



ORDER REFUSAL



Information in this document is subject to change without notice. Companies, names and data used in examples herein are fictitious unless otherwise noted. While reasonable efforts have been taken in the preparation of this document to ensure its accuracy, Teleflora assumes no liability resulting from any errors or omissions, or from the use of the information obtained herein. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Teleflora, LLC. ©2013 Teleflora, LLC. All rights reserved.

Teleflora, Dove Network, Dove POS and eFlorist Program are trademarks of Teleflora, LLC.
Microsoft and Windows are registered trademarks of Microsoft Corporation.
All other trademarks and service marks are the property of their respective owners.

teleflora.

Order Refusal

The *Forward/Refuse* function enables receiving shops to refuse orders when they are unable to fill them. If an order cannot be delivered on the requested date, within the requested time frame, or with the requested product, the receiving shop must send an *Inquiry* or a *Refuse* message to the sending florist within an appropriate time frame. Under normal circumstances, such a message should be sent within one hour. A *Forward/Refuse* message can only be sent in regards to received orders. If you fail to issue a refusal and do not deliver the order, you will be held responsible for the order.

To Send a Forward/Refuse

1. Click **Forward/Refuse** from the *DovePlus Menu*.
2. With the **Forward/Refuse** window open, enter the **order number** you want to refuse in the **Order Number** field.
 - i. If you don't know the order number, click the **Look Up Order** link to locate the appropriate order number.
 - ii. With the **Look Up Order** window open, highlight the order you must refuse from the grid.
 - iii. Click **Select Order**, or double-click the highlighted order. The data from the order will be added to the **Forward/Refuse** window.
 - o To close the *Order Look Up* window without selecting an order, click **Close**.
3. Click the **Message** drop-down list to select a **reason** for your order refusal.
4. Enter a message in the **Message** field.
5. By default, the **Operator** field will contain the user name of the person logged into DovePlus. You can change the operator by clicking the **Operator** drop-down list and then scrolling to the correct operator.
6. If you want to suggest a filling florist, enter the shop code in the **Suggested Filling Florist** field. If you do not know the suggested florist's shop code, click **Look Up Florist** to search.
7. When you have finished, check the message for accuracy. If you are satisfied that all data has been entered correctly, click **Send**.
8. A confirmation message will display briefly.
 - o To clear all data entry from the without sending, click **Clear**.