**GUIDE LINE FOR WRITING OPR**

(COMPANY NAME)

OPR FOR Work Flow

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| **SUBJECT** | **OPR for PETCO Customer Service** |
| **DEPARTMENT** | **Customer Service** |
| **RECORDER (Name & Designation)** | Purodha Perera – CS HOD |
| **APPROVEDBY (Name & Designation)** | **(HOD of the Department)** |
| **CREATED DATE** | **06/08/2016** |
| **LAST UPDATED** | **06/09/2016)** |
| **PATH ON NETWORK FOLDER** | **(……………………………………………………..)** |
| **NO. OF PAGES INCLUDING THIS PAGE** | **(……………………………………………………..)** |

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* 1. Fish arrived sick
  2. Did not receive certain fish /items which was ordered on the

Purchasing Order

# I. Key Performance Indicators

1. Respond to all incident reports & customer service related inquiries (e-mails) on the same day received within the working hours parallel to the US Time Zone. This will be through e-mail or call.
2. Pick up calls received to the Customer Service line on ext. 102 and assist Petco stores on incidents providing information and resolution
3. Check voice messages and call back to Petco Stores the same day providing information and resolution on incidents
4. Maintain and Update the **Customer Service Tracker** for all incident reports, all calls and all voice mails received and resolved
5. E-mail summary of all Replacement Orders and Grand Opening Orders to the Production Department and the Warehouse Management for production of the following day.
6. E-mail the Customer Service tracker to the direct reporting line while copying the relevant departments every Monday
7. E -mail a summary which includes the number of incident reports in a Replacement Tracker and to the direct reporting line while copying the relevant departments every Friday
8. Follow up with Warehouse on all special orders by 12PM (US Time) and ensure they are pack and ready to ship-out
9. Coordinated with all TEkSS departments in catering to PETCO stores requests and inquiries
10. Creation and implementation of new processes and OPR's for CIS Int
11. Daily Customer Serve Meeting

# II. Customer Service between Petco Stores

**Incident Reports** – All e-mails received from Petco stores are named as “Incident Reports”. When the Petco store needs to report an incident which relates to a shipment from Tropical Fish International, CS department receives it in a mode of an “Incident Report”

**III. Tropical Fish International’s Common Incidents**

1. Status on PO
2. Shipment arrived with fish all dead
3. Shipment arrived with over 50% of the fish dead
4. Shipment received was damaged by courier service – UPS / Fed Ex Fish arrived sick
5. Did not receive certain fish /items which was ordered on the Purchasing Order

# Status on PO

Received an Incident Report requesting the Status of a PO!

1. Mostly the PO has already been shipped but the store has not closed and released the PO on their internal system to the head office, which makes the PO pop up as not being fulfilled by TFI. At this time all you need to is provide POD information to the store.
2. Log into the ETF website and look up the PO # under “PO Summary Totals Report” on EDI Details and check if the PO has already been shipped out or not.
3. If PO is shipped out and already delivered, click on the transaction # and it would route you to the courier company website which provides all information regarding the delivery. EG: Tracking #, Delivery date & time, Delivery received person. This information should be provided to the Petco store via e-mail by replying to the same e-mail on the incident report.
4. If the PO has already been suspended or cancelled, provide the suspended date via e-mail by replying to the same e-mail on the incident report to the Petco stores.
5. If PO’s have not been shipped, find out from the warehouse why the shipments were not shipped and provide this information to the Petco store via e-mail by replying to the same e-mail on the incident report.
6. If the PO is set to ship on the same day and if it is not delivered, assure the stores that the PO would be shipped within the same day via e-mail by replying to the same e-mail on the incident report.

Received a voice message requesting the Status of a PO!

1. Listen to the VM very clearly and gather information regarding the incident.
2. Investigate the PO on ETF (E-Tropical fish website) and identify the PO’s status. (Also check the courier company website for delivered PO’s)
3. Call the store back and try to reach the relevant party who left the voice message. If available provide all information regarding the PO. EG: Tracking
   1. #, Delivery date & time, Delivery received person
4. If called person is unavailable, speak to the store Manager or the Aquatic Specialist and provide the same information and by mentioning that you are following up on a voice message left by the specific person name and the this is regarding the status of the OP.

# Shipment arrived with fish all dead

When fish arrive dead the policy is to reship a replacement order to the Petco stores.

1. This incident is treated as an urgent request and should respond asap!
2. Log into the ETF website and look up the PO # under “PO Summary Totals Report” on EDI Details and check the PO and it’s line items very carefully.
3. Read the Incident Log & the Animal Groups on the Incident Report very carefully and Cross-reference these items with ETF’s PO Summary Totals
4. Make the appropriate replacements and inform the stores confirming that the reshipment will be shipped out the next day or same day if possible.
5. Afterwards, this information needs to be entered in the Replacement PO Tracker and should to be notified to production planning team to ensure a reshipment is prepared and prioritized to be shipped OR in case of same day reshipments
6. The same e-mail should be copied to Warehouse Manager (Andy) with a copy to the two main warehouse supervisors (Joel & Richard) to arrange the emergency replacement orders to be shipped out the same day or the following day.
7. Need to follow up on a daily basis with Joel Gonzales at 2:00PM and if not completed again at 3:00PM for a confirmation if the shipment is packed for dispatching (Call or send a text message)
8. If an emergency PO needs to be shipped out at any time, it needs to be completed and notified by latest 12:00PM US time, and send an e-mail to Joel Gonzales.
9. Once re-shipped get the tracking number from ETF and double check if the PO has been delivered. As a part of providing better customer service, you can also call the store back after the delivery and double check whether the fish arrived in good condition

# Shipment arrived with over 50% of the fish dead

The policy is if 50% or more fish are dead on a shipment a replacement order is sent out for the entire shipment.

1. This incident is treated as an urgent request and should respond asap!
2. This also needs to be treated as urgent and inform the store via phone call or e-mail that a replacement order will be arranged to ship out the following day.
3. The same procedure should be followed for replacement shipments as above mentioned for FISH ALL DEAD incident.

# Shipment received was damaged by courier service – UPS / Fed Ex

If the shipment is damaged by UPS or Fed Ex then we are not liable to replace the shipment.

1. In this instance in-order to help the store receive the same fish so that the store wouldn’t lose any sales, we could request the store to generate a brand new PO for the same fish.
2. Need to call back the store to find out after a few hours and speak to the same person to find out whether a new PO was raised and get the new PO# generated.
3. Inform Production Planning Department regarding the new PO# and ensure that it is prioritized and shipped out the following day.
4. Follow up with Joel Gonzales of the Warehouse during US hours and ensure that the PO gets prioritized and shipped somehow.

# Fish arrived sick

If fish arrives sick, a replacement shipment needs to be sent out for all the sick fish.

1. If 4 different types of fish were in the shipment and only one variety was sick, then you replace only the sick variety.
2. Inform production planning and ensure that they plan the replacement shipment to enter only sick fish variety to be shipped by the packer.
3. Keep in mind that the stores have limited space for each variety of fis,
4. If we over ship the store will not have space to hold the fish and TFI will have to get the fish returned back to us at its own cost

# Did not received some of the fish ordered on the Purchase order –

1. If the order consisted of 4 different varieties and only 3 were shipped out, need to request the store to have the PO open in their system and that we could arrange a replacement order to be shipped out for delivery.
2. Once the shipments is sent out a follow up needs to be done with the store and should speak to the same person to find out if the fish came in fine and affirm the shipment is complete and if they could receive the PO in full and release the PO from their system.
3. If we receive an incident report regarding shortages, TFI would not be doing any replacements for shortages. This is when a particular variety does not get shipped in full but gets partially shipped due to stock unavailability.