

Rebilling

When a customer has decided to not submit payment to Greenheck for product already shipped and/or invoiced because the Bill To company on the invoice is incorrect, the following steps will be followed.

1. The Rep requests the customer issue a new purchase order for the sale of products direct to Greenheck
2. Greenheck will process a credit memo to customer for the original invoice
3. Greenheck will issued a new invoice (Rebill document) to the new Bill To company
4. The Rep will be charged \$75.00 for administration costs due to
 - o Amendment of Sales Tax where applicable
 - o Manual processing to clear original transactions and issue new documents
 - o Cost incurred with clearing and re-issuing new transactions/documents
 - o Commission Adjustments required from a rebill or short pay from Sales Rep