

Resolving Client Queries

1

Access the file

Acknowledge the customer by validating their feelings, explaining next steps, and emphasizing urgency.

Confirm their tracking number and full name.

Provide actionable steps if there are issues accessing the files.

Troubleshooting Tips

Clarify that the tracking number is a 9-digit code with the last 5 digits as numerical.

Explain that the customer can find their tracking number in their email.

2

Document the complaint

Analyse the records by asking yourself where, when, how, and why questions.

ie. When was the item shipped? Why was there a delay?

Identify the issue based on the records and the complaint.

Potential Issues

Item label missing

Item delayed

Item missing

Item damaged

3

Present a solution

Transfers escalate to higher management; they are for customers who cannot provide proof of damage or proof that the sustained damaged occurred during shipment.

Refunds are for those who provide proof of damaged items or if the expected delivery date exceeds one month.

New Dates are for items with new delivery dates.

New Addresses are for rerouting packages to a new point of delivery.

4

Follow up

Confirm the client's preferred method of follow-up. Our CRM will automatically contact them at the scheduled time.

