**Paper Co. Customer Service Training Guide**

**Company Overview**  
Paper Co. is a mid-sized office supplies and stationery retailer that specializes in providing high-quality paper products, writing tools, and organizational supplies to both businesses and individuals. Our mission is to deliver reliable products, exceptional service, and sustainable options to our customers.

Our values:

* **Customer-first service**
* **Integrity and transparency**
* **Sustainability** (80% of our paper is FSC-certified)
* **Accessibility** (fast shipping, affordable pricing, and user-friendly support)

**1. Customer Service Principles**

* Always greet customers warmly and thank them for choosing Paper Co.
* Listen actively to their concerns and repeat back their issue for clarity.
* Provide accurate, policy-backed answers, but exercise empathy in tone.
* When in doubt, escalate to a supervisor within **2 minutes of realizing you cannot resolve the issue**.
* Always log every customer interaction in the **Customer Support CRM (Zendesk)**.

**2. Contact Channels**

Paper Co. provides multiple support channels:

* **Phone Support:** 1-800-555-7273 (available Mon–Fri, 8 AM – 8 PM EST)
* **Email:** support@paperco.com (responses within 24 hours)
* **Live Chat:** Available on paperco.com from 9 AM – 9 PM EST
* **Social Media DMs:** Twitter/X, Facebook, and Instagram (responses within 48 hours)

**3. Orders & Payments**

**3.1 Placing Orders**

* Customers can order via the website, mobile app, or phone.
* Minimum order value: $10.
* Bulk orders (over $500) qualify for a **5% discount** (applied automatically).

**3.2 Accepted Payment Methods**

* Credit cards: Visa, MasterCard, American Express, Discover
* PayPal
* Apple Pay & Google Pay (online only)
* Paper Co. gift cards

**3.3 Order Processing**

* Standard orders ship within **2 business days**.
* Expedited orders (extra $19.99) ship same day if placed before **2 PM EST**.
* Customers can cancel orders within **12 hours of placing** unless already shipped.

**4. Shipping & Delivery**

**4.1 Shipping Options**

* **Standard Shipping:** 3–5 business days ($7.99 flat fee, free over $50).
* **Expedited Shipping:** 1–2 business days ($19.99 flat fee).
* **Same-Day Delivery:** Available in select metro areas ($29.99).

**4.2 Tracking Orders**

* Tracking number is emailed when the order ships.
* Customers can track via “My Orders” on their account.

**4.3 Delivery Issues**

* Lost package: File a claim after **7 business days** with Standard or **3 business days** with Expedited.
* Damaged items: Must be reported within **5 days of delivery** with photo evidence.

**5. Returns & Refunds**

**5.1 Return Policy**

* Items can be returned within **30 days of delivery** for a full refund.
* Items must be unused and in original packaging.
* Opened reams of paper are not returnable due to quality assurance.

**5.2 Refund Timeline**

* Refunds are processed within **7–10 business days** after receiving the return.
* Original shipping costs are **non-refundable** unless the return is due to Paper Co.’s error.

**5.3 Exchanges**

* Exchanges allowed within **30 days** for items of equal or lesser value.
* Customers pay shipping unless due to defective product.

**6. Subscriptions & Memberships**

**6.1 Paper Co. Plus Membership**

* Annual fee: $49.99
* Benefits:
  + Free standard shipping (no minimum)
  + 10% off all orders
  + Early access to new products
* Cancellation: Customers can cancel within **14 days of purchase** for a full refund. After that, membership is non-refundable.

**6.2 Subscription Orders (Auto-Ship)**

* Customers can subscribe to recurring orders (every 2, 4, or 8 weeks).
* Subscription discount: 10% off each order.
* Cancellations: Must be made at least **48 hours before next shipment**.

**7. Product Policies**

**7.1 Warranty**

* Paper Co. branded products have a **1-year warranty** against manufacturing defects.
* Third-party products follow the manufacturer’s warranty.

**7.2 Sustainability Promise**

* 80% of paper products are **FSC-certified**.
* Packaging is 95% recyclable.
* Customers can join the **Recycle & Reward Program**:
  + Return 10 used notebooks for recycling → Get $5 credit.

**8. Customer Issues & Resolutions**

**8.1 Common Scenarios**

1. **Customer wants to cancel order after shipping:**
   * Inform them the order cannot be canceled. Offer a free return label.
2. **Customer received wrong item:**
   * Apologize, send replacement free of charge, no need to return incorrect item.
3. **Customer requests refund for subscription after 20 days:**
   * Explain refund is only valid within 14 days. Offer account credit as goodwill.
4. **Customer complains about delivery delays:**
   * Verify shipping carrier timeline. Offer shipping refund if significantly late.

**8.2 Escalation Rules**

* Escalate if:
  + Customer is requesting refund exceptions > $100.
  + Order involves business contracts or bulk orders.
  + Legal complaints or threats are made.

**9. Knowledge Base Q&A**

Here are some FAQs customer service agents should be ready to answer:

**Q: What’s your return policy?**  
A: 30 days from delivery, unused and in original packaging. Refund within 7–10 days.

**Q: Can I cancel an order?**  
A: Yes, within 12 hours unless shipped.

**Q: What if my package is lost?**  
A: File a claim after 7 days (Standard) or 3 days (Expedited).

**Q: How long does expedited shipping take?**  
A: 1–2 business days.

**Q: Do you ship internationally?**  
A: Currently, only within the U.S. and Canada.

**Q: What are membership benefits?**  
A: Free shipping, 10% off all orders, early product access for $49.99/year.

**10. Customer Service Scripts**

**Greeting**

“Hello, thank you for calling Paper Co., this is [Your Name]. How can I help you today?”

**Apology**

“I’m sorry this happened. Let me fix this for you right away.”

**Escalation**

“I want to make sure you get the best support. I’m going to connect you with a supervisor who can assist further.”

**11. Metrics & Quality**

* First Response Time: < 2 minutes (chat), < 24 hours (email)
* Average Handle Time: < 7 minutes
* Customer Satisfaction (CSAT): Goal = 90% or higher