Customer Service Team Responsibilities Q1. How can a customer inquire about a product and what happens after a product inquiry is submitted? A. If a customer wants to know about a product's details such as price, availability, or other information, they need to submit the form available under the product page. This submission raises a P&A request in the CRM, which is then assigned to the team. After reviewing the request, the team follows up by: - Contacting the vendor - Creating a quote for the customer If the customer is satisfied with the quote, the request may be converted into a Sales Order after further communication via phone or email. Q2. How can a customer place an order and How does order tracking work? A. Placing Orders : Customers can place orders through: - The PROS Parts website - Contacting the sales team Order Tracking - After placing an order, customers receive a confirmation email with tracking information. - For further assistance, they can contact customer service. Q3.What are the different types of orders? A. Types of Orders: a. Pre-Orders - The Sales Order remains in Incomplete status due to missing details such as weight, quantity, or shipping method. - The order is marked as Back-order until it is fulfilled. - The team contacts vendors to procure the necessary items, generating a Purchase Order. - Once the Purchase Order is completed and stock is available, the order can be fulfilled. b. Completed Payments - If payment is confirmed and stock is available, a tracking number is assigned. - Once the process is finalized, the Sales Order is marked as Complete. - Customers can submit SalesOrder requests related to their order via the Order Status form, which will be assigned to the Sales Order team. Q4. How do we manage eBay listings? A. The team manages product listings on eBay, including: - Adding, Updating and Deleting products. - Only products with stock greater than 1 are listed. - Listings are managed through an automated processing system, where necessary sheets are downloaded and updated accordingly. Q5. What is the purpose of the Re-Order Register and How does it work? A. The Re-Order Register tracks stock levels to ensure necessary inventory stock for an Item is maintained. Example Scenarios - Example 1: If 18 sales orders quantity were placed for an item over the last 6 months, the system recommends stocking 3 per month. - Example 2: If 2 sales orders quantity exist for an item but only 1 is in stock, when you run the register the system indicates 1 more unit needs to be stocked. Q6. Where can customers find information on returns and shipping? A. Customers can refer to the respective blogs for information about returns, shipping policies, and FAQs. Q7. How does the CRM and Client handle requests? A. Sales Order requests and P&A requests (product inquiries) are sent to the CRM and assigned to the appropriate salesperson. - The client reviews requests and creates quotes or activities based on the inquiry. - All communication between the customer and the team happens via phone or email. Q8. What are the parameters are required to Place an Quote. A. There are different parameters like Name, Email, Phone Number, Address and Comments which are in P&A Requests Form. If a customer wants to know about a product's details such as price, availability, or other information, they need to submit the P&A Request form available under the product details. Q9. How can customers report site issues? A. If customers encounter any issues with the website (e.g., broken links, missing content, or technical errors), they can: - Report the issue via phone or email. - Provide a screenshot of the issue for better troubleshooting. Frequently Asked Questions (FAQs) Q1. How can a customer modify or cancel an order after it has been placed. A. Customers can cancel or modify their orders by: - Calling the customer service team. - Sending an email with the order details. Note: If an order type is No Cancellation/No Return , it may not be possible to cancel the order. Q2. How long does it take for a product inquiry to receive a response? A. The response time depends on the complexity of the request. - Most product inquiries are answered within 24 to 48 hours. - If vendor confirmation is required, it may take slightly longer. Q3. What should a customer do if they receive a damaged or incorrect item? A. Customers should: - Take a photo of the damaged or incorrect item. - Contact customer support via phone or email. - Provide order details (order number, item name, issue description). - The support team will assist with replacement, refund, or return processing.