**Order Return Templates**

**See order-return-sample-gc.html and order-return-received-sample-gc.html for examples of how the fully rendered emails might look.**

**INTERNET MESSAGE HEADER FIELDS**

* **Subject for Return email:** DOMAIN merchandise return instructions
* **Subject for Return Received email:** Your DOMAIN guitarcenter.com merchandise return
  + Replace DOMAIN with the appropriate domain name, not including the www—i.e., guitarcenter.com.
* **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**

* SUBJECT\_LINE—Internal MSC variable used in the base template’s title tag
* DOMAIN—Domain name for the brand (should not include the www. part)
* 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-confirmation-copy-1 file
* BILLING\_LNAME—Used in To: field
* BILLING\_EMAIL—Used in To: field
* RA\_NUM—Used in order-return-copy-1
* RETURN\_LABEL\_URL—Used in order-return-label
* PKG\_NUM—Used in order-return-label
* ORDER\_NUM—Used in order-confirmation-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
* CURRENT\_YEAR—Internal MSC variable used in the footer to insert year after the copyright symbol