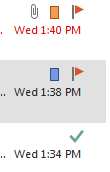
**CIS INTERNATIONAL HOLDINGS CORP**

**OPR FOR GENERAL TASKS**

|  |  |
| --- | --- |
| **SUBJECT** | **CSE GENERAL TASKS** |
| **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)** | **06/21/16** |
| **PATH ON NETWORK FOLDER** | **N/A** |
| **NO. OF PAGES INCLUDING THIS PAGE** | **3** |

***Organize e-mails and prioritize work / projects***

* Sort through emails received on the following day and prioritize them according to the urgency of the email for response and action.
* Prioritize emails and pending work according to their priority levels by flagging them accordingly for action or follow up. Please review the below screenshot.



* All assigned Projects will be actioned and updated as per the required due dates allocated

For completion.

**Respond, escalate and manage Client and internal requests**

* When starting daily work, log into your e-mail account and read through all the e-mails and open up the weekly customer service tracker to start logging information and any pending issues to follow up on.
* Respond to all incident reports e-mails on the same day received within the working hours parallel to the US Time Zone.

**Calls & Voice Massages**

* Pick up calls received to the Customer Service hot line on ext. 102 and assist Petco stores on any issues providing information.
* Check voice messages and call back to Petco Stores the same day providing information and resolution on incidents.

**Warehouse coordination (US - CA)**

* Coordinate with the ware house team when shipping out special attention Orders.
* E-mail a summary of all Replacement Orders and Grand Opening Orders to the Production Department and the Warehouse Management for production of the following day.
* Double check completion of all emergency orders with the warehouse at 12:00PM to ensure they are packed and ready for dispatching (call the packer). If not make a second follow up at 3:00PM to ensure all emergency orders are packed for shipping.
* Escalate any issues with regards to the shipments to the Chain store sales manager (Matt) or the Warehouse /Admin manager (Andy).

Note: information such as PO information and store details are not disclosed on the OPR’s adhering to the non-disclosure agreement with Petco.