Exception Report

Missing Items		Extra Items		Broken Items	
1.) Was the item listed on the Partially Packed Report?		**3.) Was the item listed on the Collection Envelope or Pack Slip?**		**4.) Is a replacement wanted?**	
YES? It is a "**BACKORDER**." Do nothing - item will arrive shortly.	NO? Go to #2.	YES? It is a "**RETURN**." Return it for credit.	NO? It is "**EXTRA**." Return the product. You have not been billed for this item.	YES? It is a "**REPLACEMENT**." Keep the item to get credit & order replacement.	NO? It is a "**DAMAGE**." Return the item for credit. Items may be disposed at the Sales Reps discretion.
2.) Was the item listed on the Teacher Collection Worksheet?					
YES? It is a "**SHORTAGE**." Request credit. Reorder needed item.	NO? It is a "**REORDER**." Order the needed Item. This is a new order and will have an invoice of its own.				

School/Group: _____

Sponsor: _____

		Quantity	RETURN: ITEM CODE & DESCRIPTION		Retail Value	Quantity	ORDER: ITEM CODE & DESCRIPTION	Retail Value
Student/Classroom	**Problem Description**	**CREDITS NEEDED**				**ITEMS NEEDED**		
	Totals:							

Fax to DMI Fundraising (219) 465-1356