# Company FAQs

Q: How do I create an account for a new company?   
  
A: To create an account for a new company, click on the "Sign Up" button on our homepage and follow the prompts. Fill in the required information about the company, such as name, address, and contact details.

Q: How can I place an order on behalf of a company?   
  
A: To place an order for a company, log in to your account and navigate to the "Order Management" section. Click on "New Order" and provide the necessary details, including the company's name, product(s) or service(s) ordered, quantity, and any additional specifications.

Q: Can I track the status of an order placed by a company?   
  
A: Yes, you can track the status of an order by accessing the "Order Management" section in your account. Find the specific order and click on it to view its current status, estimated delivery date, and any relevant updates.

Q: How do I handle customer reviews and feedback about a company?   
  
A: Customer reviews and feedback are essential for maintaining good relationships with our clients. When you receive a review, assess its nature, and determine the appropriate action. Positive reviews can be shared internally, while negative reviews should be addressed promptly and professionally to resolve any issues.

Q: What should I do if a company requests a refund or wants to return a product?   
  
A: If a company requests a refund or wishes to return a product, follow our established refund policy guidelines. Gather the necessary details, such as the reason for the request and the condition of the product, and communicate with the company to provide a suitable resolution.

Q: How can I assist a company in updating their contact information?   
  
A: To help a company update their contact information, navigate to the "Company Management" section in your account. Locate the specific company and click on it to access the details. Update the contact information accordingly and save the changes.

Q: Can I offer discounts or promotional offers to companies?   
  
A: Yes, as a sales representative, you have the authority to provide discounts or promotional offers to companies within the specified limits. However, please ensure you adhere to our discount and promotion policies to maintain consistency and fairness.

Q: How can I find information about a company's previous orders and purchase history?   
  
A: To access a company's previous orders and purchase history, go to the "Company Management" section in your account. Locate the specific company and click on it to view the details, including past orders, quantities, dates, and any relevant notes.

Q: What should I do if a company has a complaint or issue regarding our service?   
  
A: If a company raises a complaint or issue about our service, listen attentively and empathetically to their concerns. Gather all the necessary information and escalate the matter to the appropriate department for resolution. Provide the company with regular updates and ensure a satisfactory resolution is achieved.

Q: How can I generate reports on company performance or sales metrics?   
  
A: Generating reports on company performance or sales metrics is crucial for monitoring progress. Use the reporting tools available in your account to generate customized reports based on specific parameters, such as sales revenue, product performance, or customer satisfaction. Experiment with different filters and time frames to obtain the desired insights.