**SOP & KB**

Standard Operating Procedures (SOP)

Knowledge base (KB)

# Magic Vaporizer

UK's Best Vape Shop - MagicVaporizers

Our offer is simple; high-quality vaporizers for the lowest prices. Ever since launching our brand in 2013, we have been working with those two things in mind.

At MagicVaporizers you are guaranteed to find authentic and reliable vapes from the best manufacturers in the industry. Thanks to our price matching guarantee, fast shipping from our warehouse in Portsmouth with DPD Next Day Delivery, and unrivalled warranty service we know we are the best shop for vaporizers in the United Kingdom - try us out, you will not be disappointed.

Not sure which vaporizer to buy? Contact our friendly customer service for help!

# FAQ

List of frequently asked questions.

# SOP

# All documents containing Standard Operating Procedures (SOP)

'''

prompt\_template = """The context below is unprocessed information related to the activities of the company.

Using the information contained in this raw guide in [Context], create a template of a Customer Support SOP document for an ecommerce company Magic Vaporizers.

Format and style: the SOP must be written in the form of structured instructions, with step by step actions to perform,

organized in flowchart structures, and also with examples of customer questions/tickets and the agent answers.

The first line should be a title reflecting the essence of the document.

Prev, contains the previous response created from the previous piece of unprocessed text.

The result of the analysis of the next part of the source document (content) should be a continuation of the structured part of the document in (prev)

The amswer must be structured and converted into an HTML document.

Headings of different levels, lists and links must be highlighted using HTML tags.

{user\_rules}

Response format:

[Name of the section to which the current instruction belongs]

[Instruction name]

A statement in the form of action steps are a numbered list.

Prev: {prev}

Context: {context}

Analysis result:"""

'''

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If the previous fragment of the SOP is empty or missing, it means that the creation of the SOP has not yet begun and it is necessary to begin the creation of the SOP.

It is also necessary to generate the header of the new SOP.

If the information or section is already present in the previous fragment, then there is no need to repeat it!

$$$[Delivery Inquiries] [Checking Tracking History] 1. Explain to the customer that the delivery is out of the company's control 2. Check the customer's order details 3. Provide the customer with a link to the tracking history of their order 4. Explain to the customer that the package is still in transit and should be delivered soon$$$

[Returns] [Processing Returns] 1. Explain to the customer the return policy of the company 2. Provide the customer with a link to the return form 3. Ask the customer to fill out the return form 4. Ask the customer to send a picture of the product with the seal still intact 5. Provide the customer with a return address

[Warranty Video Request/Upload To Drive] 1. Ask the customer to provide a video of the product in use 2. Ask the customer to upload the video to the dropbox folder 3. For DynaVap and Davinci vaporizers, ask the customer to provide a picture of the inside of the chamber 4. Provide the customer with a link to the dropbox folder 5. Ask the customer to fill out the RMA document 6. Ask the customer to send the product to the return address provided 7. Once the product is received, check the product and fill out the RMA document 8. Move the files/folder to the "1. Created RMAs/Brand/Registered RMAs/RMANUMBER" folder 9. Don't fill out the RMA document for unapproved RMAs

Title: Edit/Cancel/Change Address SOP for Magic Vaporizers

[Edit Order / Add Items to the Order] 1. Hold the order 2. Create a discount for the SKU 3. After the customer buys it, add it to the order 4. Unhold the order 5. Add the correct item 6. Remove the old item 7. Change the status of the order to Cancelled 8. Click Un Cancel 9. Invoice - New Invoice - Submit Invoice 10. Check the Invoice if the changed items are correct

[Missing Accessories (i.e. missing pads)] 1. Provide the customer with a canned response ‘Hide wrapping paper cardboard’ 2. Ask the customer to provide a picture 3. If the pads are still not found, ask the customer to take out all wrapping paper, fold it and place aside with the box everything came in, and all items that came in and take a picture of everything 4. Ask the customer to share the picture with the customer service team

[Missing Items] 1. Raise the issue with Cloud/G

Title: Change Address SOP for Magic Vaporizers

[Change Address] 1. Check if the order was imported to the warehouse 2. Scroll the order in Magento 3. In the bottom, check for comments 4. If the order was not imported to the warehouse, put the order on Hold 5. If the order was imported to the warehouse, contact Cloud/GSL and ask to change the address (leave the ticket open) 6. Inform the customer that the address was changed 7. If the order cannot be changed, provide the customer with a canned response 8. If the customer refuses to accept the order, provide the customer with a canned response 9. If the customer requests a refund, provide the customer with a canned response 10. If the customer requests a replacement, provide the customer with a canned response 11. Reorder on Magento 12. Set the price to 0 and click on update items 13. Set free shipping and submit the order 14. After invoicing, go to invoices and click on invoice (in the top) and submit invoice 15. When the parcel is returned

Title: Price Matching and Discounts SOP for Magic Vaporizers

[Price Matching and Discounts] 1. Check if the customer is asking for a price matching within 14 days 2. If yes, issue a refund for the correct amount 3. Be careful not to issue a full refund 4. Explain to the customer that refunds cannot be reverted 5. If the customer is asking for a discount, explain how to issue a coupon code - Provide a video from Skype - Create a template 6. If the customer is asking for a discount, explain how to create discounts - Provide a video from Skype

Title: Unholding Orders and Discounts SOP for Magic Vaporizers

[Unholding Orders and Discounts] 1. Check if the customer has placed an order with a discount code 2. If yes, verify the order and unhold it to approve it 3. Name the discount code with the order number or customer name/surname 4. Ask the customer to contact us when they have placed the order with the discount 5. Once the order is confirmed and approved, delete the discount code 6. As a daily task, search for orders placed using discount codes in Magento and unhold them 7. If the customer is using cannabis, suggest the Solo 2 or Boundless CFX vaporizers

$$$SOP for Delivery Inquiries

1. Introduction
   * This SOP outlines the procedures for handling customer inquiries related to delivery.
   * It is important to always check the UPS/DPD tracking to verify the customer's information.
   * The following email addresses should be used for inquiries:
     + usommer@gsl-servicenet.de
     + thjanetzki@gsl-servicenet.de
     + hvoigt@gsl-servicenet.de
   * The following inquiries should be directed to Helko only:
     + Lost parcels and UPS investigations
     + Updates regarding above claims
     + GSL Picking errors
     + Change of address of orders
   * The following inquiries should be directed to Helko and CC Uwe and CC Thomas:
     + Cancelation of orders
   * The following inquiries should be directed to Uwe and CC Thomas only:
     + Stock count request or issue with mixed SKUs
     + New booked in deliveries
2. Responding to Delivery Inquiries
   * When responding to delivery inquiries, it is important to

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SOP for Edit/Cancel/Change Address

1. Edit Order / Add Items to the Order
   * We can hold the order create a discount for the SKU, and after customer bought it, add it to this order.
   * Unhold. Add correct item. Remove old item (there will be question something like if you remove this item you will delete invoice or something like that. Remove anyway).
   * Change status of the order to Cancelled (in the top of the order info --edit - order status - cancelled).
   * Click Un Cancel
   * Invoice - New Invoice - Submit Invoice
   * Check Invoice if items changed are correct
2. Cancel Order
   * Change status of the order to Cancelled (in the top of the order info --edit - order status - cancelled).
   * Click Un Cancel
   * Invoice - New Invoice - Submit Invoice
   * Check Invoice if items changed are correct

SOP for Change Address

1. Check if order was imported to the warehouse
   * Scroll this order in Magento
   * In the bottom you will see comments: https://prnt.sc/AXjWELmhf06O
2. If not imported to the warehouse
   * Put order on Hold
3. If imported to warehouse
   * Contact Cloud/GSL and ask to change address (leave ticket open). Say customer we contacted warehouse to change address.
   * Cloud = UK orders
   * Thomas/Uwe = EU orders

SOP for Price Matching

1. Check if the customer is asking for a price match within 14 days
2. If yes, issue a refund for the difference in price
   * Be careful not to issue a full refund but only the correct amount
   * We cannot revert refunds
3. If the customer is asking for a coupon code
   * Create a video from Skype
   * Create a template for the coupon code
4. Create discounts
   * Add video SOP for Price Matching
5. Check if the customer is asking for a price match within 14 days
6. If yes, issue a refund for the difference in price
   * Be careful not to issue a full refund but only the correct amount
   * We cannot revert refunds
7. If the customer is asking for a coupon code
   * Create a video from Skype
   * Create a template for the coupon code
8. Create discounts
   * Add video
9. How to issue a coupon code?
   * Create a video from Skype
   * Create a template for the coupon code
10. For UK: Vapefiend, Vapeelevate
    * Check if the customer is asking for a price match from these shops
11. For EU:
    * Check if the customer is asking for a price match from these shops
12. Set on Hold Status
    * When creating discounts, toggle the Set on Hold Status to Yes
    * This will place the order on hold when payment is made
    * Name the discount code with the order number or customer name/surname
    * Ask the customer to contact us when they placed the order with the discount

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SOP for Delivery Inquiries

1. Warranty Video Request/Upload To Drive
   * When a customer requests a warranty for a used vaporizer, it is important to ask them to submit a claim for warranty and then pass it to the manufacturer.
   * Explain to the customer that vaporizers are meant to be used orally, which means they classify as hygienic goods and are exempted from the right of withdrawal.
   * Explain to the customer that vaporizers are not returnable due to health regulations if the product has been used.
   * Explain to the customer that if the manufacturer approves the warranty, the device will be replaced.
   * For DynaVap and Davinci vaporizers, ask the customer to provide a picture of the inside of the chamber.
   * Ask the customer to upload a video of the malfunctioning device to the dropbox folder.
   * If the customer has attached files to the email, create the folder in dropbox and save the files from the email there directly.

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Test the Device - Explain to the customer that we need to test the device in order to provide it to the manufacturer and get an official response from them. - Ask the customer

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