Mike's Bikes Special Order System

Overview:

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

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 in 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. 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. But, please **don't 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. The Receipt number is now required to process order.

Part #'s: All new bike/frame orders need an rpro#, and if not availble, please indicate 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: After submitting, your order number will no longer fade away. Please make a note of the order number on your "Bike Sale-Hard Tag" for you to reference. Questions on these orders should be directed to Melissa Meadows at 415.785.4944 ext 246. Or using the new "order status" page.

***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:

(This tab is for all items considered defective or customer replacement returns)

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. As always, the more information you can provide, 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 should be used to check the status of your order)

This tab now has links to the IBDs for Specialized, Raleigh, QBP, and Cannondale. 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	Parts/Accessories	Warranty
Melissa Meadows 415.785.4944 ext 246	**Justin Skondin** 415.785.4944 ext 236	**Jordan Smoke** 415.785.4944 ext 223
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