



Credit Request Form — Instructions

Please make copies of the form on the next page and use when submitting your credit.

- Email: credits@onfc.ca / Fax: **905.507.2848** / Tel: **905.507.2021**, press 1 or x333
- Always include the Invoice and Shipper number
- Indicate cases with the letter "C" and single units with the letter "S"
- Include the product code, the number ordered/billed/received, and indicate case or single
- Please feel free to write as many notes as you like
- Use one sheet per invoice

To show a short shipment:

Wrong Product Info Only

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	1s	1s	0	\$1.00	SS			

To show you were billed for the product you ordered, but received another product in error, and chose to return it:

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	1s	1s	0	\$1.00	WP			
DEF456	Product Description	0	0	1s				Description of Wrong Product	1s

To show that you had ordered a case but received a single:

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	1c	1c	1s	\$10.00	SS			

To show that you ordered a single and received a case or you received an unordered case:

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	1s	1s	1c	\$1.00	OS			
ABC123	Product Description	0	0	1c		SNB			

To show that you received something that you didn't order, and were charged:

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	0	1	1	\$1.00	EE			

To show that a product was too close to the expiry date, damaged, bad, or contains mould:

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	1	1	1	\$1.00	QC or SD		(Provide Expiry Date)	

To show that you were charged the wrong price:

ONFC Code	Product Description Size or Type	Qty Ord'd	Qty Billed	Qty Rec'd	Unit Cost	Reason Code	Pick Up Qty	Product Description Size or Type	Pick Up Qty
ABC123	Product Description	1	1	1	-\$2.00	PE			
ABC123	Product Description	1	1	1	+\$1.00				

The first line reflects the price that you were charged on the invoice and should be a negative number (credit). The second line shows the price you think you should have been charged, and is a positive number. Please include the reason, such as "Monthly Special's price received", "Show".