NUANS Employee Manual Book

NUANS

Operating Manual

Price List Rules & Discount Levels

We categorize customers into different types and offer them various discount levels based on the price list:

1. **Retailers:**
    - **60% discount** off the price list.
    - **Prostoria and Tru** products are **NOT** available to retailers at the standard rate.
    - If a retailer wants to order **Prostoria** or **Tru**, offer:
        - **50% discount** for Tru
        - **40% discount** for Prostoria
    - **No exceptions** to this policy.
2. **Trade Customers:**
    - **50% discount** off the price list on all collections, **except Prostoria**.
    - Apply a **40% discount** for Prostoria sales.
3. **Individuals, Residential Decorators, & Other Buyers for Residential Projects:**
    - **40% discount** off the price list.

These customer types are indicated on the **Customer Page** in **QuickBooks**.

Order Management Process

- Made-to-order (Special) orders refer to any products that are not part of our stock program.

- Create an invoice based on the customer's purchase order (PO) and enter it into OMS.
- Attach the customer's PO to the invoice in QuickBooks (QB).
- If the customer placed the order by confirming our quote, simply add a note in the "Message on the Statement" section:
  - "Customer confirmed our Quote" or
  - "Customer confirmed this Invoice"

    In this case, no attachment is needed.

Then, Yulia— to verify the production order against the customer's PO or our invoice.

Message on statement

17220
Customer have reviewed and Confirmed this Invoice

Made-to-Order Orders

Made-to-order orders refer to products that are not in stock and must be specially ordered from the manufacturer.

Processing Orders for Prostoria, Tru, and Babel D

1. Submit the order to the manufacturer.
2. When placing the order, always CC: ypurwan@nuansdesign.com.
3. Once you receive confirmation from the manufacturer, enter the Proforma Invoice# into the "Mfr Conf#" field in OMS.

Processing Orders for B&T, Kollektiff, LAMINIMAL, and TOOU

- Sina handles these special orders.
- Your task:
  1. Enter the order into QuickBooks (QB) and OMS.
  2. Attach the PO to the invoice OR type "Customer confirmed quote" in the invoice.
  3. That's it—Sina will handle the rest.

Important: Mark New Orders as "NEW" in OMS

- We track new orders by filtering for NEW status in OMS.
- If you don't mark the status as NEW, the order will not be placed with the manufacturer.

Status

NEW
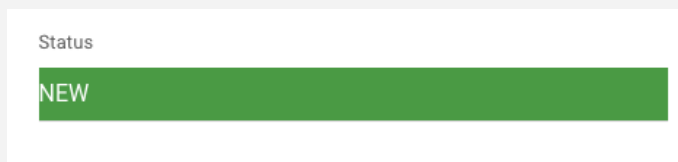
Orders from the Stock Program

1. Create the invoice in QB.
2. Enter the order into OMS.
3. Collect the payment.
4. Arrange shipping or contact the customer for pick up.

Customer Payment Terms

- Most customers have no terms.
- Payment terms for customers with terms are listed in QB in the customer information section.
- **NEVER** release orders for 'prepaid' customers without receiving full payment.
- For customers with terms, occasionally check their account. If they have an open balance beyond their terms, do not ship new orders until the past-due balance is paid off.

Backorders: If the item in the stock program is back-ordered, mark **TBO** when entering it into OMS and provide the customer with the expected order date.

Customer Updates & Payment Verification

- Update customers on their order status every other week.
- Once the order arrives at the warehouse, ensure the full balance is collected before releasing the shipment.
- If the customer has payment terms, check for any past-due balances:
  - If they have an overdue balance, inform Sloane or Joseph before shipping the new order.

Receiving Payment

Customer Payment Terms

Only a few customers have payment terms, which are recorded in the "Customer Information" section in QuickBooks.

For all other customers, payment is prepaid—the full balance must be paid before releasing the order from the warehouse.

Payment Methods & Instructions

We accept ACH/direct deposit, wire transfers, checks, and credit cards.

- Preferred payment method: ACH/direct deposit.
- ACH & credit card payments can be made using the link or QR code on the invoice.
- Credit card payments incur a 3% fee—add this to the invoice if the customer chooses to pay by card. Use this QB item for charging this fee: 999-MISC-FEE
- All credit card types are accepted.
- For exceptions, contact Sloane or Joseph.

Bank Information for ACH/Wire Transfers:

- Account Number: 865686039
- ACH & Direct Deposits Routing Number: 021202337
- Wire Transfers Routing Number: 021000021

⚠️ *Use the correct routing number based on the payment type.*

If paying by credit card, the customer should use the payment link on the invoice.

Recording Payments

- If a payment is received directly through QuickBooks, no action is needed. Simply process the order and either release the shipment or send it to the factory for processing.
- If a payment is received via check, ACH, or wire transfer to our bank account, record it in QuickBooks first before processing the order.

Important: Match Payments Exactly

Always record payments exactly as the customer intended. Do not allow QuickBooks to apply payments automatically.

Example:
Customer A has the following open invoices:

- Invoice #100: $1,000
- Invoice #101: $600
- Invoice #102: $400

The customer sends a payment of $1,500 and specifies:

- $1,000 toward Invoice #100 (paid in full)
- $300 toward Invoice #101
- $200 toward Invoice #102

If QuickBooks applies payments automatically, it will:
✅ Correctly close Invoice #100 ($1,000 paid).
❌ Incorrectly apply the remaining $500 entirely to Invoice #101, instead of splitting it as the customer instructed.

To avoid errors, manually enter payment amounts for each invoice to ensure they match the customer's instructions exactly.

Recording a Canceled Orders in QuickBooks

Fully Canceled Orders (Not Yet Shipped)

- If payment has already been received:
    - VOID the invoice.
    - Either refund the payment to the customer or leave it unapplied in QuickBooks for future use.
    - ⚠ Do NOT create a credit memo, as this will duplicate the credit. Unapplied payments are direct credit to the customer..
- If no payment was received:

- Simply VOID the invoice and close the order.

Partially Canceled Order (Not Yet Shipped)

- If the order was fully paid but a portion was later canceled:
  - Delete the canceled items from the invoice.
  - Either refund the excess payment to the customer or keep it as an open balance for future orders.

For refund processing, refer to the "Recording Refunds" section.

Recording Returned Items & Applying Restocking Fees
(No Returns for Made-to-Order Products)

- Do NOT delete or void the original invoice, regardless of whether the return is full or partial.
- A 30% restocking fee applies to returns due to a change of mind.

For Returns in Original, Resalable Condition:

If the invoice was fully paid, you have two options:

1. Issue a credit memo for 70% of the original invoice amount.
   - Use the same item codes from the original invoice to ensure the items are restocked in inventory.
   - NOTE credit memo number on the invoice.
2. Refund the customer for 70% of the invoice amount. See: refund processing instructions below.

⚠ Important: You must either create a credit memo OR issue a refund—not both, as doing both would create a duplicate credit.

If the Invoice Was Partially Paid:

- Do NOT create a credit memo or refund.
- Request the customer to pay the remaining balance.

- Once the full payment is received, follow the refund process outlined above.

This is important to avoid complications in our accounting.

If the Invoice Was Not Paid:

1. Update the invoice: Change the quantities of the items to 0. Do not delete the items—just set the quantities to zero.
2. Add a 30% restocking fee: Use the D-RESTOCK item to apply the restocking charge to the same invoice.

This ensures the invoice is correctly adjusted without deleting any items.

Processing a Refund & Recording in QuickBooks

1. If the customer paid using QuickBooks Payments:
   - Open the invoice and click "More" at the bottom.
   - Select "Refund Payment".
   - Modify the refund amount to reflect the 30% restocking fee (since most refunds are partial).
   - Submit the refund—QuickBooks will process the payment.
2. If the payment was made by any other method:
   - Use the "Refund Receipt" under the +New tab.
   - Select the same products that were on the original invoice.

For step-by-step guidance, refer to the video:
How to process a refund in QuickBooks

Returns of Damaged Products

- If all items are damaged:
  - No refund or credit memo will be issued.
  - Do not modify the invoice.
  - Notify the customer politely that the returned items are damaged, and therefore no credit can be issued.
- If only some items are damaged:

- Deduct the full value of the damaged items from the refund or credit memo.
- Apply a 30% restocking fee on the value of the remaining items that were received in good condition.

Credit Memos

Here are the situations when a credit memo should be created:

1. *Offer customers a store credit for returned/damaged/defective products.*
   - *Return to Inventory - If the returned item is going back into stock, select the same item from the original invoice. This ensures the product is automatically added back to inventory.*
   - *Customer Keeps or Item Discarded - If the item is not returning to inventory (customer keeps it or it's discarded), use the "999-CREDIT-MEMO" item.*
   - *Shipping Charge - If the credit is for shipping costs, select the "D-SHIPPING" item.*
   - *Other Non-Inventory Items - For credits related to services, rent, storage, or other non-inventory charges, select the appropriate non-inventory item.*
2. *Use a credit memo to correct billing errors, overcharges, or incorrect amounts.*
3. *To give a customer credit:*
   - *Issue a credit memo when providing a customer with credit to use for future purchases.*

Important:

- *Do NOT create a credit memo for unapplied payments (such as after deleting a paid invoice or discounting an invoice). If an invoice is fully paid, then you either delete/void or partially lower that invoice amount that was paid earlier payment will be sitting as UNAPPLIED PAYMENT in the customer's account. That's their money. DO NOT create a credit memo on top of this. That will duplicate our refund. An unapplied payment is considered a credit and can be applied to any other invoice of that customer. Creating a credit memo in addition to an unapplied payment will duplicate the customer's credit.*

- *Do NOT create both a credit memo and a refund for the same order, as this will result in a double refund.*
- *Either a credit memo or unapplied payment, or a refund. Just one of these should exist.*

For more details, see this video: <u>Credit Memo Process</u>

Return Authorization & Damage Claims

Sina Boyraz is **fully responsible** for approving returns and evaluating damage claims.

- When a customer submits a claim, **forward the email to Sina**.

- If you have any relevant comments or insights, **include them in your email** to Sina.

Warehouse Cargo Receiving Procedure

Receiving Shipments: Important Guidelines

- **Always record the number of boxes received** on the paperwork before signing.

- **For container deliveries:** Carefully count all items against the **container packing list** to ensure accuracy.

- **If a box appears damaged:**
  - Open and inspect it **before signing**.
  - If immediate inspection isn't possible, write **"SUBJECT TO INSPECTION"** on the receiving document.

Shipping Guidelines

Uncollected Orders & Storage Charges

We offer 30 days of complimentary free storage in our warehouse for every order.

- For in-stock orders, the 30-day grace period begins on the order date.

- For special order (made-to-order) items, the grace period starts on the day we receive the order in our warehouse.

- If an order includes both in-stock and made-to-order items, the grace period begins when the last made-to-order item arrives at our warehouse.

Storage Fees (after the 30-day grace period):

- $3.00 per square foot of occupied space, or

- $40 per shipping pallet per month.

When invoicing these charges in QuickBooks, use this item: D-Storage/Rent