

Suspending a Customer & Invoice Management after Suspension

Application: **Seller CTBIDS**

Suspending a Customer

Released on 3/22/24 - The Seller's ability to make suspensions and unsuspend for their own location.

- **Suspending a Customer**

- **Suspend Details**

- Active Sales Reports will now include a column for Suspension Status
 - You can run an Active Sales Report to check for any suspended customers on your active sales (a new column has been added for this)
 - You can look up the suspended customer using the Buyer/Bidder tab
 - You can then click on the red flag for a quick view into their suspension status.
 - If you feel that the suspension status details will require you to take action, you can now suspend for your location yourself if you feel you need to

- **The ability to suspend or unsuspend for your location is available to you for your location**

- When you click on 'Suspend Buyer' you will be presented with four options to select your reason for suspension.
 - Fraudulent Behavior
 - Non Payment - Item
 - Non Payment - Shipping
 - Inappropriate Behavior
- **You will see a static message about suspending network wide.**
 - The decision to suspend network wide should be based upon whether you feel the customer is a threat to the entire network.
 - Your action will be to call into the Help Desk to request a network wide suspension if the request is urgent *reminder that emails into CTBids Help have a 24 hour response time and should not be used for Urgent suspension requests.

- **When you do request a Sitewide Suspension the suspension request will be sent to the appropriate department for a review of the request.**

- **If you report that this IS URGENT** (which should be done by phone and not email)
 - You can and should proceed with suspending for your own location first.
 - Then the agent helping you will suspend the user sitewide when the reason is Urgent: Suspected Fraud, Threatening/Aggressive Behavior
 - This sitewide suspension will still be reviewed and may be changed/updated to a location specific suspension based on the review findings but your location specific suspension will remain intact.
- **If your sitewide suspension request is NOT URGENT**
 - You can and should proceed with suspending for your own location.
 - You can make the request via email to CTBidsHelp@caringtransitions.com or by phone call into Maximum **844-696-3741**
 - Your sitewide suspension request will be reviewed by the appropriate department and a decision made whether to suspend sitewide or to maintain the suspension at the location level.

Other Suspension information:

- Keep in mind, suspending the bidder from your location will now 'Flag' the customer for the entire Owner network to see.
 - They will appear as 'suspended' on Active Sales Reports
 - When an owner searches for the customer in the system the red flag will be visible and can be selected to review the suspension(s) quickly.
 - A box will open to show you the 'Why, Where, and When'.
- **This Flag system is designed to help reduce the need for Network Wide suspensions:** through this increased visibility. You no longer have to suspend sitewide as a way to protect other locations since this feature provides instant visibility.
 - Suspending for your site as you attempt to work through the issue with the customer will still be visible to all, but may not require a full network suspension at that time.
- You will have the ability to add notes to your suspensions which will be seen publicly by all Franchise Owners and anyone with Admin/Seller Access.
- There are two areas on Seller CTBIDS .com where suspension details can be reviewed
 - The first way that a Seller site user can review the suspension details is by going to the Buyer/Bidder tab and entering the customer's name.
 - Here the customer will be shown in a list format below the search criteria.

- If the customer has been suspended, even if it is only from one location, a red flag will appear to the left of their name
 - You can click on the flag to quickly review where, why, & when the customer has been suspended from. The information that will be displayed is:
 - The location name(s) where the customer is suspended from
 - The reason selected for the suspension
 - Added notes written at the time of the suspension(s)
 - Who the person was that suspended
- The second way to view a customer's suspension is after you have searched for the customer
 - click on the pencil icon to open up the customer's full information.
 - Under the label of 'Suspend Details' you will see the word 'suspended' with a number next to it.
 - That number represents the number of locations that the customer is suspended from.
 - You can click on that number to open a box to review where, why, & when the customer has been suspended from. The information that will show is:
 - The location names where the customer is suspended from
 - The reason selected for the suspension
 - All notes written at the time of the suspension(s)
 - Who the person was that suspended

• **Unsuspending a customer**

- Unsuspension Details
 - You have the ability to unsuspend a customer from your location
 - First click on the Buyer/Bidder tab and search for the customer
 - Click on the pencil icon to open the customer's profile
 - Look for the 'Suspend Details' section
 - If you wish to unsuspend from your location; these are the parameters:
 - If you suspended a customer from your location only, you can unsuspend them for your location only
 - If you disagree with a sitewide suspension made by another location, you can unsuspend a customer from your location only so that they can bid on sales at your location

- If you made a sitewide suspension and now the issue has been resolved, you will need to call into the Help Line to request a lift of the sitewide (network wide) suspension.
 - A static message will be visible as a reminder of this action.
- When you click on unsuspend you will be presented with a box to select why you are unsuspending. Those options are:
 - Customer Paid Unpaid Invoice
 - Customer Paid Unpaid Shipping Invoice
 - Resolved issues with Customer
 - Other -See Notes
- You will also leave brief notes about the unsuspending that will be publicly visible to the entire Network
 - If you suspend this customer again from your location, your unsuspending entry will be removed and the new suspension entry will now be shown. This is real-time updates as they happen.
- If you require the lift of a sitewide suspension you will need to email or call CTBids Help for this action.
 - This action can only be performed by an ADMIN site user who has the correct permissions.
 - Please list your reasons for lifting the sitewide suspension so that it can be documented.
- Unsuspending View
 - To view any unsuspending details
 - You will click on the Buyer/Bidder Tab
 - Enter the customer's information to search
 - Click on the Edit Icon to review the customer's profile
 - Under the label of 'Suspend Details' you will see the word 'Unsuspending's' with a number next to it.
 - That number represents the number of locations that the customer is unsuspending from.
 - You can click on that number to open a box to review where, why, & when the customer has been unsuspending. The information that is shown will be:
 - The location names where the customer is unsuspending from

- The reason selected for the unsuspension
- All notes written at the time of the unsuspension(s)
- Who the person was that unsuspended
- If a customer was suspended sitewide and then unsuspended sitewide, the unsuspension's number will be large (the total number of locations).
 - Don't be alarmed by this
 - This is why unsuspension's also have details about why and when, along with notes, so that you can review this status.

Suspension Best Practices:


- Up until now, most suspensions have been placed as Sitewide suspensions. We understand that this was done as a way to protect and warn all other locations the only way that was available to you at the time. Please reevaluate when you feel you need to suspend sitewide now that you have these additional tools to help with full network visibility.
- Best Practice examples:
 - If you have a customer with 1 unpaid invoice, you can suspend for only your location while you make an attempt to reach them about the failed or unpaid invoice.
 - Suspending for your location flags them for visibility into the issue for ALL Owners to see.
 - Suspending for your location will produce a result on any Active Sales Reports run where the customer is winning items.
 - If you feel you have given adequate time for a response and you now feel that this person is a threat to the entire system due to other suspensions seen or many unpaid invoices seen on their account, you can call request a sitewide suspension.
 - Keep in mind that the entire network can already see that you have suspended this person and why.
 - If you have a customer who was rude to you and/or your staff at an auction pickup. Yes, you definitely will want everyone to know, and you can do this by suspending for just your location and outline what happened.
 - Again, the user is flagged for the entire network to see and the reason is stated.
 - Does their action warrant a sitewide suspension request or is full visibility into the situation with your suspension enough?
 - If someone declined additional services for shipping/packing.
 - Suspending for your location will alert the entire network to this situation.
 - Are there other suspensions for the same reason?

- If this seems to be a habitual issue, does this now warrant a sitewide suspension request?
- Is this customer a frequent customer of CTBIDS and is otherwise in good standing?
 - Could this have been just a one-off because the shipping cost was just higher than the customer expected? Please review the customer's profile.
 - You will want to look closely at each situation before making your decision on a sitewide suspension.
- Keep in mind that the entire reason for the flag feature is to alert the entire network
 - A sitewide suspension prevents the customer from bidding at ALL locations on the site.
 - We have had many occurrences where a customer was suspended sitewide and then other locations have written in to unsuspend for just their locations because this customer has been a great customer for them. This is why sitewide suspensions go under review.
 - Let the flag do the work for you for your location specific suspension. Allow each Owner to make the suspension decision for themselves in certain situations.
 - Obviously this does NOT refer to Fraudulent activity. If you feel the customer is suspected of fraud, please call in with the urgent suspension request.
 - If a customer has threatened you or your staff, please call in with an urgent request for sitewide suspension.
- Again, one suspension is all it takes to flag a customer for ALL to read. This follows the customer onto your Active Sales Reports to easily see that a suspended customer is bidding and winning on your auction.
 - You can then look up the customer and review the suspension status/flag and decide for yourself what your next action should be.

Invoice Management after Suspension

Process: If you decide to suspend a customer for non-payment or late payment you may wish to sell the unpaid item to other customers.

Option 1: Sell the unpaid item to the next highest Bidder. Check the Bid History and verify who the next highest bidder is. Communicate with, and offer, the item to that Bidder/customer at their highest bid. If they accept, you will need to create a new invoice and process that payment.

 If you need to know how to create a new invoice, please scroll down for steps to: 'Adding the Item to New Invoice'.

Option 2: Sell the unpaid item(s) by other means such as during pickup or taking credit card over the phone or sending an invoice from PayPal. In this case, any new price would have to be manually updated to your copy of the Sale History report. There is not an option to update the true selling price into CTBIDS. With this option you should make an edit to the original unpaid invoice by removing items, or removing prices. Any edit will void the original invoice sent to the unpaying suspended customer so that a late payment would not be possible. There is no need to send the newly created invoice to the unpaying customer.

⚠ The action to change the winning customer of an item is no longer available through the “Change Bidder” button. In order to assign an item to a different customer after the sale has ended, please follow the steps below.

⚠ You can only edit an invoice before payments are processed

Assigning the Item to Existing Invoice

1. Remove the item you want to reassign or completely void the invoice if the customer surrenders the item/items
 2. Confirm the invoice was voided
 3. Navigate to the invoice of the customer you wish to assign this item to
 4. Click “Edit Invoice”
 5. Click “Add Item”
 - a. The system automatically adds the next available item
 - b. **If multiple unsold items are available, choose the appropriate item from the drop-down**
 6. Add appropriate prices/amounts to ‘Amount’, ‘Tax’, and ‘BP’ fields
 7. Click the Submit button at the top of the page when all edits are complete and satisfactory
 8. This will automatically void the customer’s **original** invoice and create a new one
 9. The customer will have to accept this new invoice BEFORE seller can process payments
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Adding the Item to New Invoice

1. Click the ‘Create’ button at the top of the Seller dashboard

				+ Create	Print All	Print Selected	Email Invoices	Process payment	Invoice Generated
Item Title	Email Sent	Status	Buyer Email Address						
	All	All							

2. Select "Create New Invoice"
3. Select the new winning customer in the Billing To field
4. Click "Add Item"
 - a. The system automatically adds the next available item
 - b. **If multiple unsold items are available, choose the appropriate item from the drop-down**
5. Add appropriate prices/amounts to 'Amount', 'Tax', and 'BP' fields
6. Click the Submit button at the top of the page when all edits are complete and satisfactory
7. The customer will have to accept this new invoice BEFORE seller can process payments