

CONDOR CODES INFORMATION

Function Keys	Description
F1 or . (period)	Help
F2 or ?	Search
F3 or ;R	Recall
F4 or ;L	History

Status Codes	Description
QO	Quantity Ordered
OP	Open Status
PT	Print Ticket
SH	Shipped
CX	Canceled
DC	Discontinued
RE	Return for Exchange
RR	Return for Refund
IR	Immediate Replacemen
OR	Original Returned
RS	Reverse Shipped
CT	Return Label Sent

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Return Policy
Soft Surroundings has a 365 days return policy. No matter what the reason, if you are unsatisfied with your item feel free to return it for an exchange or a refund. We are, however, unable to accept items back that have been laundered, personalized, monogrammed, or altered in any way. Items can not have stains or have been treated in any way.

Common Email Addresses
hold5@softsurroundings.com
hold4@softsurroundings.com
furniturephotos@softsurroundings.com
inet@softsurroundings.com
mailroom@softsurroundings.com

Cagney Ship Via	Via Code
Cagney Threshold	55
Cagney Premier	56
Cag. Upgraded Premier	57
Cagney Assembly Req'd	59

Hold Codes	Reason
1	Need Bank Approval
3	Possible Fraud
4	Missing Information
5	CC Invalid Decline
6	Stop At Scale
7	Mailroom Clearance
9	CC Incorrect
11	Underpayment
20	Undeliverable
21	International Shipment

Credit Card Codes	Payment Codes
2 Visa	7 Gift Certificate
3 Mastercard	8 Discount Coupon
4 American Express	9 Incomplete CC#
6 Discover	10 Merchandise Credits

Standard Processing & Shipping Table	
3-5 Business Days (normal delivery time)	
Up to \$30.00	\$4.95
\$30.01 to \$50.00	\$7.95
\$50.01 to \$75.00	\$9.95
\$75.01 to \$100.00	\$11.95
\$100.01 to \$125.00	\$13.95
\$125.01 to \$150.00	\$15.95
\$150.01 to \$200	\$17.95
\$200.01 to \$400.00	\$19.95
\$400.01 and UP	5% of order

Hidden Keys (2)	
GC	View all Disc Coupons
LOG	Who has been in order
MONO	Monogramming
TRACK	Tracking Info
RETRACK	Return tracking info
PF + Line #	Profile specific item
TNT	Time in Transit
IM + Line #	View image of item
ID + Line #	International Fees
KN	Key Number
CT + Line #	Item pricing information

Hot Keys		
Hot Key (:)	Description	Customer says...
;AV	Item Availability	Is my item available?
;CAT	Catalog request	I'd like to receive your catalog.
;CUST	Cust maintenance	I need to change my billing info.
;DS.REQ	DS request	DS item information (not in ;av)
;ICK	Key number inquiry	Where did you get my name?
;FORMS	SO System Forms	Used for a number of forms!
;LETTERS	Letters sent to cust	I got a letter and can't find it.

Hidden Keys	Usage
ADJ + The line number	Make a price adjustment
AV + The line number	Check availability within an order
BT	Displays Billing & Shipping
DS + The line number	Direct Ship Request
IT	Shows item transactions
P	Check payment screen
PF	Check / Enter a Profile
REF	Check refund screen
SHS	Checks P&S charges
PSR	P&S Refund
EC	Explain Charges
CE	Customer Entity to check history
ECONF	Resends email confirmation
TI	Shows tax charged on an order
C+LINE	Cancel Save options request
RP+LINE	Return Save options request

Hot Keys	
Hot Key (:)	Description
;CCN	Look up orders by CC #
;AP	Launch the Agent Desktop Portal

Forms	Reason
Lost Shipment Tracer	Item is lost or shipping to wrong address
Returns Processing	WISME/WISMR and we have order at DC
Possible Fraud	Get hold 3 removed
Additional Item Info	Obtain additional info and request parts
Quality Alert	Inform DC of problems with items
Shipping Issues	IT is stuck in PT status more than 24 hrs
Letters to Customer	Send discount coupon to customer
Manual Bill	Correct stock/price for incorrect item
Damaged Call Tag	Damaged furniture

Phone
Code 15 Admin
Code 16 Breaks
Code 17 Lunch
Code 18 Personal
The following codes need supervisor approval
Code 50 Project
Code 60 Coaching
Code 65 Meeting
Code 70 Training
Code 75 Technical
Code 90 Outbound Call
Code 99 End of Day

Code	Ship Via
600	FedEx Commercial Ground
620	FedEx Home Delivery Residential Ground
621	FedEx Home Del Res Ground Proof of Delivery
901	FedEx SmartPost
901	FedEx SmartPost APO/FPO
901	FedEx SmartPost APO/FPO
70	FedEx Residential 2nd Day Air
805	FedEx Residential 2nd Day Air Proof of Delivery
72	FedEx Next Day Air
75	FedEx Alaska/Hawaii 2nd Day
807	FedEx Residential Next Day Air Proof of Delivery
625	FedEx International Standard (Canada)

UPS Codes For Shipping			
Via Type	Added Cost	Code	Expected
2nd Day	\$7.95	70	2nd Bus Day
Next Day	\$15.95	72	Next Bus Day
Res Grd	standard	620	3-5 Bus Days
SmartPost	standard	901	7-10 Bus Days