**Order Cancellation Template**

**See order-cancellation-sample-gc.html for an example of how a fully rendered email might look.**

**INTERNET MESSAGE HEADER FIELDS**

* **Subject:** Item cancellation
* **To:** Insert the values for BILLING\_FNAME, BILLING\_LNAME and BILLING\_EMAIL.
* **From:** Insert the appropriate brand name and email address—i.e. Guitar Center <guitarcenter@em.guitarcenter.com>.

**PROGRAMMING**

* See programming-info.doc for information on the file structure and custom tags used for MSC’s backend programming.

**VARIABLES**

* SOURCE\_CODE—Internal MSC variable used on all links pointing to brand website
  + CRM will provide the master list of source codes for each template/brand. MSC will set up the programming to append the appropriate source code to links.
* BILLING\_FNAME—Used in To: field and order-shipped-copy-1 file
* BILLING\_LNAME—Used in To: field
* BILLING\_EMAIL—Used in To: field
* ORDER\_NUM—Used in order-shipped-copy-1 and cta-order-details-btn files
* PRODUCT\_IMAGE—Used in product-detail file
* PRODUCT\_NAME—Used in product-detail file
* PRODUCT\_NUM—Used in product-detail file
* UNIT\_PRICE—Used in product-detail file
* QUANTITY—Used in product-detail file
* KIT\_ITEM\_NAME—Used in product-kit file
* SUBTOTAL—Used in order-total file
* SHIPPING\_HANDLING—Used in order-total file
* TAX—Used in order-total file
* MISC\_CHARGES—Used in order-total file
* DISCOUNTS—Used in order-total file
* TOTAL—Used in order-total file
* PAYMENT\_TYPE—Used in order-shipped-payment file
* PAYMENT\_NUM—Used in order-shipped-payment file
* PAYMENT\_AMOUNT—Used in order-shipped-payment file
* CURRENT\_YEAR—Internal MSC variable used in the footer to insert year after the copyright symbol