



WELCOME TODAMART MODULE 2

 DAMART

The DAMART logo consists of a stylized red lightning bolt icon followed by the word "DAMART" in a bold, dark grey sans-serif font.

Purpose of the Training

- To give you a greater understanding of Damart's processes and procedures.
- It's to learn and develop new skills and gain knowledge that is essential to carrying out your job role.



Outcome of the Training



- Deal with any returns that have failed to be collected.
- Raise an inquiry with EVRi, the company we use to deliver and collect our parcels.
- Advise a customer of their balance, credit limit, credit availability, payment due, and statement dates.
- Amend/ update/ delete a customer's details.
- Check what a customer has ordered, and how it was paid for, and send a Free Post label.
(Circumstances to be considered).
- Send a catalog.
- Reduce or stop mailings (Post and email).
- Follow the Third-Party rules.
- Display phone etiquette.

Security

For Security Purposes you must ask the customer to confirm:

- **THEIR FULL NAME (including first name)**
- **THE FIRST LINE OF THEIR ADDRESS**

THIRD PARTY SCENARIO

Who is a Third Party?

- Anyone calling on behalf of the customer such as a relative, carer, friend, etc.

For Security Purposes you must ask the third party to confirm:

- **THE CUSTOMER'S FULL NAME**
- **THE CUSTOMER'S FIRST LINE OF ADDRESS**
- **THE CUSTOMER'S DATE OF BIRTH**
 - OR THE CUSTOMERS (TELEPHONE NUMBER) OR (THEIR LAST ITEMS ORDERED).

IMPORTANT! If the Third Party does not pass the security questions, ask the customer is there to give authorisation to use the account on their behalf, if not there ask the Third Party to call back when the customer is available.



Failed Collections

The customer may need to call back on occasion as the courier has not collected their parcel on the arranged date.

Step 1

- Always apologize to the customer and advise that you will look into why the parcel has not been collected.



Step 2

- Check the Return Collection screen to see what day has been arranged.
- Advise the customer of the collection date if it hasn't passed and that the couriers can collect up to 8 pm on the arranged collection date.

Collection Detail

Date

Collection Date	Status
12/10/2023	Awaiting Collection
09/10/2023	Cancelled
05/10/2023	Cancelled
04/10/2023	Cancelled
04/10/2023	Cancelled
02/10/2023	Cancelled

Add Collection

Cancel Collection

Amend Instruction

If the date has passed, the following needs to be considered, is this a:

Failed Return Collection

is when a collection has been arranged by an advisor on one or more occasions and the courier has failed to collect the parcel from the customer.

Why does this happen?

There are many reasons, it could be the courier could not find the address, the courier was off sick that day, the customer was not in and didn't leave in a safe place, etc. This is why we complete a 'Webform' and send to EVRi to investigate.

Pre- Sub Failed Collection

is when a collection has been arranged by an advisor and due to a system error, the address has not been sent to the courier, therefore the courier is unable to collect the parcel as arranged.

Why does this happen?

This usually happens when there are too many addresses stored on the customer's account and the system does not know which address to use.



Failed Return Collection (1 & 2nd)

Step 3

- Check the customer's address (from any screen)

Step 4

- Obtain the order number from the Order Enquiry Screen> Order Details



Step 5

- Complete a **WEBFORM** on the **EVRi website** so EVRi can investigate why the parcel has not been collected and let us know so we can contact the customer if we need to.



Step 6

- Check how the customer has paid for the return in Order Enquiry> Order Details.



Step 7

- If **Personal Account**, send a memo using the category '**Multiple Failed Returns Collection**' asking for the account to be adjusted.
- (**FULL PAYMENT CUSTOMERS** will not have been charged at this point).



Step 8

- Re-arrange a new collection, free of charge.

How To Use EVRi and raise a WebForm

Log into the EVRi Website.

- Click on option 2 – Parcel details.

The screenshot shows the EVRi Client portal interface. At the top, it displays the client name "DAMART". Below this, there is a section titled "What would you like to do?" containing six numbered options:

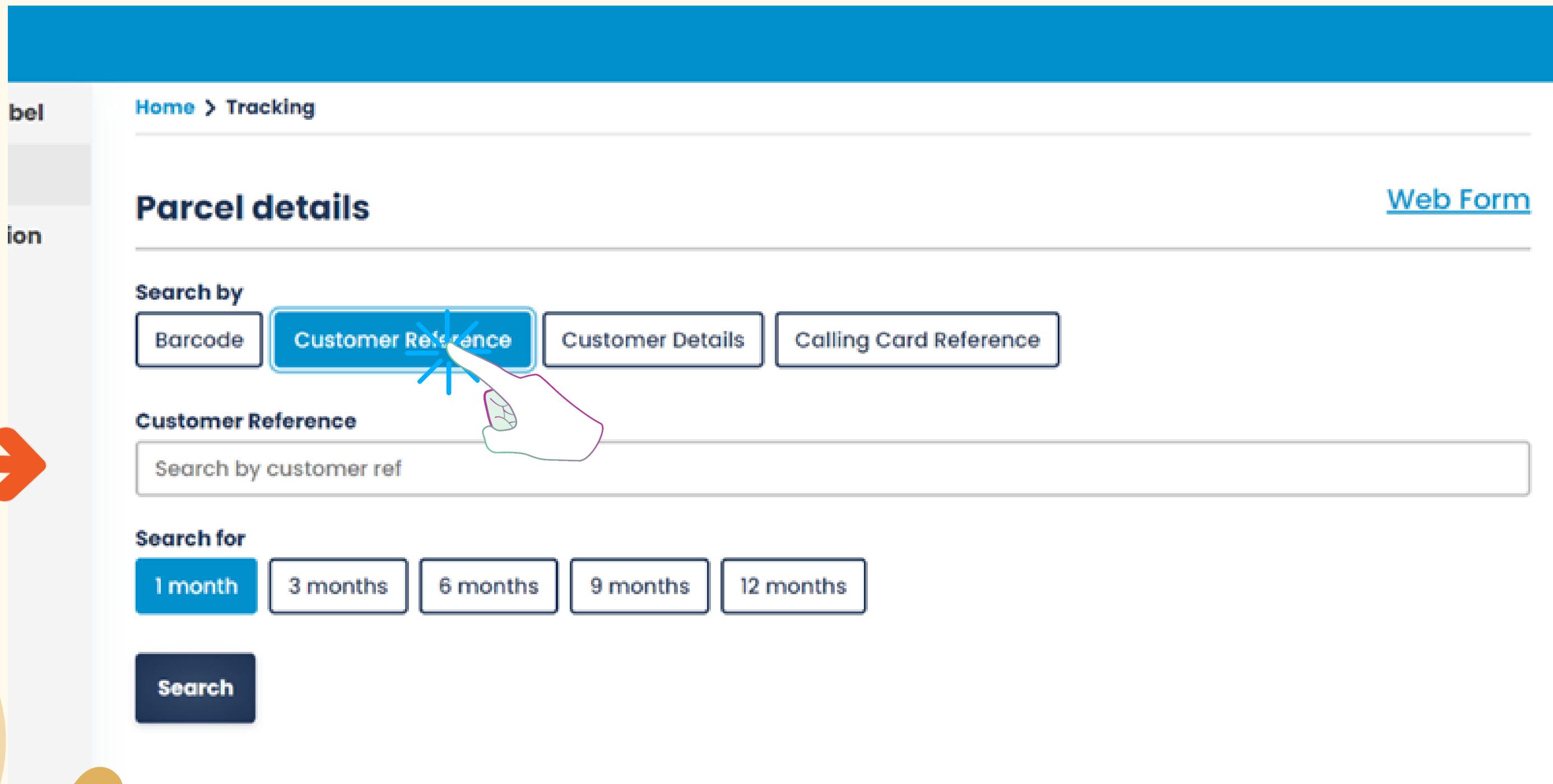
- 1 Create delivery label: Create a new label for your parcel
- 2 Parcel details: Track and manage parcels
- 3 Re-book a collection: Re-book a failed collection
- 4 Collection details: Track collections
- 5 Batch collections: Upload a batch of collections for your parcels
- 6 Web form: View the web form

An orange arrow points to the "Parcel details" option (option 2).

Click on Customer Reference.

Enter the customer's order number in the Customer Reference field and click search.

- (If not available use the Customer Details tab and enter the customer's surname and postcode).**



- Select the customer's order and click on Web Form.

Parcel details

[Web Form](#)

Search by

[Barcode](#) [Customer Reference](#) [Customer Details](#) [Calling Card Reference](#)

Customer Reference

Search for

[1 month](#) [3 months](#) [6 months](#) [9 months](#) [12 months](#)

[Search](#)

Please select a barcode for this customer

Barcode	Customer name	Cus	Ref	Other Ref	Postcode	Latest	Status
T00JJA0066550428	Doris Bishop	540694945	-		TF92JZ	24/01/2023	Secure delivery (Back door)

- Complete the form using **evrinet@damart.com** as point of contact.
- Click Search.

Home > Web Form

Client Enquiry Webform

First name *

Last name *

Email (updates will be sent here) *

Tracking Number

Search

- Select the following options highlighted in blue.

If you need to raise an enquiry, please select from the following options

Collection Enquiry

Delivery Enquiry

Its about something else

Report damage to my customer's property

Provide feedback on my customer's delivery experience

I need to report a critical issue

They had a great experience

The experience could have been better

Behaviour

Attitude

Driving

Harassment

Something else

- In the comments add 'FAILED COLLECTION'.
- Click Submit Enquiry.

Behaviour **Attitude** **Driving** **Harassment** **Something else**

Please can you give me a brief description of what's happened?

Subject field *

Evri email enquiry T00JJA0057744733

Enquiry comments *

REF: FAILED COLLECTION

File Upload ①
Optionally upload 2 photos to support the issue

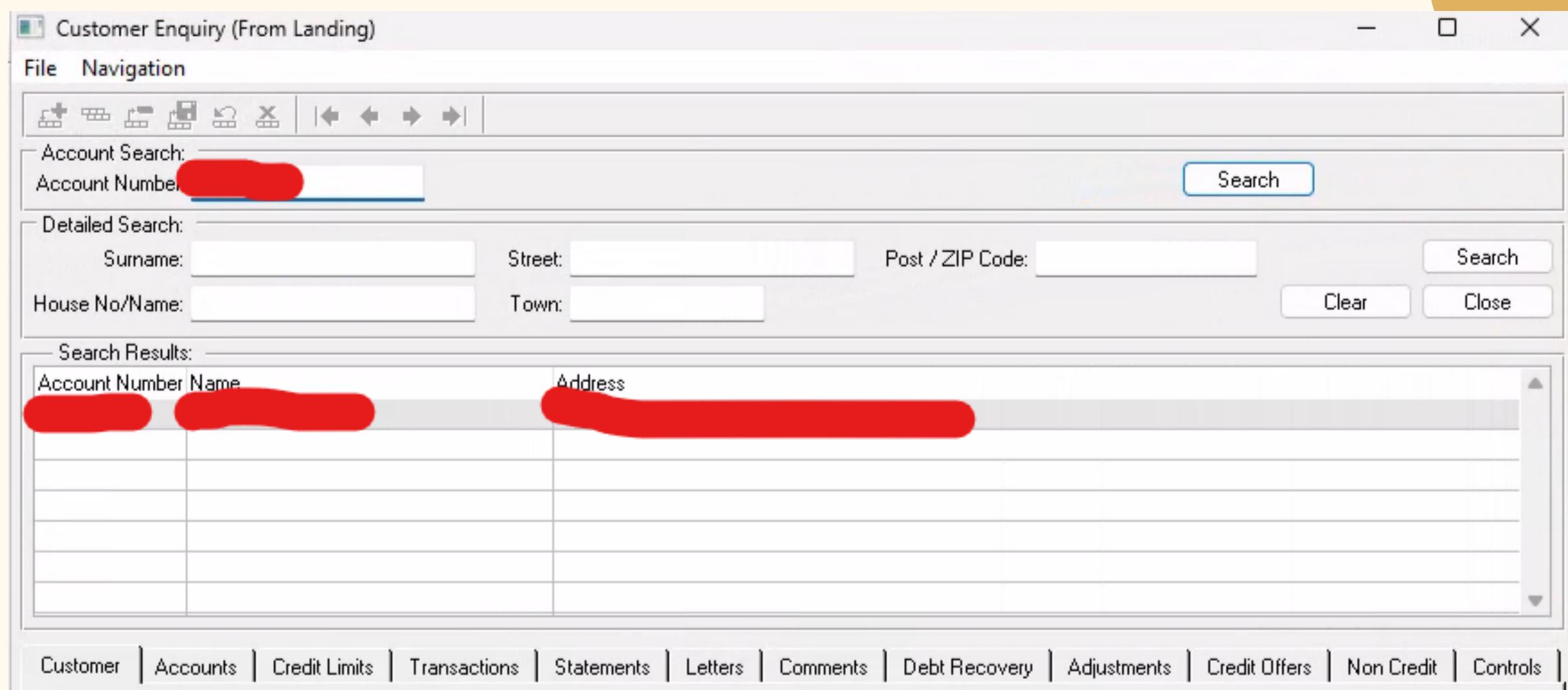
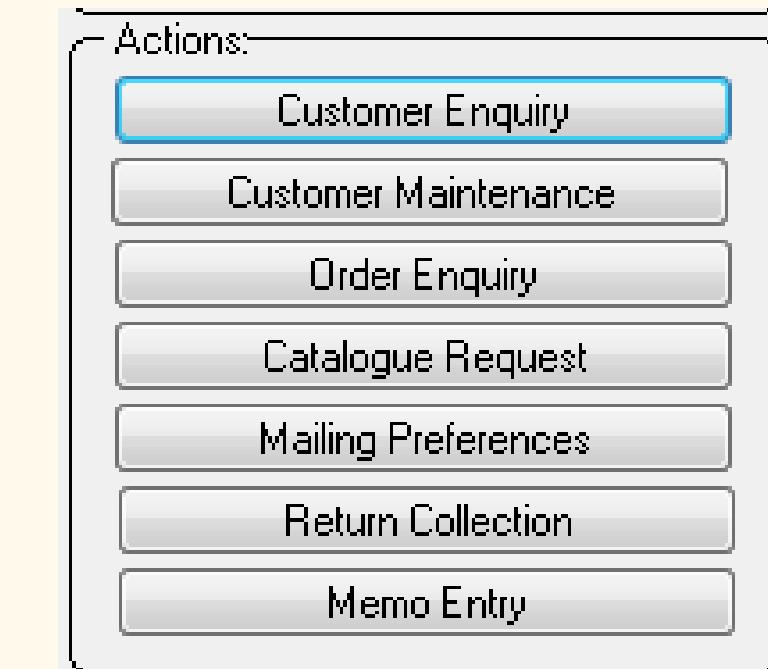
+ Choose a file

Submit Enquiry

Additional Screens

CUSTOMER ENQUIRY

- Used for viewing the customer's:
 - Balance
 - Credit limit
 - Available credit
 - Payment Due Dates
 - Statement Dates
 - Used for adding a comment.



- (1) Balance – this is the current balance on the account. If it has a CR or a minus next to it, it means the balance is in credit.
- Credit Limit – this is the total amount the customer has to spend
- Available credit – this is the remaining amount the

Global Information:

- Control Code:
- Control Type:
- Balance: **0.00**
- Available Credit: **250.00**
- Credit Limit: **325.00**
- Date Vetted: **06/06/2017**
- Score Scheme: **Delphi 9**
- Vetting Score: **1063**
- Match Indicator: **3**

Accounts:

- Company: **Damart - Credit**
- Control Code:
- Message: **No message**
- Suppress 2nd Placements Freeze Cr.Limit Active DD
 Keep Statements Charge Interest
- CCA:

 - Sent: **21/05/2022 | BNPL**
 - Returned:

- New CCA Return:
- Statement Details:

 - Last Date: **20/09/2023**
 - Pay Day: **11**
 - Last Changed: **15/04/2021**
 - Expected Next:
 - Last Status: **Up to date balance nil**
 - Worst Status: **1 month in arrears 29/01/2019**

1 **2**

Balance: **0.00**

Credit Limit: **325.00**

Available Credit: **325.00**

Arrears: **0.00**

Payment Due: **0.00**

Due Date:

Next Payment:

Months To Pay: **0**

Payment: **0.00**

Interest Due: **0.00**

DC Balance: **0.00**

Date Joined: **21/11/2007**

Items to Follow: **0**

N/C Balance: **55.86**

View

Amend

- (2) This indicates when the last statement was issued (we must allow 10 days for the customer to receive this) and when the next statement is expected to be issued.

Adding A Comment

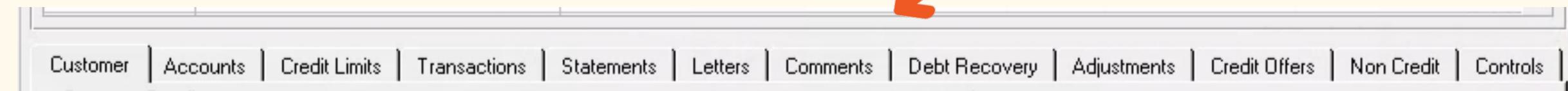
To provide a more efficient service to our customers we can add a comment to a customer's account.

This is for reference only; nothing will be actioned from a comment but may help others when dealing with the customer.

All comments must be constructive, fact, and no opinions.

The customer has the right to see everything on their account.

- Nothing will be actioned from a comment.



Comments:

Company: Global

Date	Time	Type	User	Comment
10/10/2023	11:10	002 - Comment Manually Added	Amanda Loftus (Louis)	
28/09/2023	13:27	002 - Comment Manually Added	Fern Delaney (Louis)	test
12/07/2023	16:32	002 - Comment Manually Added		Test
14/06/2023	13:48	002 - Comment Manually Added		Catalogue request
17/05/2023	10:42	002 - Comment Manually Added		catalogue request
04/05/2023	11:23	002 - Comment Manually Added		CATALOGUE REQUEST
08/11/2022	13:27	002 - Comment Manually Added		Catalog request
02/11/2022	10:48	002 - Comment Manually Added		catalogue request
01/11/2022	14:30	002 - Comment Manually Added		CATALOGUE REQUEST
01/11/2022	14:25	002 - Comment Manually Added		Catalogue Request
01/11/2022	14:24	002 - Comment Manually Added		Catalogue request
01/11/2022	14:23	002 - Comment Manually Added		Catalogue request
25/10/2022	14:18	002 - Comment Manually Added		CATALOGUE REQUEST
25/10/2022	14:18	002 - Comment Manually Added		Catalogue request

Details:

Within 3 to 4 days

Add

Click 'Add'.

- (Found in the bottom right-hand corner).

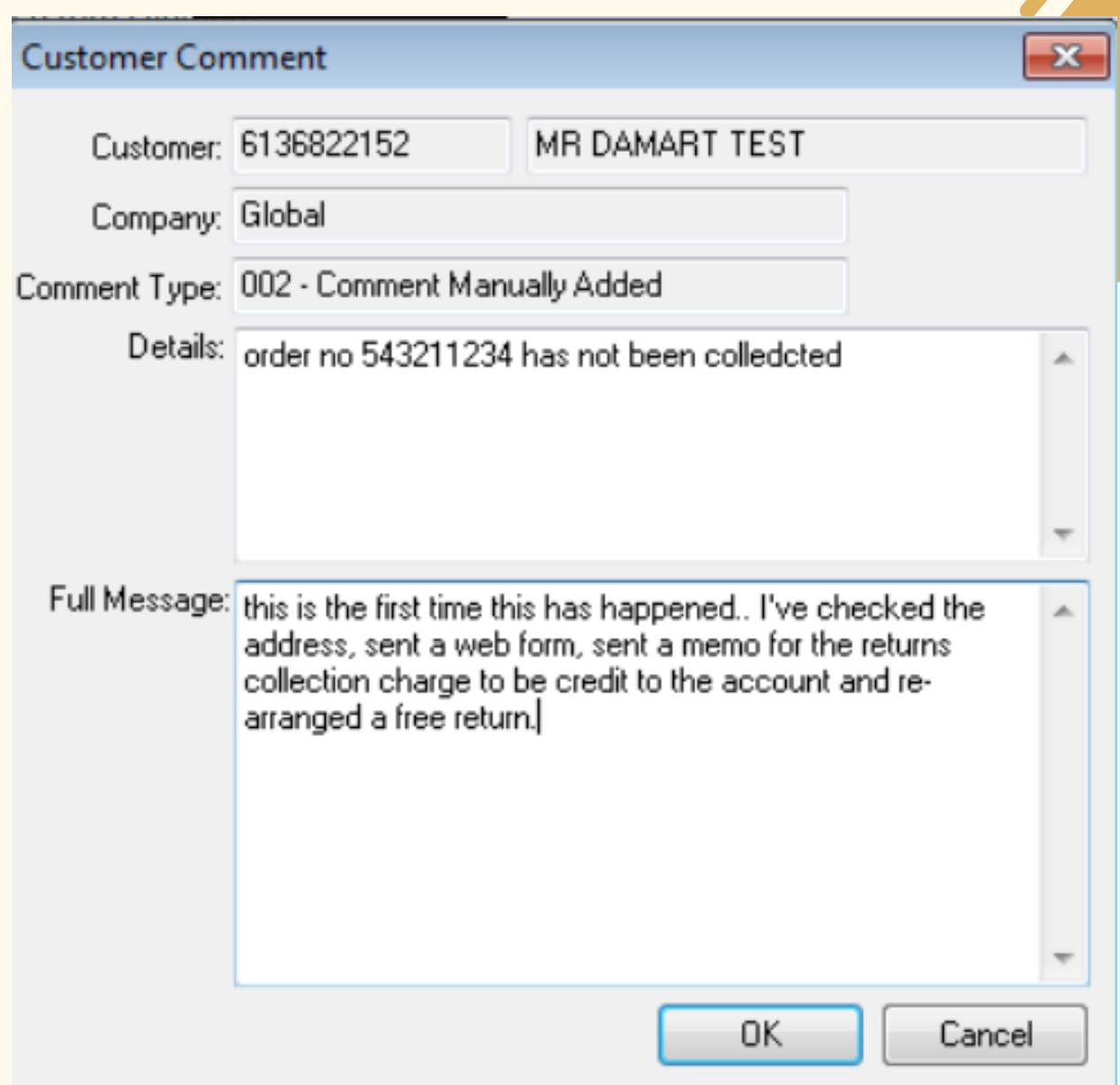
Add your message.

Detail – is the comment subject.

Full Message – is the body of the message.

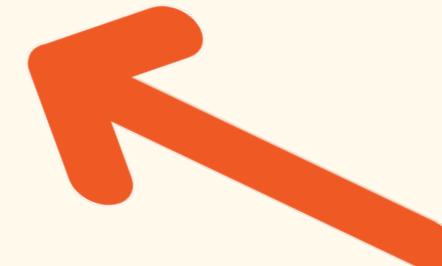
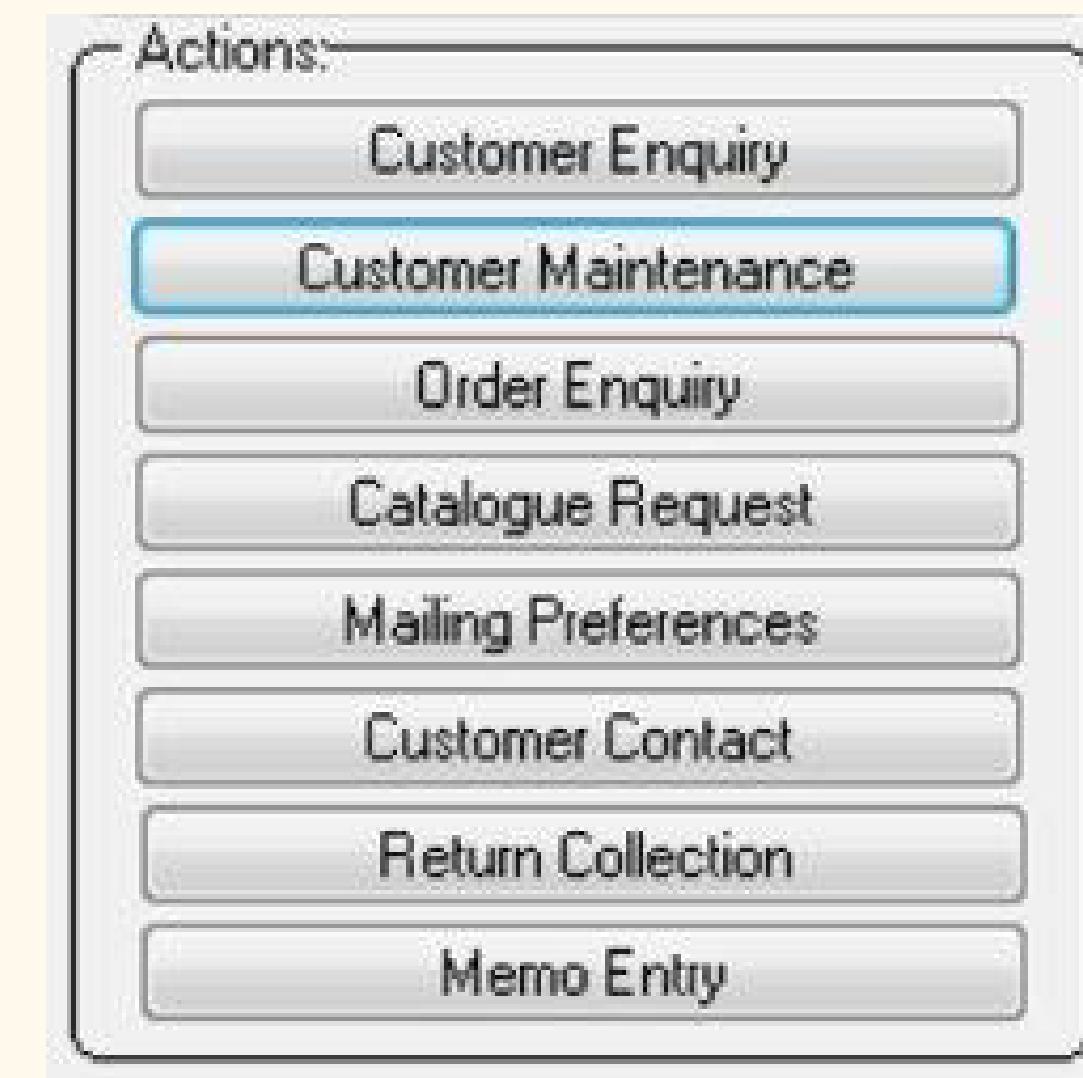
Click ok.

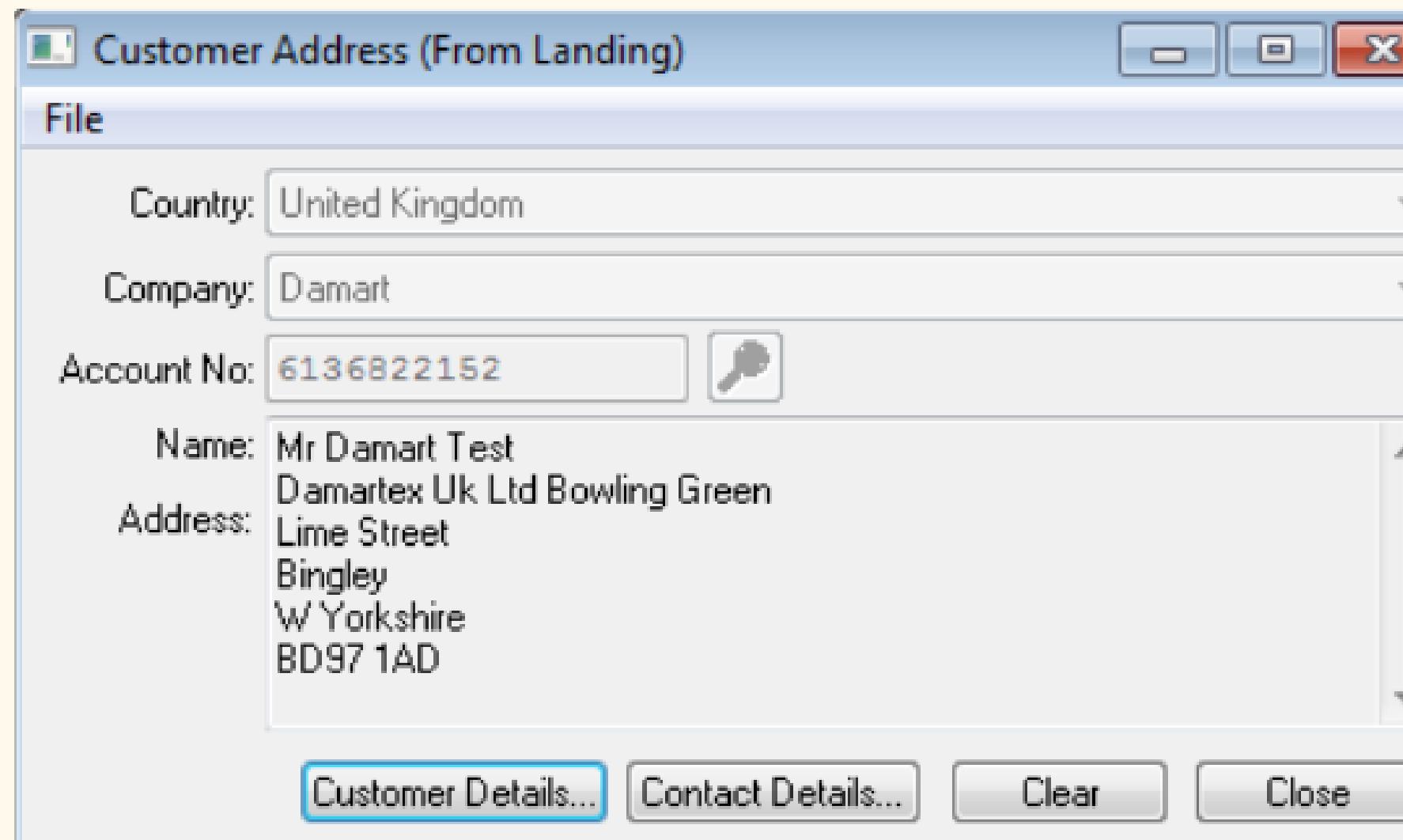
- Click cancel if the comment does not need to be added.



CUSTOMER MAINTENANCE

1. Used to amend/ update/ delete a customer's:
2. Home Address
3. Date Of Birth
4. Telephone Number
5. Mobile Number
- Email Address (add only)



A screenshot of a Windows application window titled "Customer Address (From Landing)". The window has a standard title bar with minimize, maximize, and close buttons. A "File" menu is visible. The main area contains several input fields and controls:

- Country: United Kingdom
- Company: Damart
- Account No: 
- Name: Mr Damart Test
- Address:
Damartex Uk Ltd Bowling Green
Lime Street
Bingley
W Yorkshire
BD97 1AD

At the bottom are four buttons: "Customer Details..." (highlighted in blue), "Contact Details...", "Clear", and "Close".

CUSTOMER DETAILS

enables you to AMEND,
UPDATE and ADD the
customer's date of birth,
telephone and mobile
number, home address
and email address.

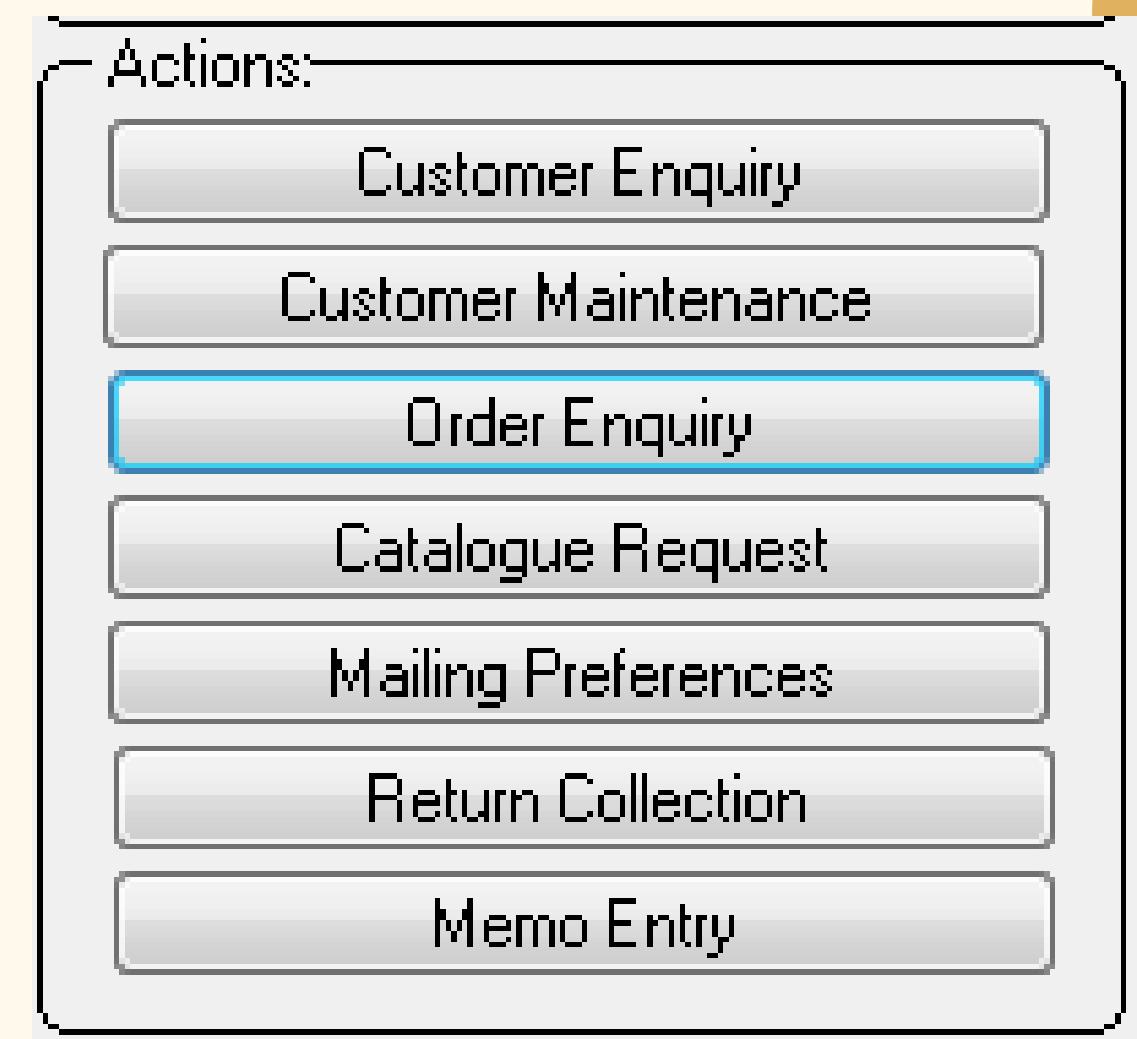
CONTACT DETAILS

enables you to DELETthe
customer's date of birth,
telephone and mobile
number, home address and
email address.

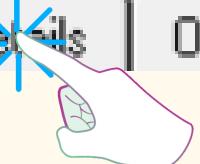
ORDER ENQUIRY

Used to:

- Check what a customer has ordered and how they have paid for an order.
- To send a Free Post Return Label when one has not been received.



Customer Details | Order Details | Offer Restrictions | Order Items | Despatches | Contact History | Returns | Payment Details



Order No	Order Date	Time	Note	Account Number	Customer	Address	Order Value	Status
541685990	12/06/2023	14:11	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	63.99	Valid
541439493	10/05/2023	14:49	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	39.99	Cancelled
541390591	03/05/2023	14:03	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	118.99	Cancelled
541382348	02/05/2023	14:00	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	29.49	Cancelled
541382171	02/05/2023	13:51	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	77.98	Complete
541360577	28/04/2023	14:20	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	119.98	Valid
541285792	18/04/2023	14:53	No	6136822152	Mr Damart Test	Damartex Uk Ltd Bowling Green Lime Stre	22.18	Cancelled

Highlight the order you wish to view by clicking anywhere on the order line.



Customer Details | Order Details | Offer Restrictions | Order Items | Despatches | Contact History | Returns | Payment Details

Order Number: 541685990 Payment Types:

Order Date: 12/06/2023 Time: 14:11

Channel: Telephone

Order Value: 63 . 99

Status: Order Header Status Valid

Referred Reason:

Credit Limit: 250 . 00 P/A Balance: 0 . 00 Available: 214 . 09

Offer Code: 77638 SS23 April Statement - Cust in

Offer Alias:

Delivery Address: Damartex Uk Ltd Bowling Green Lime Street Bingley W Yorkshire BD97 1AD United Kingdom

Delivery Instructions:

Gift Description:

Created By: Unknown Note...

Actions:

Cust Enquiry Return... Cancel Order... New Order... Order Errors... Letters... Contact... Referred... Free Gift... Free Post... Memo... Refund...

Payment Type details how the customer has paid for the specific order.



Free Post Label Request (From Order Details (From Landing))

File

Company: Damart

Account No: 6136822152

Name: Mr Damart Test

Address: Damart Bowling Green Mills
Lime Street
Bingley
W Yorkshire
BD97 1AD

Reason: Select...
Select...
01 Faulty Item
02 Wrong Item Sent / Picking Error
03 FPL Not Received After Being Sent
04 Parcel Sent To Wrong Address
05 Duplicate Order
06 Prepaid Label With Charge

Order Details
Order Number: 541

REMEMBER:

Firstly, the customer MUST always be offered a 'Returns Collection'. We will send a Free Post Label but only after a Returns Collection has been offered and the customer has declined.

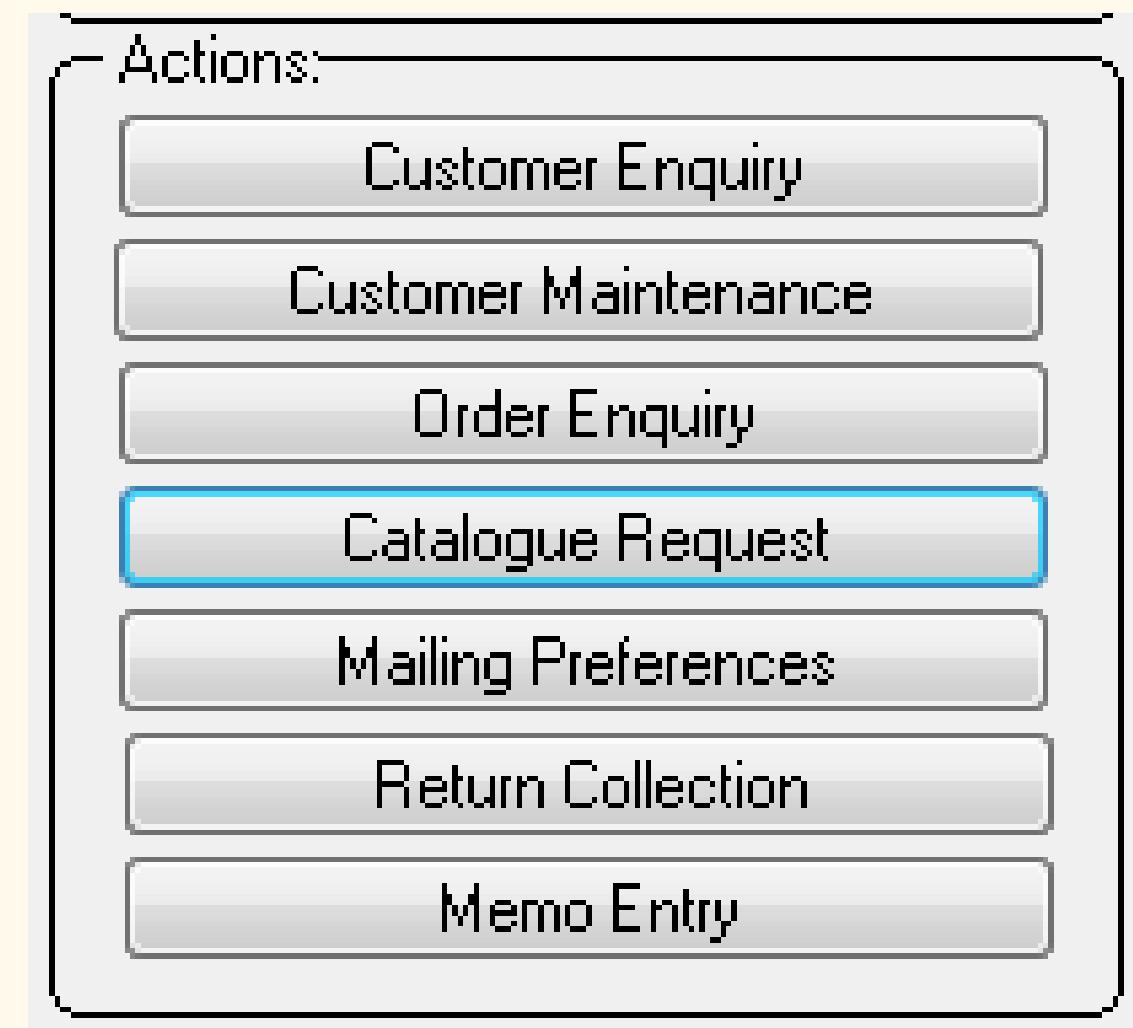
A Free Post Label will only be sent when a item(s) has been received that is damaged, faulty, wrong sent or the customer has had a failed return.

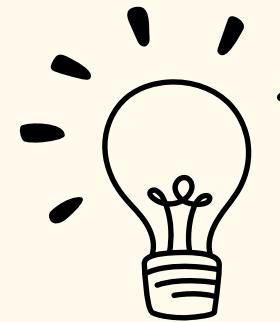
The label is a Royal Mail label that must be stuck to the front of the parcel and taken to the Post Office. Labels can take up to 14 days to arrive with the customer.

CATALOGUE REQUEST

Used to:

- Send a catalogue to the customer.





The catalogue will be with the customer within 10 days.

Select the catalogue you wish to send if there is more than one by highlighting the line.

Click Submit.

- If not sending a catalogue, click Cancel.

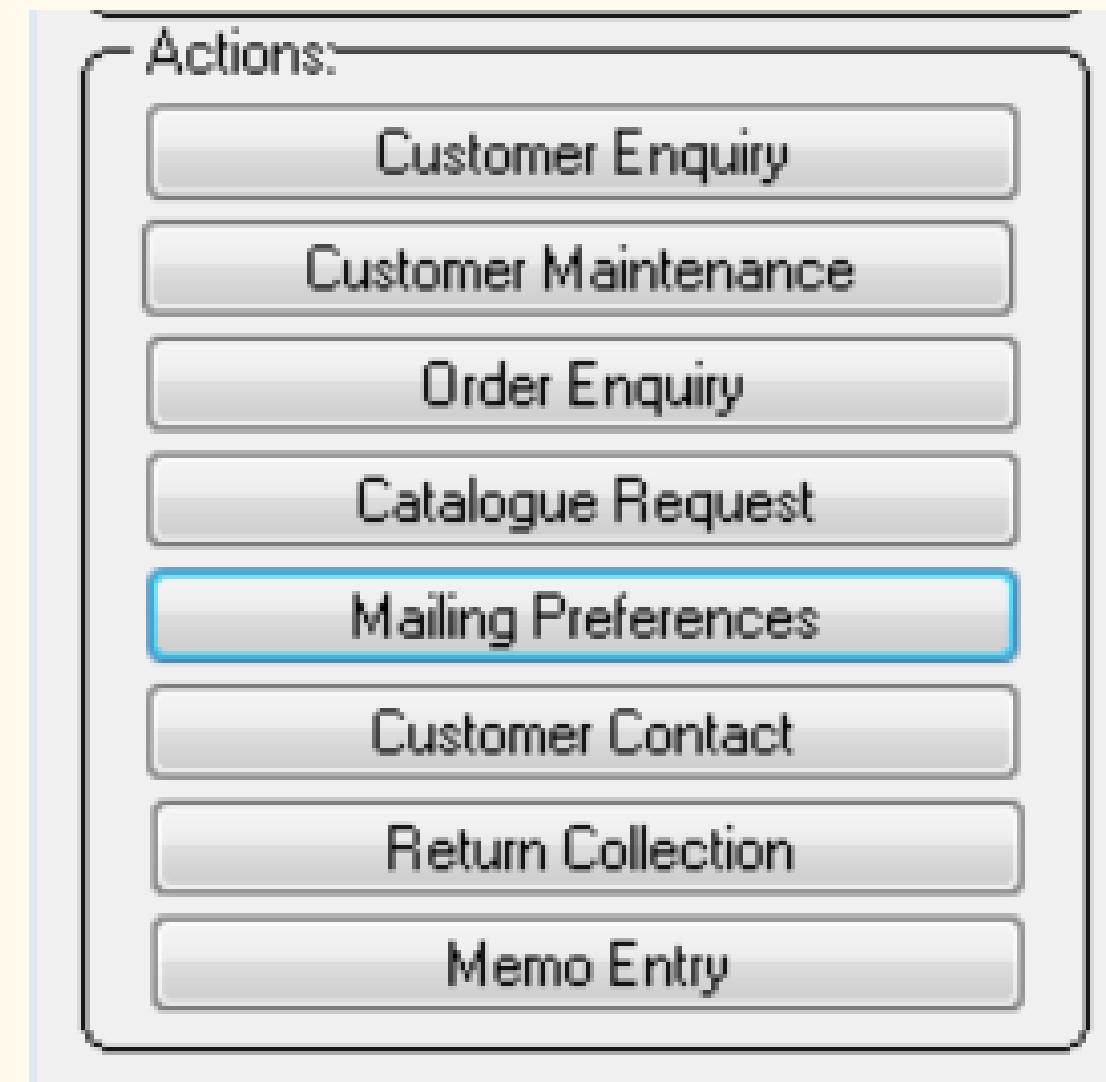
NOTE:

We cannot send to family/ friends (if the customer requests) due to system restraints.
For anybody other than the customer, the call would need to be transferred.

MAILING PREFERENCES

Used to:

- To communicate with customers the way they want us to.
- Reduce or stop mailings or emails being sent.



Do not contact by.....

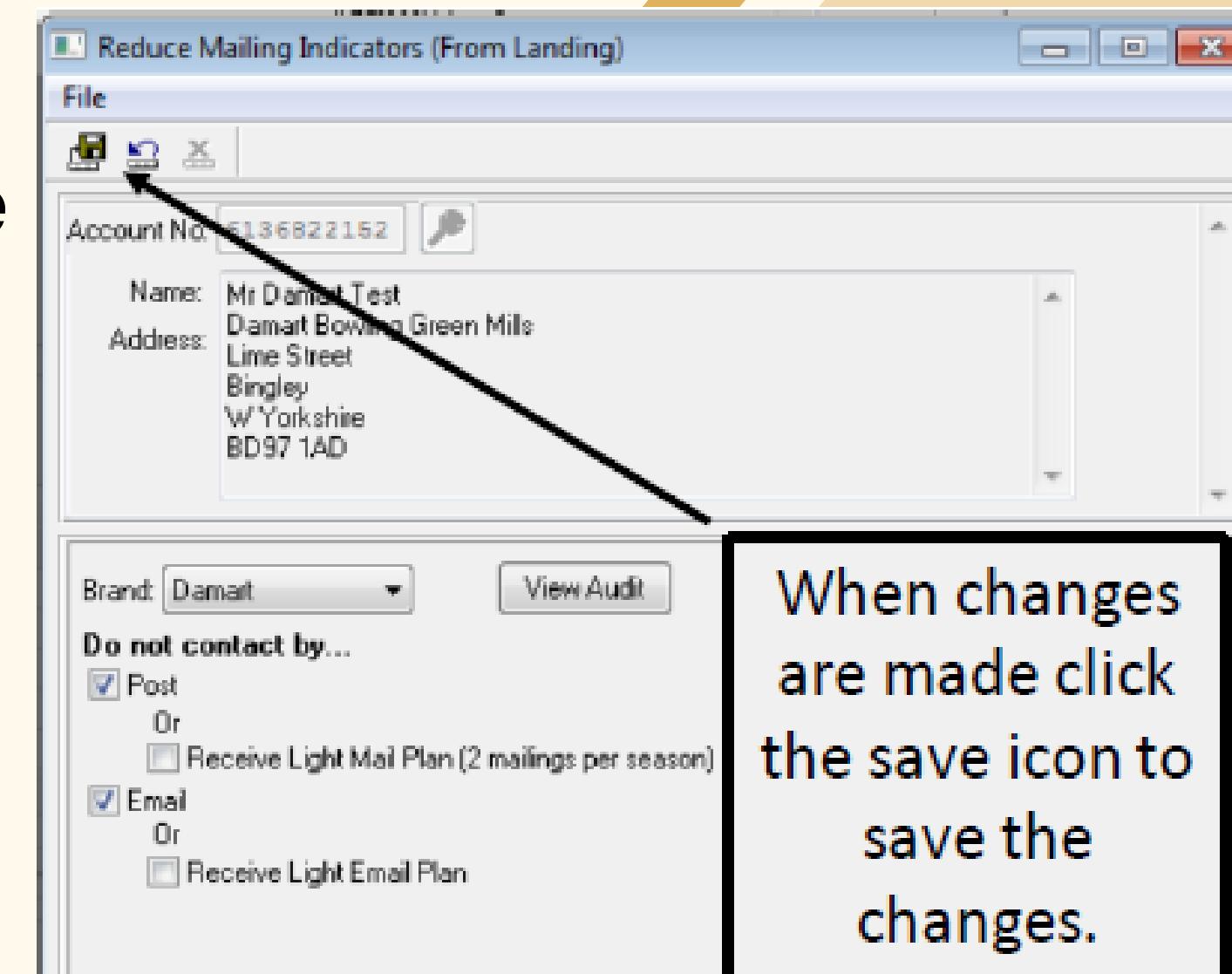
Post – tick this box if the customer wishes to be removed from the mailing list.

- **Receive light mailing plan** – if accepted tick Post and then tick receive Light Mailing Plan (2 mailings will then be sent each season).

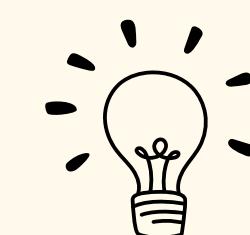
Do not contact by.....

Email – tick this box if the customer does not want to receive emails from us.

- **Receive Light Email Plan** – if accepted tick Email and then tick Light email plan.



When changes are made click the save icon to save the changes.



NOTE:

- MAILINGS can take up to 6 weeks to stop.
- EMAILS can take up to 15 days to stop.
- Customers will still receive transactional emails when placing orders, making payments, returns, or when a statement is ready to be viewed online but they won't receive Marketing emails.

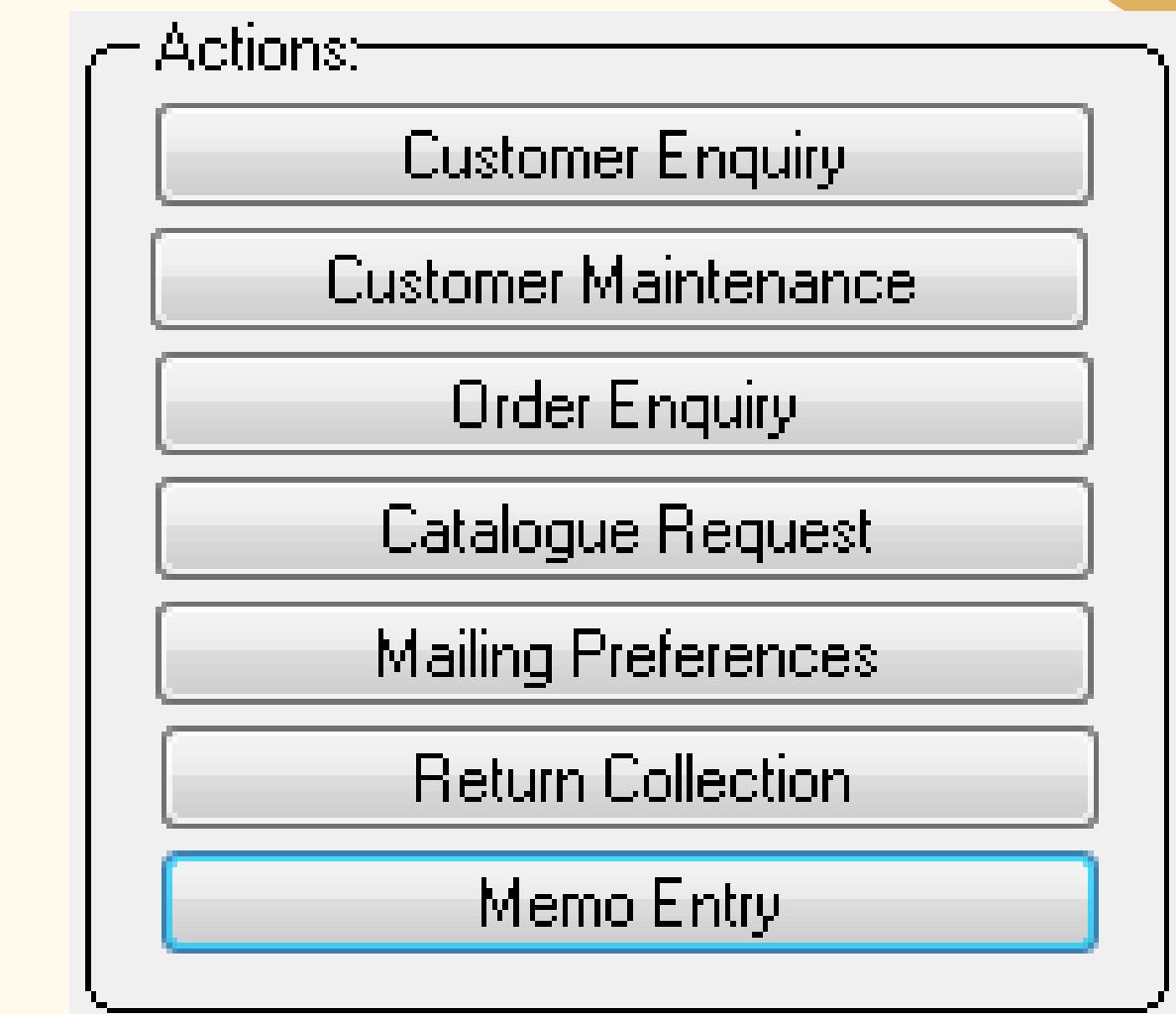
MEMO ENTRY

Used to:

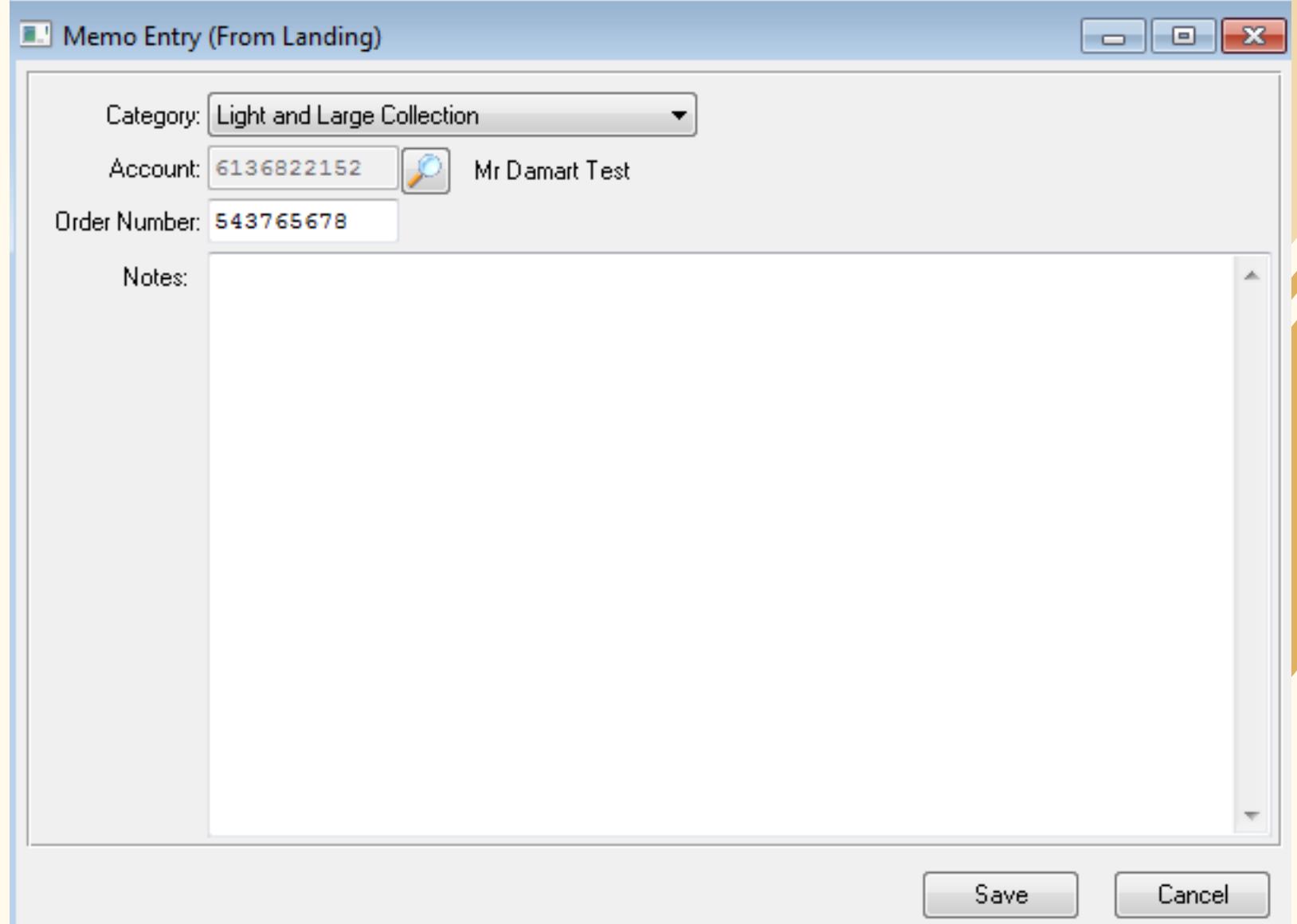
- To communicate with Customer Services when there is an action that you cannot carry out yourself.

These are:

- Crediting a customer's Personal Account and
- Arranging a Light and Large Collection



- Insert the order number in the order number field.
- This is found in Order Enquiry> Order details.
- Select the category from the drop-down list.
- Add your notes, making sure that full details
 - are given, particularly if we are required to contact the customer.
- Click save to send the memo.
- Click cancel if the memo no longer needs to be sent.



What is a Light and Large Collection?

This is when a customer has ordered something that will be light in weight but larger than an average-size parcel and will require a bigger vehicle, such as a van to collect.

- In the case of the 'Light and Large' collection, advise the customer that we will be in contact to confirm when the collection will take place.

TIMESCALES

Return & refund	Within 14 days
Free post label	Within 14 days
Catalogue Request	Within 10 days
Do Not Mail	Up to 6 weeks
Email Cancellation	Up to 15 days



Third Party Rules



We CAN NOT:

DISCUSS anything financial other than what the customer's balance is.

CHANGE details on the customer's account such as their home and email address, home and mobile phone number, or their date of birth.

ADD details on the customer's account such as their home and email address, home and mobile phone numbers, or their date of birth.

IF IN DOUBT ASK ADVICE FROM YOUR TEAM LEADER.

