



## Mike's Bikes Order System

### Overview:

Super Exciting News! The Special Order Page has now been upgraded to the **Mike's Bikes Order System**. This new format has been designed to improve in-store order processing and improve accuracy and efficiency. We have also added links to the order search page so that you can track orders from our main vendors. (Specialized, Raleigh, and QBP.)

There are now four tabs on the order form: "Parts/Accessories" "Bikes/Frames" "Warranty" and "Order Status":

### Parts/Accessories Tab:

These orders are processed by MB.com and require customer payment information to be submitted on the form. **Please do not ring up in store.** When submitting an order for an item that exists in Rpro, you must use that Rpro # and the MPN in the order to verify that the correct part is being ordered. If a part does not exist in Rpro, you must use part #3 or the order will not be submitted.

All forms of payment are allowed, except Store Credit. If a customer only has cash, use Rpro to convert the cash to a gift card and then submit the order.

Please allow 7-10 business days for delivery to your store. Any questions you have pertaining to these orders should be directed to Justin Skondin at 415.785.4944 ext 236. Please **DON'T give this number to customers.**

### Bikes/Frames Tab:

**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. The Receipt number is now required to process order.

**Part #'s:** All new bike/frame orders need to correct rpro#. If not available, please use part number 6 in the form. All orders need to have the correct manufacture part number; bikes are ordered based on that number.

**Processing Time:** All bikes will be ordered within 48 business hours, and expect delivery to store within 7-10 business days. (Unless otherwise indicated)

**Order Staus:** Please make a note of the order number on your "Bike Sale Form" for you to reference. You are now able to find the order and check status by using the order number. Also, questions can be directed to Melissa Meadows at 415.785.4944 ext 246.

**\*Warranty Crash Replacement:** will now have a text field appear, titled **RA#**. If the vendor has started a Return Authorization number, please put that in the RA# field, so that we can use that as reference when completing the order. 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:

These items will be dealt with by RTV. Please fill out the form completely. Manufacturer part numbers must be provided. If the vendor has started 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. The more information you can provide, the better. It will assist us in getting the proper items for your customer quickly. Questions pertaining to these orders should be directed to Jordan Smoke at 415.785.4944 ext 223.

### Order Status Tab:

This tab now has links to the IBDs for Specialized, Raleigh, and QBP. 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**

Melissa Meadows 415.785.4944 ext 246  
[melissa.meadows@mikesbikes.com](mailto:melissa.meadows@mikesbikes.com)

#### **Parts/Accessories**

Justin Skondin 415.785.4944 ext 236  
[justin.skondin@mikesbikes.com](mailto:justin.skondin@mikesbikes.com)

#### **Warranty**

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