

CHANNEL CONFLICT

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- ✚ Estimator is the only product we allow duplication, however, the customer cannot cancel their existing Estimator subscription. All other products will require us to pend the order.
- ✚ A customer with a Repair Connect subscription through Noregon is allowed to purchase Repair Connect through any other channel without it being considered channel conflict.
- ✚ There is a 30-day expire and cancel rule for channel conflict, except for Napa customers. The 30 days are counted from the day the customer calls in to cancel (This date can be seen on notepad) or the expiration date.
- ✚ NAPA orders with existing Mitchell/Shopkey subscription: Mitchell/Shopkey is given 5 days to save the sale.
 - If customer is in renewal, OP will cancel the subscription & process the NAPA order.
 - If customer is in contract, pending desk contacts NAPA to inform them the order will be voided.
 - If there is proof of new ownership on an existing account, which ever channel submits the first order is the one that will be processed. The channel being canceled will be notified of the change.
- ✚ Customers may buy products from any channel as long as the products are not the same. For example, a Mitchell Manager customer may purchase Repair from the SK channel. The only exception is Estimator which is addressed in the first bullet point above.
- ✚ An order cancelled within the first 30 days (90 days for CRM), and re-submitted by another sales channel within 12 months for the same product, the order will be processed crediting the original sales rep. For example, a canceled prodemand order is re-submitted as teamworks, credit for the original prodemand order remains with the original sales rep. and the manager goes to the person submitting the teamworks order.
- ✚ SBS channel conflict is treated the same way as we view SK v M1. So it would be a 30 day wait.