

1 Greet Customer

"Thank you for calling retail.com, my name is How may I assist you today?"

- ☐ Be Prepared!
- ☐ Be happy to Help! Each call, have a "can do", confident attitude!

2 Locate Order in CCA

"May I start with your order number or email address?"

- ☐ You are the Spark in <retail store>!
- ☐ Verify a good contact number in case of disconnection.

3 Solve the Problem

Use all your tools and resources to resolve the customer's concern.

- ☐ When spoofing account, make sure you verify billing address.
- ☐ Go above and beyond for every customer!

4 Offer Further Assistance

Confirm that you have addressed all the customer's concerns and set proper expectations for next steps. Offer further assistance.

"Is there anything else I can help you with today?"

5 Thank Customer

"Thank you for shopping with retail.com today."

1 Tracking KB: Track Order

Review the order status.

If it has been released, track the package by clicking on the Carrier Tracking link.

Provide the customer with the details of the tracking including the tracking # if they would like it.

Offer to show the customer how to track future orders on our website.

The screenshot shows a Walmart order tracking page. At the top, the status is 'Released' (highlighted with a red box). Below the status bar, there is a search bar and a progress indicator showing the package is 'Just Shipped' (highlighted with a red box). The tracking number is 646169961570. The ship date is Mon Dec 21, 2017, and the scheduled delivery is Thu Dec 24, 2017. The package is currently 'In transit' and has departed from a FedEx location in Kennesaw, GA. The travel history shows the package was picked up on Tuesday at 10:18 pm and shipped on Sunday at 11:55 am. The shipment facts include the tracking number, reference number, total pieces, purchase order number, service (FedEx Home Delivery), weight, terms, and packaging.

2 Lost in Transit KB: Order Not

- ☐ Label created - a shipping label was created but the package hasn't shipped or been picked up.
- ☐ The tracking information may not appear until up to 48 hours after the item ships.
- ☐ No past Current EDD: Provide the Current EDD to the customer.
- ☐ Past Current EDD: Offer a Replacement/Refund as Lost in Transit.

3 Freight KB

- Freight deliveries - the carrier will contact the customer within 5 business days to schedule a delivery.
- If carrier doesn't contact the customer within the timeframe, the customer can reach out to them directly, or you can call for the customer.
- Do not process Lost After Delivery for freight deliveries.
- If delivery is past Current EDD and no movement, contact the Freight carrier to find what the status is before offering Replacement/Refund.

4 USPS KB: Track Order

- Sometimes tracking stops after FedEx or UPS turns the package over to the local USPS office.
- Track the package.
- If it is 8:00 pm in the delivery location time zone, advise the customer we need to give it 3 days after the Current EDD to potentially be delivered.
- If the tracking shows that it was delivered, and no signature was required offer a Replacement/Refund if the item is not a High Fraud Item.
- If the tracking shows it was delivered and signed for, advise the customer to contact the carrier or their financial institution to dispute the charges.