Clarification on Process Details

* Do we provide promotional codes? if yes , how the codes are generated ?  
  Yes, only in case the 10% welcome discount offered in specific countries fails or in case of compensation we offer 10% discount and also in specific situations mentioned in KB we offer 10% for next purchase. In the scenario "Refunded instead of exchanged", we provide 15% discount. Other than that, in case of issue with a specific promotion, after reporting it from your side, we stick to what Online Operations tells us.  
  10 and 15 % discounts can be found in the Sharepoint, where only Team Leaders can access, so that would be an escalation from agent to TL.
* In situations where we recommend that a customer cancel their order and place a new one , specifically when the original order was made during a sale that has since ended, and the customer wishes to reorder the same items, do we offer a price adjustment in this instance?  
  Why the customer wishes to cancel and reorder the same items? You mean in case original items bought with promotion were cancelled due to out of stock?
* The order status process map indicates a scenario with no tracking capabilities for 5 days, while the PDF document on order status states 4 days for the same situation. Which duration is correct?  
    
  Correct is 5 days. I think we fixed the discrepancy in all documents... :S Can you send a screenshot or tell me where you still see "4 days". Thanks!  
  Regarding order statuses in box "Order status (no-integrated carrier)" you will receive a communication today as there has been an update in Salesforce yesterday and some unnecessary states have been hidden 🙂 I'll send you the updated document.