**CIS INTERNATIONAL HOLDINGS CORP**

**OPR FOR PO STATUS REQUESTS**

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| **SUBJECT** | **PO STATUS REQUESTS** |
| **DEPARTMENT** | **COUSTOMER SERVICE** |
| **RECORDER (Name & Designation)** | **VIKUM MARASINGHE (CSE)** |
| **APPROVEDBY (Name & Designation)** | **PURODHA PERERA (HOD CS)** |
| **CREATED DATE** | **06/20/16** |
| **LAST UPDATED (MM/DD/YY)** | **06/20/16** |
| **PATH ON NETWORK FOLDER** | **N/A** |
| **NO. OF PAGES INCLUDING THIS PAGE** | **2** |

**Status on PO**

Store Inquiries received by phone call or through an incident report via e-mail, requesting the Status of a PO.

* First update the weekly Customer Service Tracker with the information on the incident report
* Most of the time, 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. (Pls. refer OPR on how to provide a POD)
* Log into the ETF website, on the menu bar on the left hand side, look up the PO # under “PO Summary Totals Report” under EDI Details and check if the PO has already been shipped out or not.
* 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, signature of the person who received the shipment at the store. This information should be provided to the Petco store by phone call if the store called in or via e-mail, by replying to the same e-mail on the incident report.
* 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. Need to give a reason for the suspension. If the store themselves requested the suspension, provide information of the person who requested the suspension
* If PO’s have not been shipped, find out from the warehouse why the PO or PO’s were not shipped and get the expected ship out date from the warehouse, (inform the warehouse if the fish are available to prioritize the PO for ship out asap.) provide this information by responding to the same incident report via e-mail. It is very important to respond with an expected ship out date so the store does not release the PO off their system.
* If the PO is set to ship on the same day and if it is not delivered, assure the stores that the PO is being arranged for ship out today for arrival tomorrow via phone call the same day or by replying via e-mail to the same incident report.

**Voice messages received from stores requesting the Status of a PO**

* Listen to the VM (voicemail) very clearly and gather information regarding the incident.
* Update the Customer Service Tracker with all the information
* 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)
* Call the store back and try to reach the relevant party who left the voice message and provide status information. EG: Tracking #, Delivery date & time and the person who received and signed for the shipment.
* If not available speak to the store Manager or the Aquatic Specialist and provide the same information by mentioning that you are following up on a voice message left by the specific person name and the relating PO # and its status.