TRACELINK UNIVERSITY

Customer product transfer resale reports

The customer product transfer resale report enables distributors to report downstream product sales, transfers, and inventory activity to manufacturers. This data is used to validate eligibility, calculate rebate amounts owed to GPO members, ensure correct contract pricing, support rebate processing, and maintain regulatory traceability.

For more information about Customer product transfer resale reports guidelines, see Product transfer resale transactions.

Create and submit customer product transfer resale reports

Perform this task to create and submit new customer product transfer resale report. Additionally, customers can begin work on a customer product transfer resale report and save it for completion at a later time.

Create and submit a new customer product transfer resale report

Perform this task to create new customer product transfer resale report and submit them to suppliers.

1. Select the Main Menu icon.

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2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Product Transfer Resale Reports.
8. Select the New button.
9. Enter the product transfer resale report number in the Product Transfer Resale Report Number field.
10. Select the Save button.

    The screen refreshes with the saved customer product transfer resale reports in the draft state and with the required sections populated.
11. Select the Edit button.
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. In the Product Transfer Resale Report Information section fill in the following fields:
    i. Product Transfer Resale Report Number field – A unique identifier assigned to a customer product transfer resale report.
    This field auto populates the value entered on the New Customer Product Transfer Resale Report screen.
    ii. Product Transfer Resale Report Type drop-down – The type of customer product transfer resale report transaction.

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iii. Product Transfer Resale Report Date field – The date on which the product transfer resale report is generated or submitted by the reporting entity.
iv. Report Start Date drop-down – The start date of the reporting period for the data included in the report.
v. Total Quantity field – The number of a product reported in the transaction.
vi. Report End Date field – The end date of the reporting period for the data included in the report.
vii. Total Quantity Unit Of Measure drop-down – The unit in which the total quantity is measured.
viii. Currency Code field – The 3-letter ISO code representing the currency.
ix. Number Of Items field - The total count of distinct items included in the transaction or report.
x. Currency Entity Code field - The code representing the currency type or entity.
xi. Number Of Items Unit Of Measure drop-down - The unit used to quantify the number of reported items.
xii. Action drop-down – A brief description stating the purpose of the transaction.

14. In the Reference Transaction section:
    a. Select the Add + icon and fill in the following fields:
    b. In the Add Reference Transaction panel, fill in the following fields under Reference Transaction Information section:
        a. Transaction Type drop-down - The type of transaction to reference.
        c. Transaction Value type-ahead field – The unique identifier of the transaction.

           If the value does not match the available options, the value must be entered manually.
    c. Transaction Date field - The date of the transaction being referenced.

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15. Select Apply.

    A new reference transaction line is added.

1. In the Customer and Supplier section, fill in the following fields under Customer group:

    i. Company type-ahead field – The name of the company sending customer product transfer resale report. This company is customer of goods. This field pulls from the Owner's company and location master data.

    The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

    ii. Address 1 field – The address of the particular location.
    iii. Address 2 field – Any additional address information.
    iv. Country drop-down – The two-letter country code with country name for this location.
    v. State field – The state or region for this location.
    vi. City field – The city for this location.
    vii. Postal Code field – The postal code for this location's main address.
    viii. Contact Telephone Number field – The company or location's phone number.
    ix. Contact Fax Number field – The company or location's fax number
    x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
    xi. Party ID Value field – The value associated with the identifier type.

2. In the Customer and Supplier section, fill in the following fields under Supplier group::

    i. Company type-ahead field – The name of the company receiving the customer product transfer resale report. This company is supplier of goods. This field

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pulls from the Owner's company and location master data.

The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

3. In the Distributor and Vendor section, fill in the following fields under Distributor group:

i. Company type-ahead field – The name of the company sending customer product transfer resale report. This company is customer of goods. This field pulls from the Owner's company and location master data.

The remaining Distributor fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.

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iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

4. In the Distributor and Vendor section, fill in the following fields under Vendor group::

i. Company type-ahead field – The name of the company receiving the customer product transfer resale report. This company is supplier of goods. This field pulls from the Owner's company and location master data.

   The remaining Vendor fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.

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ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

5. In the Line Item Quantity Details section:

a. Select the Add + icon.
b. In the Add Product Transfer Detail panel fill in the following fields under Product Transfer Information section:
   i. Line Item field - The number to identify the line item.
   ii. Product Transfer Code drop-down – An unique code that classifies the type of product movement being reported.
   iii. Product Transfer Movement Type drop-down – The specific category or direction of product movement.
c. Select Apply.
   A new product transfer information is added.
d. Select a product transfer information row and then select the branch icon and fill in the following fields under Quantity Information section:
   i. Sub Line field – The number to identify the sub line item.
   ii. Item field – The name of the product. If the user enters an item code instead, the field automatically displays the corresponding item name. The Item Code Type and Item Code Value fields are auto populated with the values from the Owner's product master data entry for the product. If the product name is not present in the Owner's product master data then the product name must be entered manually.
   iii. Item Code Type field – The product code type (e.g. IN-Product Code).
   iv. Item Code Value field – The product code.
   v. Item Description field – A brief description of the product.

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vi. Lot field - The lot number of the line number.
vii. Quantity Type field –The quantity being reported.
viii. Quantity Value field – The value associated with the specified quantity type.
ix. Unit of Measure drop-down – The unit in which the line item is measured.

e. Select Apply.
A new quantity information line is added.
f. Select the product transfer information line row drop down to view the quantity information in a table.
g. Select a quantity information line row and then select the branch icon and fill in the following fields under Pricing Information section:
i. Item Unit Of Measure drop-down – The standard quantity in which an item is measured.
ii. Item Unit Price field – The cost of one single unit of a product or material
iii. Item Unit Price Type Code drop-down – The code or identifier used to indicate how a unit price is defined or applied to an item.
iv. Item Pricing Type drop-down –The method or structure used to determine the price of a product or service.
v. Item Pricing Amount field - The monetary value assigned to a specific pricing condition for a product or service.
vi. Credit Or Debit switch - Indicates whether the transaction reflects a credit or a debit adjustment.
vii. Transaction Type drop-down – The reference information for identifiers that are related to transaction documents.
viii. Transaction Value field – The transaction reference identifier value as defined by enumerations in Transaction Reference Type.
ix. Date Type drop-down – The type of date being referenced..
x. Date field – The referenced date value.
xi. Item Change Reason Code drop-down – A standardized code that indicates the reason for a change to an item within a transaction or

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report.

xii. Item Change Date field – The date on which a change was made to a specific item within a transaction or report.

xiii. Item Change Quantity field – The difference in quantity resulting from a modification to the original item entry.

xiv. Item Change Unit Price field – The updated unit price for an item resulting from a modification to its original pricing.

xv. Item Unit Price Type Code drop-down – The category or purpose of the unit price being reported for an item

xvi. Item Change Unit Of Measure drop-down – The unit in which the updated quantity of an item is measured.

h. Select Apply.

A new pricing information line is added.

i. Select the quantity information line row drop down to view the pricing information in a table.

6. In the Line Item Reference Addresses section:

a. Select the Add + icon.

b. In the Add Product Transfer Detail panel fill in the following fields under Product Transfer Information section:

i. Line Item field –The number to identify the line item.

Enter the same value in the Line Item field as specified in the Product Transfer Information panel in the Line Item Quantity Details section for consistency and avoid validation issues.

ii. Product Transfer Code drop-down –An unique code that classifies the type of product movement being reported.

Enter the same value in the Product Transfer Code field as specified

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in the Product Transfer Information panel in the Line Item Quantity Details section for consistency and avoid validation issues.

iii. Product Transfer Movement Type drop-down – The specific category or direction of product movement.

Enter the same value in the Product Transfer Movement Type field as specified in the Product Transfer Information panel in the Line Item Quantity Details section for consistency and avoid validation issues.

c. Select Apply.
A new product transfer information line is added.
d. Select a product transfer information line row and then select the branch icon and fill in the following fields under Product Transfer Party Information section:
   i. Address Type drop-down – Indicates how the address is used in the transaction, for example, as a billing, shipping, or administrative address.
   ii. Business Name field – The business name associated with the partner company or specific location.
   iii. Address 1 field – The address of the particular location.
   iv. Address 2 field – Any additional address information.
   v. Country drop-down – The two-letter country code with country name for this location.
   vi. State field – The state or region for this location.
   vii. City field – The city for this location.
   viii. Postal Code field – The postal code for this location's main address.
   ix. Fax field – The company or location's fax number
   x. Telephone field – The company or location's phone number.
e. Select Apply.
A new product transfer party information line is added.

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f. Select the product transfer information line row drop down to view the product transfer party information in a table.
g. Select a product transfer party information line row and then select the branch icon and fill in the following fields under Product Transfer Party Reference Information section:
    i. Transaction Type drop-down – The reference information for identifiers that are related to transaction documents.
    ii. Transaction Value field – The transaction reference identifier value as defined by enumerations in Reference Type.
h. Select Apply.
   A new product transfer party reference information line is added.
i. Select the product transfer information line row drop down to view the product transfer party reference information in a table.

7. In the Line Item Reference Transactions section:

a. Select the Add + icon.
b. In the Add Product Transfer Detail panel fill in the following fields under Product Transfer Information section:
    i. Line Item field –The number to identify the line item.

Enter the same value in the Line Item field as specified in the Product Transfer Information panel in the Line Item Quantity Details section for consistency and avoid validation issues.

    ii. Product Transfer Code drop-down –An unique code that classifies the type of product movement being reported.

Enter the same value in the Product Transfer Code field as specified in the Product Transfer Information panel in the Line Item Quantity Details section for consistency and avoid validation issues.

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iii. Product Transfer Movement Type drop-down – The specific category or direction of product movement.

Enter the same value in the Product Transfer Movement Type field as specified in the Product Transfer Information panel in the Line Item Quantity Details section for consistency and avoid validation issues.

c. Select Apply.
   A new product transfer information line is added.
d. Select a product transfer information line row and then select the branch icon and fill in the following fields under Line Item Reference Transaction Information section:
   i. Transaction Type drop-down – The reference information for identifiers that are related to transaction documents.
   ii. Transaction Value field – The transaction reference identifier value as defined by enumerations in Reference Type.
e. Select Apply.
   A new line item reference transaction information line is added.
f. Select the product transfer information line row drop down to view the line item reference transaction information in a table.

8. In the Product Transfer Resale Report Amount section, select the Add + icon and fill in the following fields:
   i. Pricing Type drop-down –The method or structure used to determine the price of a product or service.
   ii. Pricing Amount field - The monetary value assigned to a specific pricing condition for a product or service.
   iii. Credit Or Debit switch - Indicates whether the transaction reflects a credit or a debit adjustment.
9. In the Notes section, select the Add + icon to enter any additional comments or instructions.
10. To submit the customer product transfer resale reports:

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To save the customer product transfer resale reports in a Draft state and finish it later, ensure the Move To button is not selected and then select the Save button in the draft state.

a. Select the Move To button at the top of the screen.

   The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

b. Select the Save button.

   The customer product transfer resale reports is submitted.

Tips

- Select the Add + icon, to add a new line item, where available.
- Select the Delete − icon, to remove an individual line item, where available.
- Select the branch icon, to add a new line item in the inserted table, where available.
- New customer product transfer resale reportss can also be created by selecting the New button on the Customer Product Transfer Resale Reports Details screen for an existing customer product transfer resale reports.

Submit a draft customer product transfer resale report

Complete and submit a saved customer product transfer resale reports in the draft state.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the

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header.

4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Product Transfer Resale Reports.
8. Select the Filter button to find customer product transfer resale reports in Draft state.
9. Select the Product Transfer Resale Report Number link in the results table.
10. Select the Edit button.
11. In the Transaction Information section, select Submitted from the Process Status drop drown.
12. Confirm the customer product transfer resale report details and select the Edit icon associated with that line item to modify the fields if required.
13. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.
14. Select the Save button.

    The process order is submitted.

Tips

- To delete a planned order in a draft state, select the product transfer resale

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report number row and then select the Delete  icon on the top of the Search Customer Product Transfer Resale Report screen.

A deleted transaction cannot be retrieved.

Create new discussions and add comments to existing discussions

Owner and Partner can start discussions or add comments directly from a subtype view page. This allows authorized users from owner and partner companies to collaborate in the context of the transaction they are viewing.

Start a Discussion from a Subtype View Page

Perform this task to add new discussion directly from the subtype record being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Navigate to the subtype record you want to discuss.
7. Open the subtype record to display its view page.
8. Select the Add Discussion button.
   The new discussion page opens in a new tab.

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9. Start the discussion using one of the following options:

    i. In the Transaction section, select the transaction ID link to review and update the related transaction automatically referenced from the subtype record.

    ii. Select the New button to initiate a new discussion for the transaction, if required.
    This creates a new, independent discussion thread for the transaction. The new discussion will not be a continuation of any existing discussion associated with the subtype record, and prior discussion details from the subtype record will not automatically carry forward into the new thread.

10. Enter the discussion details. For detailed field descriptions, see Create and Submit a Discussion.

11. Select the Save button.
    The new discussion is now associated with the transaction from the originating subtype view page.

Add a Comment from a Subtype View Page

Perform this task to add a comment to an existing discussion associated with transaction being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.

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5. Select the Go button.
6. Navigate to the subtype record related to the discussion you want to comment on.
7. Open the subtype record to display its view page.
8. Select the Add Comment button.
   The Discussion Search page opens in a new tab within the context of the selected transaction.
9. Find the discussion to update using one of the following options.

    i. Review and update the discussions already associated with the transaction.

    ii. Select the Filter button, enter the search criteria, and apply the filter. From the filtered results, select the discussion to review and update. For detailed field descriptions, see Search and View All Discussions.

    iii. If the existing discussion is not appropriate, select the New button to start a new discussion for the associated transaction. For detailed field descriptions, see Create and Submit a Discussion.

10. Select the discussion to update.
11. Enter comment.
12. Select the Save button.
    The comment is added to the selected discussion and remains associated with the related transaction.

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Search and view customer product transfer resale reports

Search for and view customer product transfer resale reports

Perform this task to search for and view the details of the customer product transfer resale reports sent or received by suppliers or customers. Viewing the details of a customer product transfer resale report enables suppliers or customers to quickly access customer product transfer resale report information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer or Commerce - Supplier from the left menu.
   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Product Transfer Resale Reports.
8. Select the Filter button.
9. In the Filters panel, fill in one or more of the following fields to filter the results:
   i. Multi Field Search field - Searches across multiple indexed fields using a single keyword, including Text, Text Area, Email, URL, and Lookup fields.
   ii. Product Transfer Resale Report Number field – A unique identifier assigned to a customer product transfer resale report.
   iii. Report Start Date drop-down – The start date of the reporting period for the data included in the report.

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iv. Report End Date field – The end date of the reporting period for the data included in the report.

v. State drop-down – The state of the customer product transfer resale reports:

- Draft – The transaction is in the draft state.
- Submit – The transaction has been created.
- Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
- Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
- Preparing to Send – The application is getting ready to send out a transaction and is doing some initial tasks, like copying the necessary information for the process.
- Sending –The application sends out business transactions to the buyer or supplier.
- Sent – The transaction is successfully completed and shared with the receiving party.

vi. Supplier type-ahead – Displays only if the menu item is Sent Customer Product Transfer Resale Reports in Commerce - Customer. The name of the company the customer product transfer resale report was sent to.
If the name of the company is not present in the Owners master data then the company's name must be entered manually.

vii. Customer type-ahead – Displays only if the menu item is Received Customer Product Transfer Resale Reports in Commerce - Supplier. The name of the company the customer product transfer resale report was received from.
If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

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viii. Last Modified drop-down – The period of time in which the customer product transfer resale reports was last updated:
- Today – The transaction was modified within the last few hours.
- Yesterday – The transaction was updated within the past 24 hours.
- Last Week – The transaction was modified in the last 7 days.
- Last Month – The transaction was modified in the last 30 days.
- Last 3 Months – The transaction was modified in the last 90 days.
- Last 6 Months – The transaction was modified in the last 180 days.
- Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

10. Select Apply.

    A list of customer product transfer resale reportss displays based on the filter results.

11. Select the link for the customer product transfer resale reports from the results table.

    The View Customer Product Transfer Resale Reports screen displays.

12. To view all fields for each line item, select the View icon on the Customer Product Transfer Resale Reports Details screen.

Reprocess and resubmit customer product transfer resale reports

Reprocess customer product transfer resale reports

After the customer product transfer resale report is submitted, the user might encounter an error and the processed status will be set to Paused With Error. Use the following procedure to resolve any error messages encountered while submitting a customer product transfer resale reports.

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1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Product Transfer Resale Reports.
8. Select the Filter button to find customer product transfer resale reports in Processing, Processed, Preparing to Send, or Sending state.
9. Select Product Transfer Resale Report Number link in the results table.
10. View the following fields for error in the Transaction Information section:
    - Process Status - Displays the status of the submitted transaction.
    - Last Transaction Error - Displays the error message.
11. Select the Edit button..
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. Select the Save button.

    The customer product transfer resale reports request is moved from Processing state to Sending state indicating that the customer product transfer resale report is submitted successfully.

⚠ Do not select the Move To button, as it will cause the transaction to skip a workflow state, preventing successful delivery.

Resubmit customer product transfer resale reports

If a transaction is successfully sent to a partner but an issue occurs on the

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partner's side (e.g. in their ERP system), the sender can avoid re-entering all the details by rolling back to a previous workflow state and resending the transaction, thus saving time and effort for both parties.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Customer Product Transfer Resale Reports.
8. Select a Product Transfer Resale Report Number in Sent state.
9. Select the Edit button.

   The state of the customer product transfer resale report is automatically moved to Sending state.
10. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.
11. Select the Save button.

    The customer product transfer resale reports is submitted.

The statues of the customer product transfer resale report moves to Sent state.

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Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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