

CM SOP

Script & Options For When Product is Late.

Step 1: Pull Up the Case

Step 2: Talk with the Sales Manager and Call Client Back No Later Than 10 minutes.

Step 3: Call the Client back

“Hi _____, My name is _____. I am the operations manager at US Flash and I have been following up in regards to your case. It looks like the package was not delivered on time due to some (insert issue...i.e. customs, production, QC delays) at (Our Factory/Fed Ex) and I would like to make this right with you and your client. I would like to offer you the following resolution options to make you and your clients happy.”

Offer the following resolutions:

- 1) Discount to keep drives (Speak with VP to get the exact discount amount)
- 2) Return drives to us for a complete refund (this is standard)

Log Call In Case: Put in detailed results of which option the client will be taking.

Finish up the case:

Step 2

CM SOP

Wrong Imprint/Missing Imprint

Step 1: Pull Up The Case In Netsuite

Step 2: Talk with Sales Manager as to what kind of standard resolutions we can offer

Step 3: Call Client Back

Hi _____, my name is _____. I am the operations manager. I jumped in on this to come up with a resolution, and here are the options and time frames we can produce the following solutions.

Option 1- Keep the product as is at a discount

Option 2- We can reproduce the product and you can ship the incorrect product back to us.

Discuss pro's and con's of both situations?

Let client decide the option.

Finish Up the Case:

Task the Sales Manager to send out Incorrect Imprint Email Template.

CM SOP

Wrong/Missing Accessories/Upload

Step 1: Pull Up The Case

Step 2: Talk with the Sales Manager about the situation, and a proper course of action to make it right.

Step 3: Call The Client

Hi ____, I am _____ the operations manager and checked out in house stock, and these are the options we have to offer.

Upload: Option 1: You/Your client can do the upload yourself, and we will give you a discount of \$ ____ on the order OR Option 2: We can give you a shipping label, get the drives back here, we can upload them and get them shipped back out.

Accessories: Option 1: We will order the correct accessory and send it to where the drives are. OR Option 2: Send the drives back here and we will order the accessory and get it attached, OR give a discount and they go without the accessory.

Packaging: Same As Accessories

Go Over Pro's and Con's of each option and come to a conclusion on the proper course of action.

Log all Calls and Use Netsuite for all emails

Finish Up Case

Task Rep to send out the WAU Email Template.

CM SOP

Product is Damaged/Isn't working

Step 1: Pull Up The Case In Netsuite.

Step 2: Talk with Sales Manager in regards to Resolution Options – After client has assessed the bad drives offer the following solutions.

- 1) Have client send back any non working or damaged product for a complete refund. No refund is to be issued without receiving drives back from client first.
- 2) Have client send back any non working or damaged product to be replace with a replacement order. Reorder replacement drives with manufacture and request a rush.

Hi _____. Again I'm so sorry you are experiencing this. We can order you replacement product today to be shipped on a rush at no cost to you, we just ask that you return the defective product to us or, If you like, you can send the defective product back to us and we can just refund you the purchase price for all defective parts received. I will open an internal case and a Manager will call you back with information on returning the drives and receiving your refund.

Log All Calls and Use Netsuite for all emails

Finish Up the Case- and task rep to send out the DP Email Template.

CM SOP

Script & Options for Missing Product In Package

Step 1: Pull Up the Case

Step 2: Go over client issue with the VP of Business Development, put a resolution plan together and reorder missing product. (Note: This is another case where it is better to win the war that it is to win the battle)

Step 3: Call client back no later than 10 minutes. Use Script

Hi _____ I was able to research your shipment and it looks like the ship weight was consistent with amount of drives you ordered. I also have conformation from our factory that the actual amount was shipped. That being said I want to help you with this order, what do we need to do to make your client happy?"

Log all Calls and Do All Emails through Netsuite.

Finish Up the Case and mark it resolved.