





SMRT

SMRT uses different language than SPOT for refunds and claims. Please refer to this document to best determine how to proceed with a customer.

<div>VOID PAYMENT</div> <div>THE ORDER WILL STILL PAID FOR</div> <div><div> Void Payment</div></div>	<div>PAY A CLAIM</div> <div>THE ORDER WILL NEVER BE PAID</div> <div><div> Pay a Claim</div></div>
<ul style="list-style-type: none">- Customer has already paid for their order, but may<ul style="list-style-type: none">o Have wanted a discount appliedo Needs an invoice adjustment (Press Only, Alter Only, Updated Price)- Paid with the wrong card (debit credit) and need to repay with another- Charged the incorrect customer	<ul style="list-style-type: none">- Customer wants full reimbursement of cleaning costs- Customer wants reimbursement for a damaged item (formal claims process handled by management ONLY)- Customer wants money back and will not pay for their order
<div>Process</div> <ul style="list-style-type: none">- Select Void Payment (see below)- Include reason for the Void- Select the payment method for reimbursement (method customer used initially)	<div>Process</div> <ul style="list-style-type: none">- Select Pay a Claim- Include reason for the Claim- Select the payment method for reimbursement (method customer used initially)


SMRT


 Claim Example







 No Card on File

 Gibson's Cleaners 01

Clothes Tracker

Wardrobe

Payment

History

Make Payment

Card Credit

Open Invoices

Invoices

Statements

CURRENT

1 - 30

31 - 60



61 - 90

91+

CREDIT

DEPOSITS

October 15, 2022 - November 15, 2022

Date	Agent	Transaction	Description	Status	Debit	Credit	Balance		
11/15/2022 11:19am	Gibson's Cleaners 01	Payment	for #22319-5135.	Check - test		11.30	0.00		Void Payment
11/15/2022 11:18am	Gibson's Cleaners 01	Sale	#22319-5135 11/15/2022	Picked up & Paid on 11/15/2022	11.30		11.30		Pay a Claim
10/15/2022 12:00am		Balance					0.00		