

# Mike's Bikes Special Order System

## Overview:

The Mike's Bikes Special Order System has been designed to facilitate processing of special orders in as accurate and efficient manner as possible. There are now four tabs on the order form: "Parts/Accessories", "Bikes/Frames", "Warranty" and "Order Status":

## Parts/Accessories Tab:

(This tab is for new special order parts and accessories)

These orders are processed by MBD and require customer payment information to be entered on the form - **do not ring up in store**. If placing an order for an item that exists in Rpro, you must use that Rpro # and the MPN to ensure that the correct part is being ordered. If ordering a part does not exist in Rpro, you must use part #3 or the order will not be submitted. If ordering a part that's coming from QBP, enter the order directly on MikesBikes.com, please do not use this special order page for those orders. Credit cards are the only accepted form of payment for P&A special orders. Please allow 7-10 business days for delivery to your store. Any questions you have pertaining to these orders should be directed to Steve Bowen at 415.785.4944 ext 238. **Please do not give this number to customers.**

## Bikes/Frames Tab:

(This tab is for all bike/frame orders)

**Order Options:** There are two buttons at the top (next to the monkey), one for New Bikes/Frames the other for Crash Replacement/Warranty frames\*, please select which kind of order you are placing before filling anything else out.

**Payment:** These orders must be PIF in your store before submitting the order, and you must enter the Receipt # where that payment took place.

**Part #'s:** All new bike/frame orders need an rpro#, and if not available, please indicate part number 6 in the form. All orders must have the correct manufacturer part number; bikes are ordered based on that number.

**Processing Time:** All bikes will be ordered within 2 business days. Expect delivery to store within 7-10 business days, unless otherwise indicated.

**Order Status:** After submitting, an order # will display. Note this order # on your "Bike Sale-Hard Tag" for future reference. Questions on these orders should be directed to Demi Basiliades 415.785.4944 ext 246 TEMPORARILY until Kali Curry is up to speed. Or using the new "order status" page.

**Warranty Crash Replacement:** On orders of this type, enter the vendor's RA # if you have it. This will greatly speed up the ordering process. All crash replacement bikes and frames must be PIF and processed in rpro using part# 6. Questions pertaining to these orders should be directed to Jordan Smoke at 415.785.4944 ext 223.

## Warranty Tab:

(This tab is for all non-bike items considered defective or no-charge customer replacements.)

These items are handled by the RTV department (Return To Vendor). Please fill out the form completely. Manufacturer part numbers must be provided. If the vendor has given a Return Authorization number, please put that in the RA# field so we can reference that number with the vendor. Please allow 7-10 business days for your customers item to be delivered to your store. Items sent back to RTV must reference the order number provided by the Special Order System, please put this on the Mikes Bikes Warranty Card with the defective product. As always, providing more information will assist us in getting the proper items for your customer quickly. Questions pertaining to these orders or any RTV issues should be directed to Jordan Smoke at 415.785.4944 ext 223.

## Order Status Tab:

(This tab is used to check the status of your order.)

This tab has links to the B2Bs for Specialized, Raleigh, QBP, and Electra. You can use these websites to check item availability and order tracking. They give you the ability to search by: Order Number, Item Number, PO Number. These websites will provide you with an order date, a shipping date, and even a tracking number.

## Contacts:

### **Bikes/Frames**

Demi Basiliades (TEMPORARILY) 415.785.4944 ext 246  
[demi.basiliades@mikesbikes.com](mailto:demi.basiliades@mikesbikes.com)

### **Parts/Accessories**

Steve Bowen 415.785.4944 ext 238  
[steve.bowen@mikesbikes.com](mailto:steve.bowen@mikesbikes.com)

### **Warranty**

Jordan Smoke 415.785.4944 ext 223  
[jordan.smoke@mikesbikes.com](mailto:jordan.smoke@mikesbikes.com)

