

Mike's Bikes Special Order System

Overview:

The S/O System has been designed to process special orders (S/Os) as accurately and efficiently as possible.

Parts/Accessories Tab:

(For new special order parts and accessories)

These orders are processed by MBD and require customer payment information to be entered on the S/O 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 on the S/O form to ensure that the correct part is being ordered. If ordering a part does not exist in Rpro, you must use part #3 on the S/O form 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. *Reminder: Bikes in for repair do not require payment up front.* 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:

(For all **bike/frame** orders)

Order Options: At the top of the form (next to the monkey), indicate whether this order is for a New bike/frame or Crash Replacement bike/frame.

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 must have an RPro#. If a proper RPro # is not available, use part number 6 on 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 Kali Curry at 415.785.4944 ext 317.

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 on these orders should be directed to Jordan Smoke at 415.785.4944 ext 223.

Warranty Tab:

(To order any **non-bike** items considered defective or no-charge customer replacements)

These items are handled by RTV (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 the item to be delivered to your store. Items sent back to RTV must reference the order number provided by the Special Order System - Please record 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. On these sites, you can check item availability and track orders (search by Order #, Item #, or PO #). These websites will provide you with an order date, a shipping date, and even a tracking number. For QBP S/Os submitted through mikesbikes.com, you can check status on the "My Account" page on mikesbikes.com. (Order #, customer's last name and billing zip code required to search)

Contacts:

Bikes/Frames

Kali Curry 415.785.4944 ext 317
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Parts/Accessories

Steve Bowen 415.785.4944 ext 238
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Warranty / RTV

Jordan Smoke 415.785.4944 ext 223
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