

ARROW-GRAM



2025-0030
August 7, 2025



Business Portal Launch Plan

Return Authorizations—Transition Timeline and Key Dates

As we prepare for the transition to Commerce Cloud with the Sub-Zero Group, please review the following important updates and deadlines regarding Return Authorizations (RA):

- **Dealer RA Entry Cutoff:**
Dealer must stop entering new RAs in the current system by Friday, August 22, 2025, at 5:00 PM CST.
- **Dealer RA Cleanup:**
All open Dealer RAs that are more than 60 days past their creation date will be deleted on the morning of August 28. Dealers will have the opportunity to resubmit/reopen, and they can reenter after September 2 into the new system.
- **Open RA Entry:**
SZG Inside Sales will recreate open RAs that are 60 days or less in the new system by Monday, September 1, 2025.
- **Commerce Cloud Go-Live:**
Dealers may begin entering RAs in Commerce Cloud starting Tuesday, September 2, 2025

Please contact your Territory Sales Manager or Trevarrow, Inc. Customer Service if you have any questions regarding the information provided in this ArrowGram.