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Your role in Wood Sales LLC is an Office Assistant: you are responsible for having and maintaining good netiquette when providing prompt responses to pricing inquiries, shipping information requests for both pricing and tracking, and accounts payable receivable queries.

# Netiquette Guidelines

This section covers the netiquette guidelines you must maintain to ensure customer satisfaction and repeat purchases.

## Prompt Responses

Wood Sales’ customers are shopping for products right now, which is why they are contacting you. By quickly returning any contact a customer has made, you increase the likelihood of a successful sale and gain the respect of the buyer by making them feel like you care. Any email contact must have a response from within 24 hours. All emails should be spell checked, and contain the company’s website, phone number, and email address in italics: A template of a generic response is in Figure 1.

Figure 1: A generic email response to a customer.

|  |
| --- |
| Good afternoon [customer’s full name],  [Professional body of email]  [Your name]  *Wood Sales LLC*  [*www.Woodsales.com*](http://www.Woodsales.com)  *206-555-1234*  *needwood@woodsales.com* |
| Source: Asher, Gregory. "Using Good Netquette." *Wood Sales LLC Employee Handbook*. Seattle: Wood Sales LLC, 2016. N. pag. Print. |

## Pricing Requests

When a customer is requesting pricing you have an opportunity to provide them information potentially resulting in a larger sale or even help them save money. At Wood Sales, we take advantage of this chance because it shows respect and boasts our wide variety of inventory. It also provides the company a chance for referral to friends and family. When you receive a request for pricing on any goods you should send the entire price list for all goods with their requested good highlighted.

## Shipping Information Requests

Customers may have two different reasons for contacting about shipping which results in varying response methods.

### Pricing

At this stage, the buyer does not need to know who the carrier of the goods may be but they do need to know what it will cost to have their product(s) delivered. You should send only pricing information and omit any carrier details. At the end of the email be sure to include “Have a wonderful morning/afternoon” followed by your name to show that you care.

### Tracking

Customers will occasionally contact you regarding the location of their goods. At this stage the sale has already been made but the interaction with the customer is not complete. Wood Sales stands by their customer until delivery of goods has been completed. Be respectful and help determine the product’s location including an estimated arrival time/date. At the end of the email include “Feel free to email me anytime regarding this shipment” followed by your name.

## Accounts Payable/Receivable Queries

Receiving contact from a customer or supplier in regards to payment needs to be handled promptly. No matter who owes money (Wood Sales or the customer) the request for information needs to be handled the same. If a customer is requesting information on how much they owe for what invoices, you should respond quickly with copies of their open invoice(s), total balance due, ensuring to indicate which invoices and the balance that is past due. Alternatively, if a supplier is contacting us for payment on invoices: you should inform the supplier that you have forwarded their email to the accountant and generally payments are mailed out every Monday morning.

# References

Asher, Gregory. "Using Good Netquette." *Wood Sales LLC Employee Handbook*. Seattle: Wood Sales LLC, 2016. N. pag. Print.

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