

FROM: Taylor Dane, Product Manager, TAP

Bethany Seubert, Product Manager, DOAS

DATE: February 6, 2023

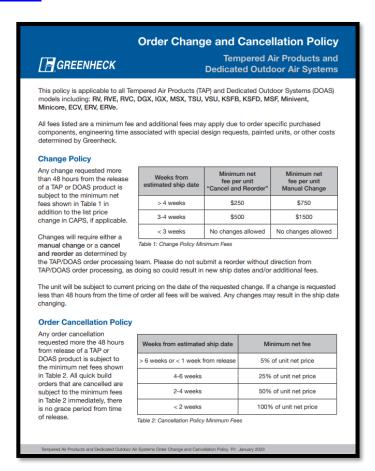
SUBJECT: New TAP and DOAS Order Change and

Cancellation Policy





A formal order change and cancellation policy has been issued for all TAP and DOAS products. Order changes and cancellations for TAP/DOAS products have been assessed for fees on a case-by-case basis when solicited on an order. In many cases, this process resulted in delayed response times and longer processing times. To simplify this process and provide clear guidelines for fees associated with changes and cancellations, we have implemented the following policy for TAP and DOAS products. This policy can also be found in All Things Greenheck at https://www.greenheck.com/my-account-management/policies



If there are any questions about the policy, please feel free to reach out to Bethany Seubert, DOAS Product Manager, or Taylor Dane, TAP Product Manager.