Order Express – Questions & Answers

Q.   Why are there accounts in my Account List that I no longer run?

A.   Order Express contains accounts for all QSP Programs [Chocolate, Gift, Food and MMB] with sales activity within the past 5 years. This will help to reduce the creation of new accounts should you renew any of them.

Q.   There are accounts in my Account List that no longer belong to me. What should I do?

A.   E-mail qsp_it@rd.com a list of these accounts and include the following: EDS Acct # and Account Name.

Q.   What's the fastest way to enter an order?

A.   Go to Add New Order and click on Other Food or WFC Chocolate, select/edit an Account from the list and complete the order.

Q.   I can't find a WFC Chocolate account in my Account List?

A.   Be sure 'WFC Chocolate' appears in the QSP Program text box under the 'Filter By' feature and you've clicked the 'Refresh' button. If the account is still unlisted, then click on Add New Account to search the QSP Directory and/or MDR Directory.

Q.   On the Add New Order page, I keyed information in one of the blank text boxes and nothing happens.

A.   Be sure to click the 'Refresh' button <u>every</u> time you enter new data; otherwise the system doesn't refresh itself and remains 'as is'. This applies to all menu options that contain blank text boxes labeled as follows: Containing, Search By, QSP Program, State, Status Category, Start Date, End Date, etc.

Order Express – Questions & Answers [continued]

Q. What happens to a Pre-Sales Estimate?

A. It depends on the status.

- A 'Saved' Pre-Sales Estimate is <u>only</u> stored in Order Express. No product is released to the warehouse until the order is changed to a Standard Order and 'Submitted' in Order Express.

- A 'Submitted' Pre-Sales Estimate is also stored in Order Express; however, it is released to the QSP inventory system to temporarily hold the product. If the 'Submitted' Pre-Sales Estimate is NOT changed to a 'Standard Order' and re-submitted within 7 calendar days after the requested delivery date, it is removed from the inventory system.

- The Faxed Activity Report is updated 14 calendar days <u>before</u> an order is due to drop from the system.

Q. I 'Saved' an order 2-3 days ago and now I'm ready to 'Submit' it. What happens to the lead-time?

A. The lead time is automatically changed to reflect the number of business days based on the date you edit the order.

Q. What is the best way to manage my orders?

A. There are two ways to manage them.

- First, it's important to remember that you will receive an email acknowledgement when you add a new account or an order. Emails are always sent to your web-mail address.

- Second, get in the habit of checking your Order List. It's the best place to see all your orders in <u>one</u> list <u>and</u> by status. Be sure to re-sort the 'Order Date' [click on column heading] to manage your oldest orders first, or use the Status Category 'filter by' feature to manage your 'Saved' orders, etc.!

Order Express – Questions & Answers [continued]

Q.   When I enter an order in Order Express, do I need to fax a completed order form to QSP?

A.   NO! NEVER fax orders keyed in Order Express to QSP; otherwise, the order will be duplicated.

Q.   If I complete a paper form, what should I do with it?

A.   It's really your call. If you maintain separate files for your accounts, it would make sense to file it. Or, create a new file to keep Pending Order Express Orders until they are processed and/or shipped.

Q.   If I'm unable to key WFC Stock, Hershey and Popcorn orders in Order Express, may I fax them to QSP?

A.   YES! While we hope everyone will use Order Express, it is not mandatory at this time. Therefore, you may continue to fax these orders to QSP, if necessary.

Q.   What about orders for Cookie Dough and WFC Personalization?

A.   You will need to continue to fax these forms to QSP until they become available. Then, the same guidelines apply. NEVER fax orders keyed in Order Express.

Q.   What about supply orders?

A.   As noted on the order form in Order Express, please use the On-line Order tool in Account Track until further notice.

Q.   What about sample orders?

A.   Until further notice, you should also continue to send sample orders to QSP for processing.

Order Express – Questions & Answers [continued]

Q. When I renew, edit or add a new account, what happens to this data?

A. Any 'Submitted' account and/or order information is immediately sent to the QSP system and reflected in Order Express. Every 15 minutes, a synchronization process takes place and Order Express is refreshed to reflect the same data reflected in the QSP system.

Q. Should I continue to maintain my Account List in Account Track?

A. If you use Account Track to generate your prize invoices, you should continue to maintain it. Otherwise, it's not necessary.

R. I need technical assistance, i.e. system error. What should I do?

A. Please call QSP Help Desk @ 1-866-238-3272, M-F, 9am – 5pm EST.

Q. I need non-technical assistance, i.e. information about a specific order. What should I do?

A. Please call QSP Field Support @ 1-800-341-4454 and press 1.

R. I need assistance in Order Express, i.e. how to place a New Order, Add New Account, etc. What should I do?

B. Please refer to the Order Express FSM User Manual. It is located on Account Track in the Sales Information Center, under Order Express. If you still need non-technical assistance, please call QSP Field Support and press 1 for assistance.