
UK CUSTOMER SERVICE GUIDELINE

Where is my order?

- Check order on Shopify / Despatch Cloud - Please refer to video.
- Checked if dispatched (fulfilled) or not dispatched (unfulfilled) - Please refer to video.

<p>If fulfilled - check the tracking number on Shopify, then put the order in the search bar on slack to see if it is on the rollover list.</p> <p>The outcomes possible:</p> <p>1: Delays with couriers 2: On roll over 3: Tracking not working</p>	<ul style="list-style-type: none">• If delays with couriers: the tracking is updating and it shows it will get delivered - USE MACRO CS - Order Update - "Fulfilled" - Delay with Courier <p>Please refer to video.</p> <ul style="list-style-type: none">• On rollover list - USE MACRO: CS - Order Update - "Fulfilled" - On Rollover <p>Please refer to video.</p> <ul style="list-style-type: none">• If the tracking shows no update /blank. USE MACRO: CS - Order Update - "Fulfilled" - Tracking not Working. <p>And assign the ticket to Delivery Problem / Michael and submit as open.</p> <p>Please refer to video.</p>

<p>If unfulfilled - we need to check why it was not sent out.</p> <p>The outcomes possible:</p> <ul style="list-style-type: none"> ● Item out of stock ● Item in stock 	<ul style="list-style-type: none"> ● Copy /paste each SKU on slack and check when they are due in stock. USE MACRO: CS - Order Update - "Un-fulfilled" - Items OOS <p>Please refer to video.</p> <ul style="list-style-type: none"> ● Item in stock - Copy /paste each SKU on slack and check when they are due in stock. USE MACRO: CS - Order Update - "Un-fulfilled" - Items in Stock <p>Please refer to video.</p>
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