



UNIVERSAL
Screen Arts, Inc.

**East/West Customer Service Training Manual
Part 3: Issue Resolution**

Updated: January 10, 2022

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Section 1: Preliminary Information

INCLUDEPICTURE
"http://www.bitbetter.co
m/samples/bundle.gif" *
MERGEFORMATINET

Return Policy

Our customers' satisfaction is our most important goal. Most items may be returned at any time for an exchange, refund or credit.

- ❖ Personalized items cannot be cancelled or returned; however, in the event it arrives damaged or defective, we will happily send out a replacement.
- ❖ Media (CDs, DVDs, Blu-ray discs) must be returned **unopened** for refund. Defective media may be exchanged for the same title.
- ❖ Personal care items and footwear must be returned in original unworn condition, within **60 days of receipt**. They must be tried on inside on a carpeted surface.

Each order contains a packing slip with a return form on the back (excluding orders that were Drop Shipped). Customers may fill out the return form and return their items for exchange or refund **at their expense** using either our prepaid **USPS** Smart Label or the carrier of their choice. The Smart Label has a flat-rate fee of \$8.95 and no postage is due at shipment; that fee will be deducted by our Returns Department upon receipt of the return. If the customer uses a different carrier or otherwise does not use a Smart Label, the customer will need to pay postage at the carrier in order to ship their return.

Upon receipt, our Returns Department will refund the customer the purchase price of the merchandise plus tax (if any). If our Smart Label was used, the \$8.95 fee will be deducted from that refund. If the customer included instructions for an exchange on the return form, **Returns will then bill the customer's original method of payment for a brand new order**. If you see an order entered by "RTRNMACS," it was an exchange processed by our Returns Department.

Return Addresses

**Ros Hommerson, Lattice,
Paradise II, DS (Drew
Shoe) Shoes:**

Support Plus – Returns
252 Quarry Road
Lancaster, OH 43130

All Other Items and Shoes:

(Catalog) Returns
Suite 100
6279 Hudson Crossing Pkwy
Hudson, OH 44236

Techniques to Provide Excellent Customer Service

Tone

Speaking to your customers in a warm, pleasant tone will make it easier for them to relate to you. Keep a smile in your voice!

Listen

Listen to what the customer is calling about and allow them to express their concerns. Don't interrupt or draw any conclusions until they have finished explaining their issue.

Acknowledge the Concern

Try to relate to the customer's concern; you are a customer, as well.

"I Can" Attitude

Remain confident when dealing with issues. We want the customer to feel at ease about us being able to assist them. "I can assist you with that." "I am sure I can find a solution that will help."

Apologize & Ask Questions

"I apologize for the inconvenience; I just have a few questions to ask."

Provide a Solution

A follow-up can be issued, we can email or mail verification of the conversation, etc.

Recap the next steps

Once we know what needs to be done and how we can best assist the customer, recap the next steps. "Ok, you will see..." "And you will receive..."

Closing

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

WE!

Try to use the word "we" instead of "they" when discussing the company with a customer. Customer's thinks of you and the company as one and the same.

Here are a few examples:

- "They typically take two days to get that done" becomes "**We** typically get that done in two days."
- "They will be with you in just a minute" becomes "**We** will be with you in just a minute."

Putting a customer on hold

Using the proper etiquette for putting our customers on hold helps avoid some uncomfortable moments.

How to proceed:

- Asking customers if you may put them on hold and waiting for a response.
- Telling customers why they're being put on hold.
- Thanking customers for holding after returning to the line.

Don't say no!

The word NO is a barrier and a little (or big) electro-shock. It's the word our parents have been using throughout our childhood to refrain us from jumping from a window or cooking ourselves alive in the oven. The word NO is unconsciously associated to denial and refusal. Rephrase the sentences needing a NO.

Examples:

- "This item is unavailable in blue and black, would you prefer red?"
- "That coupon code is expired; try adding your email address to our website to receive future promotions."

Customer Service Coupons

If the customer has received less than satisfactory service from us, the chart below can be used to refund the customer appropriately. Coupon codes are listed on the all-purpose sheet. Be proactive and offer one of these discounts as a solution to the customer's issue. Begin with the first solution and offer another only if the first is not satisfactory.

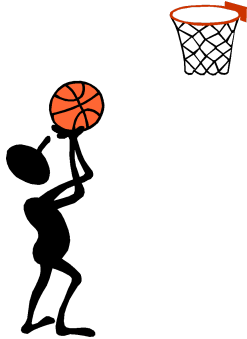
1 st	\$5 off coupon(s)	Coupon code by catalog. One or more can be mailed to the customer. Only one coupon can be applied to the order.
2 nd	10% off the product	Refund back to the customer's credit card after the order has shipped.
3 rd	15% off the product	Refund back to the customer's credit card after the order has shipped.
4 th	20% off the product	Refund back to the customer's credit card after the order has shipped.



Please note that only one discount or coupon can be used per order.

There are no coupons available for Daedalus Books.

Beginning Your Customer Service Call



After you have accessed the customer's account, **on every call** verify the following information with the customer to ensure you are in the correct account:

The Starting Four

- ❖ Name
- ❖ Billing address
- ❖ Phone number
- ❖ Email address

```
INCLUDEPICTURE  
"http://www.clip  
artsalbum.com/  
cliparts/screenb  
eans/103288.jp  
g" \*  
MERGEFORM  
ATINET
```

If

- ❖ Any information is incorrect or is not on the account, update it as needed.
- ❖ The customer does not have a phone number or email address listed, ask for one.

Section 2: Identify the Issue

What is a Damaged/Defective/Bad Quality item?

Damaged

What kind of damage is it?

- ❖ Ripped
- ❖ Cracked
- ❖ Chipped
- ❖ Broken
- ❖ Torn

Defective

What kind of Defect?

- ❖ Doesn't move
- ❖ Sinks
- ❖ Not animated
- ❖ No sound

Bad Quality

What kind of Bad Quality?

- ❖ Print is off center
- ❖ Crooked stitching
- ❖ Mis-sized

Return Reason Codes and Descriptions

Call Center	
12	Operator Error-USA
42	Operator Error-Out Source
43	Duplicate Entry
Warehouse	
47	Damaged – Insufficient Packaging
10	Sent Wrong item
11	Sent Wrong Quantity
26	Item Missing
44	Duplicate Shipment
45	Wrong Addr. Carrier
56	Warehouse Error
Vendor	
03	Defective
05	Quality
16	Parts Missing
24	Damaged-Vendor
Catalog	
08	Color Not as Expected
14	Not as Advertised/Described
15	Not as Pictured
50	Website Error
65	Prop 65
Shipping	
09	Arrived Too Late
33	Order Lost by USPS
34	Order Lost by UPS
35	Order Lost by FESP (Smart Post)
51	Lost - FedEx
20	Damaged – FESP (Smart Post)
21	Damaged – UPS
23	Damaged – USPS
46	Damaged – FedEx
48	Damaged – Truck
Customer	
06	Too Large
07	Too Small
18	Changed Mind
28	Customer Error
36	Refused
41	Unclaimed
52	Shoe too Wide
53	Shoe too Narrow
54	Difficult to Use

INCLUDEPICTURE
RE
"http://images4.
wikia.nocookie.n
et/___cb2007012
1222860/uncycl
opedia/images/a
/a3/F-spot-quest
ion-mark.png" *
MERGEFORMA
TINET

Type a "?" for a
list of all the

Return Reason
Codes when
processing an
exchange or
refund

Section 3: Resolutions

NPR's and RA's (we made the error)

NPR's (No Product Returns) should be issued only when the item is **NOT** coming back to us.

- ❖ Shattered or damaged to the point that it could cause injury.
- ❖ US items \$15 or less that were received damaged or defective.
- ❖ Canadian items \$50 or less that were received damaged or defective.
- ❖ Missing item.
- ❖ Lost by carrier

RA's (Return Authorizations) should only be issued when an item is coming back to us.

- ❖ Wrong item was received that was not ordered. **Daedalus Books excluded; process a NPR**
- ❖ US items over \$15 that were received damaged or defective.
- ❖ Canadian items over \$50 that were received damaged or defective.

Please ask the customer to include their packing slip with their return.

RA's allow a Smart Label to be used at our expense.

INCLUDEPICTURE
RE
"http://ec1.thumb
s.canstockphoto.
com/canstock149
66511.jpg" *
MERGEFORMA
TINET

Do not lead the customer by explaining why we will or will not pay for their return. Simply determine the appropriate return process and provide the corresponding instructions.

Example

Incorrect: "You can return the item at your expense because it did not arrive damaged or defective. To do this, follow these instructions..."

Correct: "You can return the item at your expense. To do this, follow these instructions..."



Never process NPRs or RAs on Marketplace orders. An NPR for exchange or refund should be issued for most Daedalus Books orders.

THE PROCESS: No Product Return (NPR) (NPR's cannot be cancelled)

Exchange/Replace:

Check to see if the item you are replacing is in stock (**F8 Product Review**) and Comment the order (**F7 Secondary Options, F4 Comment Order**).

On the original order

- ❖ **F2 Order Options**
- ❖ **F2 B/O Retrn Options**
- ❖ **F4 No Product Return**
- ❖ **F5 By Product;**
- ❖ Press enter to select the item in question. Select, **F3 Select Line.**
- ❖ Enter quantity if necessary
- ❖ Enter reason code (Type ? for a full list of reasons)
- ❖ **F7 RA Complete**
- ❖ **F5 Pre-Paid Replace**
- ❖ The S&H will appear, change amount to \$0.00
- ❖ Press Enter 2 times

On the replacement order

- ❖ Change shipping amount to \$0.00 (**F6 Order Specials, F5 Special P&H**)
- ❖ Remove any coupons (**F3 Pay Method, F6 Discount Codes**, space to delete code)
- ❖ **Price match each item** so the total price from the original order matches the replacement order. Sales tax cannot be overridden; the order can be shipped.
- ❖ Enter code "508" in the order comments (**F6 Order Specials, F2 Enter Comments**)
- ❖ **F7 End Order**
- ❖ **F6 How Paid Changes**
- ❖ **F7 Redeem credit memo**
- ❖ The total shown in the upsell box should be the same amount total in the "CR \$" field. Redeem amount from "CR \$" field on the "CR Memo" line.
- ❖ **F7 End Order**
- ❖ Confirm the customer's shipping address
- ❖ Provide the replacement order number
- ❖ Provide the estimated time of arrival from the shipping calendar
- ❖ **F7 Ship Order**



An NPR - Pre-Paid Replace will create a credit in the system. On the replacement order you will need to **redeem the credit**. (To redeem: On the replacement order, select **F3 Pay Method, F7 Redeem Credit Memo**, type the amount to cover the cost of the replacement order.) The customer will owe us money if this process is not completed. **The goal is to have the amount due in red \$0.00. If the amount is over or less due to sales tax, it can be released.** If you see a message flashing that says "Account past credit limit," you have not redeemed the credit memo.

Anytime we have to replace an order, provide the standard shipping timeframe. If the customer would like to have it sooner, find out when the customer needs it. We want to save with shipping so start with the lowest expedited shipping at our expense.



THE PROCESS

Return Authorization (RA)

Exchange/Replace:

Check to see if the item you are replacing is in stock (**F8 Product Review**) and Comment the order (**F7 Secondary Options, F4 Comment Order**).

- ❖ **F2 Order Options**
- ❖ **F2 B/O Return Options**
- ❖ **F2 Issue RA**
- ❖ **F5 By Product**
- ❖ Press enter to select the item in question. Select, **F3 Select Line**
- ❖ Enter quantity if necessary
- ❖ Enter reason code (?)
- ❖ **F7 RA Complete**
- ❖ **F5 Pre-Paid Replace**
- ❖ The S&H will appear, change amount to \$0.00
- ❖ Press Enter 2 times – to get to the replacement order

On the replacement order

- ❖ Change shipping amount to \$0.00 (**F6 Order Specials, F5 Special P&H**)
- ❖ Remove any coupons (**F3 Pay Method, F6 Discount Codes**, space to delete code)
- ❖ **Price match each item** so the total price from the original order matches the replacement order. Sales tax cannot be overridden; the order can be shipped.
- ❖ Enter code "502" in the order comments (**F6 Order Specials, F2 Enter Comments**). *Inform the customer they will have 30 days to return the original merchandise to avoid any additional charges.*
- ❖ **F7 End Order**
- ❖ Confirm the customer's shipping address
- ❖ Provide the replacement order number
- ❖ Provide the estimated time of arrival from the shipping calendar
- ❖ **F7 Ship Order**

Go back to the original order (**F1 Main Menu**, Access original order)

- ❖ Select **F3** several times to find the RA number in the Upsell Box.
- ❖ Give that RA number to the customer and instruct him/her to write it on the Smart Label by the V91.



An **RA - Pre-Paid Replace** will show no credit to redeem. On the replacement order, it will look as if the customer will owe money. This will even out once the original order is returned. **You will see a message flashing that says "Account past credit limit."**
This is normal, you can ship the order.

Anytime we have to replace an order, provide the standard shipping timeframe. If the customer would like to have it sooner, find out when the customer needs it. We want to save with shipping, so start with the lowest expedited shipping at our expense.

RA or NPR for Exchange on a Kit Item (K1, K2, K3 or K4)

Follow these steps to replace only one or several components of the kit item:

- ❖ **F7 Secondary Options**
- ❖ **F2 Order Options**
- ❖ **F2 B/O Order Retrtn Options**
- ❖ **F2 Issue RA or F4NPR – depending on the issue**
- ❖ **F5 By Product**
- ❖ **F3 Select Line**, when there is more than one item on the order
- ❖ Enter the quantity (qty) if asked.
- ❖ **F6 Single Component**. This will allow you to process the exchange on single parts from the kit.
- ❖ The component number will display in the Upsell box. If it does not, you can view the list of components by looking up the Kit item in **Product Review**. When reviewing an order, you can also view the components by selecting **F7 Secondary Options**, **F5 Show Details**, then **F2 Show Set Dtls**.
- ❖ Type the component number in the box labeled “Component” and press **Enter**.
- ❖ **F5 Pre-paid Replace**.
- ❖ In the P&H field, type “0” and press **Enter**. In the Other field, press **Enter**.

On the replacement order

- ❖ Remove the customer S&H
- ❖ Remove discount/coupon codes
- ❖ Enter code “502” in the order comments for a RA - Inform the customer they will have 30 days to return the original merchandise to avoid any additional charges. “508” for NPRs
- ❖ Redeem the credit memo on NPR orders
- ❖ Verify the shipping address with the customer for accuracy
- ❖ Give estimated date for arrival
- ❖ Provide the customer with their replacement order number

Go back to the original order (F1 Main Menu, Access original order)

- ❖ Select **F3** several times to find the RA number in the Upsell Box.
- ❖ Give that number to the customer and instruct him/her to write it on the Smart Label by the V91.

Canceling an RA

After an RA has been issued, we are able to cancel as needed.

- ◆ **Select F7 Secondary Options**
- ◆ **F2 Order Options**
- ◆ **F2 BO/Retrn Options**
- ◆ **F3 Review RA – Retrn**
- ◆ **F7 Order Options**
- ◆ **F2 BO/Rrtrn Options**
- ◆ **F5 Cancel RA**
- ◆ In the blue box, enter the RA number shown in the UpSell box, and then enter.
- ◆ The authorization for return will be removed from the item(s).

NPR’s cannot be cancelled. Issue a CS track using code 07, “Billing Inquiry”.

RA for Exchange on Receipt

A **RA for Exchange on Receipt** is used to generate a replacement order after the return has been received and processed by our Returns Department (RTRNMACS). RTRNMACS will first refund the customer for the return and then bill the customer for a new order. This should be done, for example, if a customer meant to order a sweat shirt (\$29.95) but a phone representative mistakenly keyed a tee shirt (\$19.95) instead. Exchange on Receipt ensures 1) that the customer is billed for the correct item and 2) that the return is received before a replacement is sent.

When you issue an RA for Exchange on Receipt, please inform the customer that the exchange will be processed by our Returns Department upon receipt of the return and provide return instructions. Because this is a Return Authorization, the Smart Label fee will NOT be deducted from the customer's refund.

Processing RA Exchange on Receipt

- ❖ Select **F7 Secondary Options**
- ❖ **F2 Order Options**
- ❖ **F2 B/O Retrn Options**
- ❖ **F2 Issue RA**
- ❖ **F5 By Product**
- ❖ Press enter to select the item in question. Select, **F3 Select Line**
- ❖ Enter quantity if necessary
- ❖ Enter reason code (?)
- ❖ **F7 RA Complete**
- ❖ **F6 Exchange on Receipt**
- ❖ The S&H will appear, change amount to \$0.00
- ❖ Press Enter 2 times

You will need to give the customer their RA number and instruct them to write it on the Smart Label.

NPR & RA Refund/Credit

Comment the order for the reason the customer is calling.

NPR

- ❖ Select **F7 Secondary Options**
- ❖ **F2 Order Options**
- ❖ **F2 B/O Retrtn Options**
- ❖ **F4 No Product Return**
- ❖ **F5 By Product**
- ❖ Press enter to select the item in question.
- ❖ Select **F3 Select Line**.
- ❖ Enter quantity if necessary
- ❖ Enter reason code (?)
- ❖ **F7 RA Complete**
- ❖ **F6 Refund**
- ❖ Keep P&H for full refund.
- ❖ Press Enter 2 times
- ❖ The status will show "Returned"
- ❖ The refund will be issued back to the original form of payment

NPRs cannot be cancelled.

RA

- ❖ Select **F7 Secondary Options**
- ❖ **F2 Order Options**
- ❖ **F2 B/O Retrtn Options**
- ❖ **F2 RA Issue**
- ❖ **F5 By Product**
- ❖ Press enter to select the item in question.
- ❖ Select **F3 Select Line**
- ❖ Enter quantity if necessary
- ❖ Enter reason code (?)
- ❖ **F7 RA Complete**
- ❖ **F3 For Credit (Refund)**
- ❖ Keep P&H for full refund.
- ❖ Press Enter 2 times
- ❖ The status will show "Auth for return."
- ❖ **F7 Secondary Options**
- ❖ Select **F3 Order**
Comments/Actions until you see the RA #. Instruct customer to write it on the Smart Label.

Refunds Processed on Replacement Orders

Refunds are processed back to the original form of payment in most cases. On replacement orders, the pay method is OA (Open Accounts); these will be refunded by check. Refund checks are manually processed and mailed regardless of the customer's pay method on the original order.

Commenting Orders

Commenting every order is extremely important. Other Customer Service agents may rely on your comments when speaking to the customer. Being thorough is good but a wall of text is not necessary and can be more disorienting than it is helpful. Comments should therefore be brief but precise – they should include specific details that accurately describe the reason for the call and any actions taken to address an error if there was one. Comments should not be typed further than the dash (-) in the order number located above the green comment field.

Examples of comments you may use:

NPR

- ❖ Item is missing from shipment. NPR for credit
- ❖ Item is shattered. NPR for exchange/replace

RA

- ❖ Customer feels this item is of poor quality. RA for credit. Request for Smart Label

Duplicate Orders

- ❖ Attn Warehouse: Duplicate shipment. Please return to stock. Do not credit customer.
- ❖ Customer placed two online orders. Will return one of the orders at their expense for a refund.

Customer Service Comment

- ❖ Customer did not like item HB1062. Customer will send back at her own expense.
- ❖ Customer is looking for refund check. Check will be mailed MM/DD/YY.

INCLUDEPICTURE
CTURE
"http://www.c
lipartsalbum.
com/cliparts/
screenbeans
/103288.jpg"
"
MERGEFOR
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Avoid using any abbreviations that are not commonly used and commonly understood.

Avoid misleading or potentially confusing abbreviations.

Proofread your comments for clarity and accuracy.

Do not leave inappropriate comments.

Smart Label Procedures

Purpose of the Smart Label:

The purpose of the Smart Label is to provide the customer with a more convenient way to return packages and to increase customer satisfaction with the returns process.

Smart Label Information:

- ❖ Labels are prepaid and pre-addressed. There is no immediate out-of-pocket expense and the customer will not need to call us for a return address!
- ❖ The customer can drop their package off at any U.S. Post Office or leave it at an accessible pickup location at their residence for their mail carrier.
- ❖ Customers can track their package and status of their return online via our websites once the label is scanned by Newgistics.
- ❖ The customer will receive an e-mail confirming that the package has been received by Newgistics within 2-3 days as long as we have an e-mail address on file!

INCLUDE PICTURE
 "http://www.clipartalbum.com/cliparts/screenbeans/103288.jpg" *
 MERGE FOR
 MATINET

The process for Returns is approximately 2-3 weeks.

What does the Smart Label Look Like?

The easiest way to make sure the customer actually has a Smart Label is to mention the V91 in the bottom right hand corner and their address in the upper left hand corner. (Smart Labels are not provided on **Marketplace** packing slips.)

The top left corner displays the customer's return address. This would match the ship to address on the packing slip.



This is the original package's tracking number.

Smart Label Procedures (continued)

The Smart Label: Complimentary or at Customer's Expense?

If the customer is returning their item for any of the reasons below, they **will not** be charged for their Smart Label. Instruct the customer to write the RA number on the Smart Label above the V91 box.

Returns at Our Expense

- | | | |
|--|--|--|
| <p>03 Defective
 11 Sent Wrong Quantity
 15 Not as Pictured
 21 Damaged-UPS
 26 Item Missing
 34 Order Lost by UPS
 44 Duplicate Shipment
 47 Damaged-Poorly Packed
 65 Prop 65</p> | <p>05 Quality
 12 Operator Error-USA
 16 Parts missing
 23 Damaged-USPS
 33 Order Lost by USPS
 35 Order Lost-Newgistics
 45 Wrong Addr. Carrier
 50 Website Error</p> | <p>10 Sent Wrong item
 14 Not as Advert/Descrb
 20 Damaged-Newgistics
 24 Damaged-Vendor
 51 Order Lost - FedEx
 42 Operator Error-Outsource
 46 Damaged-FedEx
 56 Warehouse Error</p> |
|--|--|--|

If the customer is returning their item for any of the reasons below, **they will be charged** the Smart Label fee. This will be deducted from the amount of their refund when processed by our Returns department.

Returns at Customer's Expense (Do not issue an RA)

- | | | |
|--|---|--|
| <p>06 Too Large
 18 Changed mind
 40 Return Unknown
 52 Shoes too Wide</p> | <p>07 Too Small
 28 Customer Error
 41 Unclaimed
 53 Shoes Too Narrow</p> | <p>08 Color not as Expected
 36 Refused
 43 Duplicate Entry
 54 Difficult to Use</p> |
|--|---|--|

Smart Label Procedures (continued)

Smart Label and THOR

THOR will automatically link up with Newgistics and provide updated information on the status of the package. There are 3 statuses that you will see in the order actions in the upsell box.

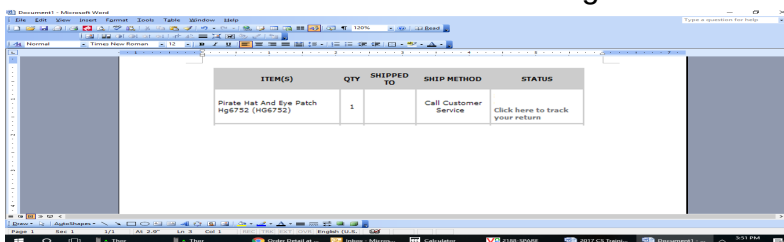
Return Scan – The package has been received by Newgistics.

Return Ship – The package is on its way back. It has not yet been delivered to the Hudson post office.

Return Delivered – The package has been delivered to the Hudson post office.

The process for Returns takes up to 2-3 weeks.

Our customers may find the status of their return by going to the appropriate catalog website. Click **'Order Status'** then enter the order number and billing zip code. Click on the link **'Click here to track your return'**. You will be directed to the tracking website.



ITEM(S)	QTY	SHIPPED TO	SHIP METHOD	STATUS
Pirate Hat And Eye Patch Hg6752 (HG6752)	1		Call Customer Service	Click here to track your return

If there is a Return scan and no refund or exchange has been processed after 3 weeks, be proactive and service the customer by issuing an NPR. If the item's status is authorized for return, cancel the RA and issue an NPR.

Take extra care to make sure you don't issue an NPR for credit if we already shipped a replacement!

Smart Label FAQ (Frequently Asked Questions)

What items qualify for a Smart Label?

All items weighing less than 70 pounds shipped within the United States.

Who can use the Smart Label?

Any customer within the 50 States can use the Smart Label.

Can a customer use Smart Label for an exchange at their expense?

Yes. They must either authorize us to charge their credit card for the Smart Label fee or include a check/money order for the amount of the fee. Smart Label fee is **\$8.95** for all catalogs.

What if a customer wants to insure their return?

Customers do not have to insure a Smart Label return. All Smart Label returns are insured through Newgistics. If a customer insists on purchasing insurance, you should refer the customer to the section on the back of the packing slip for returning by using "The carrier of your choice."

What if the customer does not want to use the Smart Label?

Refer the customer to the section on the back of the packing slip for returning by using "The carrier of your choice."

What if the customer stated they did not receive their replacement Smart Label via email?

Advise the customer to check their Spam folder. If it is not in the spam folder another label can be sent via email or mail.

Catalog	From	Subject
Acorn	Customer_service@acornonline.com	Your Acorn Return Label is Enclosed.
Bas Bleu	Customer_service@basbleu.com	Your Bas Bleu Return Label is Enclosed.
Signals	customer_service@signals.com	Your Signals Return Label is Enclosed.
Support Plus	customer_service@supportplus.com	Your Support Plus Return Label is Enclosed.
What on Earth	customer_service@whatonearthcatalog.com	Your What on Earth Return Label is Enclosed.
Catalog Classics	customer_service@catalogclassics.com	Your Catalog Classics Return Label is Enclosed.

What if the customer wants to return all levels (packages) of their order? Can they use one Smart Label?

Yes, they can. They should put all items into one box and include the packing slip(s).

What do I do if the customer says they used the Smart Label, but there are no scans or tracking information?

Verify they actually used the Smart Label.

- ❖ Did the customer pay postage at the carrier in order to return the item?

After confirming the customer did in fact use the Smart Label, process a NPR for exchange/refund **only** if it has been after 2-3 weeks.

Claim Procedures Call Tags/Smart Labels/Canada Post

FedEx @ Home, FedEx Ground & FedEx Canada Claim Procedure for Non-Receipt

When a customer states they have not received their package sent via FedEx, have them confirm their shipping address. Confirm the item was delivered on the carrier's website.

- ❖ Enter C.S. Track code **11** for **Non-receipt/damaged**
- ❖ Issue a NPR for exchange or refund
- ❖ In the **CS Inquiry Comments** (blue box), note the level of the order that was not received, item description
- ❖ Select **F3** Follow-up/ASAP

FedEx @ Home, FedEx Ground & FedEx Canada Damaged Claim

When a customer has received their order sent via FedEx and the item(s) arrived damaged:

- ❖ Note in the order comments where the damage occurred on the outside of the box and on the merchandise
- ❖ Issue a NPR for exchange/refund
- ❖ A valid phone number is required
- ❖ Enter C.S. Track code **11**
- ❖ In the **CS Inquiry Comments** (blue box), include the item number(s) and item description
- ❖ Select **F3** Follow-up/ASAP

Inform the customer to discard the damaged item.

FedEx & FedEx Canada Call Tag

When the incorrect/wrong item arrive via FedEx:

- ❖ Enter C.S. Track code **15**
- ❖ In the **CS Inquiry Comments** (blue box), note the item number/description and indicate if we should mail or e-mail the return label.
- ❖ Select **F3** Follow-up/ASAP
- ❖ Issue R.A. for exchange or credit.

Inform the customer the package will be picked-up within **24-48 business hours** after they receive the return label.

Smart Label Request

When a customer calls for a replacement label:

- ◆ Comment the order
 - Should it be mailed or emailed?
 - Is it complimentary or replacement label?
 - Include the level of the order and the item number(s).
- ◆ Enter C.S. Tracking Code **12**
- ◆ Select **F3** Follow-up/ASAP

Note: Items shipped with expedited delivery should be returned using the Smart Label if they weigh less than 70 lbs.

Canada Post

For all orders shipped via Canada Post (considered an International order), the item will have to be returned by the customer. However, the customer will be reimbursed for shipping if item arrived damaged, defective, or incorrect. They will need to forward a copy of their receipt to Customer Service department for reimbursement (via mail, fax or email).

FedEx Smart Post, DHL & USPS Non-Receipt

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- ❖ If there is no tracking information provided within 2 days since shipment, inform the customer to please allow more time.
- ❖ After tracking a package, if there have been no scans after 10 days, be proactive and service the customer. Issue an NPR for exchange/refund.
- ❖ If it has been 12 calendar days since the item shipped and it has not arrived, issue an NPR for exchange/refund.
- ❖ If the order shows **delivered** and the customer has not received their package, issue an NPR for exchange/refund.

Return To Sender (RTS) Procedures

RTS packages come back to our Returns department due to the following reasons:

- ❖ Insufficient address
- ❖ Unclaimed
- ❖ Undeliverable
- ❖ Carrier does not serve the area
- ❖ Wrong person
- ❖ No such number
- ❖ Moved-unable to forward
- ❖ Unknown

Our Returns department will attempt to contact the customer via phone, letter or email.

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Thoroughly read the notes and system actions on the order by selecting F3.

When the customer contacts us, comment the order with the information requested by the Returns department. **Do not issue an RA or NPR.** Note the changes that need to be made and the Returns Department will re-ship the package or process a refund. If the customer wants the package sent by a different carrier or to a different address, this information will need to be noted for Returns, as well.

When tracking a package that shows the package is coming back to us:

- ❖ If the address was incorrectly entered by the customer, comment the order with the correct address information.
- ❖ If we entered the address incorrectly, update the address and then issue an NPR for exchange/refund.

RTS packages are held for 10 days before being processed as a return/refund.

Refused Package Procedure

The Returns department also receives Refused packages. These are packages that have been refused by the recipient at the time of delivery. We do not call the customer when a package arrives back to us marked "Refused." The Returns department will issue a refund minus the shipping and handling charge.



Never advise a customer to refuse a package as they are not insured and cannot be tracked or guaranteed for return. The customer should open the package upon receipt and follow the return instructions provided on the back of the packing slip for exchange or refund. The customer is responsible for return shipping expenses.

Miscellaneous Credit

The Miscellaneous Credit is used for, but not limited to:

- ❖ Expedited charges that need to be waived due to delay in shipment.
I.e. Items arrived later than quoted.
- ❖ Reimbursing shipping and handling fees.
- ❖ Refunding a Smart Label fee charged by mistake.
- ❖ Applying a coupon when it was not deducted from an order.
- ❖ Credit for difference between original price and sale price of an item.

The Miscellaneous Credit cannot be used for:

- ❖ Crediting a customer for merchandise
- ❖ **Marketplace** orders as we do not have access to the credit card used on the order. Issue a follow-up using **Code 23 Market Inquiry**.

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- ❖ The Credit Card refund can take up to 30 days depending on credit card billing cycle.
- ❖ A refund check will be issued for mail orders paid by money order or personal check.

Process:

- ❖ **F3 Review Order** to see if the credit was already processed
- ❖ Comment the order by selecting **F7 Secondary Options** then **F4 Order Comments**.
- ❖ **F1 Return**
- ❖ **F2 Order Options**
- ❖ **F1 Apply Credit**
- ❖ Type a (?) then press enter for the full list of reasons, type in the appropriate two digit code
- ❖ Enter the amount to be refunded the \$ is not needed.
- ❖ Nothing goes into the plan field
- ❖ **F3 Process Credit**
- ❖ Select **F6 Refund** twice.
- ❖ **F1 Return To CS**

❖ **F7 Secondary Options**

Miscellaneous Credit - Frequently Asked Questions

Q: What if we need to credit the customer, but their credit card has been cancelled?

A: The refund will still be processed back to the same card. Assure the customer that the issuing bank will refund them.

Q: What if the customer used a money order or a check on the order?

A: A refund check will be mailed to the customer.

Q: What if the account is over the credit limit when trying to process a credit?

A: Issue a C.S. track using **Code 07 “Billing Inquiry.”** The Trainer or Supervisor will be able to process the refund.

Q: What if the customer returned an item on an Open Account “OA” pay method order?

A: These are replacement orders, the customer will receive a refund check.

Code	Description	Reason	Maximum
01	Return Postage	Refunding standard shipping fees	\$30.00
03	Coupon Due	Applying a coupon	\$15.00
04	Tax Due	Sales Tax owed	\$10.00
06	Goodwill	Goodwill Gesture	\$25.00
08	Express Fee	Refunding 2-Day, Rush, or Overnight fees	\$40.00
10	Final Sale	Customer is keeping a flawed item for a discount	\$25.00
15	Smart Label	Refunding Smart Label fee	\$8.95
16	Internet Promotion	Refunding for overpayment on internet promotion	\$50.00
17	Canada Return	Refunding shipping Canadian Customer Paid to return Damaged/Defective Item	\$25.00
18	Pricing Error	The correct pricing did not show up on the order	\$50.00



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When a miscellaneous credit has been issued, select **F3 Order Comments/Actions** until you see the credit and the reason. For example: **Misc Cr for \$9.52 issued - Pricing Error**. If you are not able to fit the entire amount due in one miscellaneous credit, you may issue as many miscellaneous credits as it takes. For example, you can issue a misc credit of \$15.00 and then issue a second misc credit of \$15.00 to refund a total of \$30.00 for **03 Coupon Due**.

Refund Checks

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Refund checks are generated when a refund over \$5.00 is due to a customer who paid with a check or money order.

How to find information regarding refund checks:

- ❖ Search for the customer using their order number or their last name and zip code.
- ❖ Once you are in the order, select **F3 Order Comments/Actions** until you see the refund check information.
- ❖ Refund check information will include check amount, issue date, and check number.

Mail Date

The issue date in Thor is not the mail date! Checks are generated in Thor when the amount and check number is shown in the Order Comments/Actions. The check will be mailed Thursday the following week.

Refunds under \$5.00

No refund check is printed initially. A credit is issued on the customer's account. The customer may request the amount can be used as a credit for a future order or for a refund check. Refunds requested will need a C.S. Track with follow up using **Code 22 "Checks and Gift Certificates"**.

Cashed Refund Check:

When a refund check has been cashed, you will see the following information in the order actions:

Check no. 00406997 cleared on 07/02/20

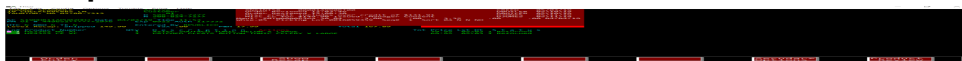
Additional Refund Check Information

Customers may request that a pending refund check be applied to a new order as long as the check has not been mailed. Issue a C.S. Follow-up using **Code 22 "Checks and Gift Certificates"**. In the order comments, include the items the customer would like to order.

Gift Recipient Returns

Orders returned by a gift recipient will be refunded via gift certificate. The gift certificates do not expire. Please note the gift certificate can only be redeemed once. If there is a remaining balance, the customer will receive a new gift certificate for the remaining balance.

Example Gift Certificate Information in Thor:



- The gift certificate number, amount, agent and date is all shown in order comments/actions.

Orders returned for Exchange or Refund by Gift Recipient:

- ❖ **Exchange** – A NPR or RA is not needed. The gift recipient will need to provide their name, address, phone & e-mail and the reason for the return on their return form. Please instruct them to write the order number on the return form – this needs to be included for the Returns Department.
- ❖ **Refund to Buyer**- If the gift recipient is returning their items for a refund to the buyer, comment the order so the Returns Department is aware.

Void Gift Certificate

Issue a follow-up using **Code 22 “Checks and Gift Certificates.”** In the comments provide the gift certificate number.

Special Circumstances:

In the event a gift recipient has received an item that cannot be returned (ex. shattered glass vase) or should be replaced before it is returned, note the order and issue a follow-up using **code 17 “Return Information.”** Comment the order explaining a **Stock Balance Exchange** should be processed and the reason.

Stock Balance Exchanges can be located by searching the gift recipient’s last name and ZIP code – they are new orders entered under the gift recipient’s account instead of the buyer’s. This allows us to process the exchange without notifying the buyer.

Stock Balance Exchange orders begin with a **space**. You can look these up just like any other order by typing the prefix **OR** in the search bar followed by a **space** (instead of a letter) and then the **order number**.

Missing Credit Card Refunds



When a refund was issued on an item by our Returns Department, the item status will show as either **“Exchanged”** or **“Returned.”**

When we issue an NPR for credit for an item, the item status will show as **“Returned.”**

To view the amount that was refunded:

- ❖ **F7 Secondary Options**
- ❖ **F2 Order Options**
- ❖ **F2 Backorder/Return Options**
- ❖ **F3 Review RA Return**
- ❖ **The information will be shown in the UpSell box**
(bottom right corner)

As a reminder, orders entered by “RTRNMACS” were entered by our Returns Department. The customer was first refunded for the purchase price of the returned merchandise plus tax (if any) and then billed for the exchange order.

If it has been over 30 days and the customer has not received the refund, issue CS Track with follow-up using **Code 07 “Billing Inquiry.”**

Missing Refund Checks

If it has been over 14 days and the customer has not received their refund check, issue CS Track with follow-up using **Code 22 “Checks and Gift Certificates.”** The refund check will be voided and reissued to the customer.

Customer Maintenance

Updating and Removing Credit Cards

F6 Customer Maintenance is used to store credit card information for billing purposes – it is not related in any way to credit card declines. Credit card numbers in Customer Maintenance may appear in the Upsell box on a customer's account only for purposes of exchange or refund. If a customer has new credit card info to provide for billing or if a customer insists that we remove their credit card number from their account:

- ❖ Choose **F6 Customer Maintenance** from the Main Menu
- ❖ Search for the customer
- ❖ Select the correct customer and put a **Y** in the change field
- ❖ Enter the division number for the appropriate catalog
- ❖ Select **F6 Maintain CR Cards**
- ❖ Enter the division number for the appropriate catalog
- ❖ Select the space bar over the card you wish to remove or enter the updated credit card information
- ❖ Select **F1 Update CC Info**
- ❖ Select **F1 Update Customer**
- ❖ Select **F4 Bypass Standard**
- ❖ Select **F1 Continue**

Credit/Debit card information should not be written down, given to customers or noted in any order comments. The security code should never be noted in order or track comments.

Fraudulent Credit Card Activity

If a customer calls stating their credit card was charged but they did not place an order with us, obtain billing information from the customer, i.e. last name and zip code or phone number or email address to assist in locating an order. If an order is found but the customer still believes he/she did not place the order, **do not issue any refunds or credits**. Comment the order and issue a **CS Track using code 24, "Fraud."** We do not provide shipping information to the caller. Please only provide basic information such as the total of the order and the items ordered.

Drop Ship Procedures

The Drop Ship Department handles items that ship directly from the vendor with a T1 or T2 status.

Product Inquiry for Drop Shipped items: When a customer calls inquiring about product information that is not available online or in THOR, issue a CS Track for follow-up/ASAP using **Code 14 “Drop Ship.”** In comments and in Blue Box include the item number along with the information the customer is requesting. The customer will be contacted within 24-48 hours.

Dropped Shipped: If an order shows **“Drop Shipped”** in the status column, the vendor has shipped this item. The customer should receive the item within 7-10 business days of the ship date shown. If available, tracking may be found on the customer’s order. Select **F3 Order Comments/Actions** to obtain the tracking number. Copy and paste the number on Google Search to track it.

At Drop Shipper: If the order shows **At Drop Shipper** in the status column, the order is still at the Vendor’s location and it has not shipped yet. Review **F3 order comments/actions** for a tracking number. Check Product Review, Additional Product Information for shipping time frames and any backorder dates.

Estimated Delivery Times and Holiday Cut-off Dates: Check the product review screen for estimated delivery times and holiday cut-off dates. **These will vary by vendor and item.** If there is a delay, the customer will be contacted by phone, letter and/or email and their account will be noted.

Changes/Corrections: No changes can be made to a drop ship order once it is processed.

Emailing the Vendor: When the Drop Ship Department has emailed the vendor, you will see **EMV** in the notes. Please allow **48 hours** for vendor response, and the Drop Ship Department will contact the customer via phone or email.

Contact information: Drop ship items require a phone number or email address.

Drop Ship Procedures (continue)

RA's/NPR's on Drop Ship Items:

RA's (Return Authorizations) should only be processed by a Customer Service Agent due to an operator error (agent entered wrong size, color, etc.).

NPR's (No Product Return) should be issued when our Smart Label is used and the return is not processed after 3 weeks or if personalization was incorrectly entered by an agent.

The Drop Ship Department will process **all other** NPR's or RA's for Drop Ship Items. Issue a CS Track follow-up using **Code 14 "Drop Ship"**, including the item number, description and the order level in the CS track comments. In the order comments, note the reason the customer called.

Damaged or Defective Items:

- ❖ Note in the order comments where the damage is on the outside of the box and on the merchandise, and the customer's instructions to replace or refund
- ❖ Enter C.S. Tracking Code **14**
- ❖ In the **CS Inquiry Comments**, include the item number and item description (blue box)
- ❖ Select **F3** Follow-up/ASAP
- ❖ The customer will be contacted within 24-48 hours

Note: Non-personalized items can be returned back to our Returns department at the customer's expense. (Except Drew shoes)

**Ros Hommerson, Lattice, Paradise II,
DS (Drew Shoe) in the description
Drew Shoe**

Drew Shoes
Support Plus – Returns
252 Quarry Road
Lancaster, OH 43130

All Other Drop Ship Shoes

Support Plus Returns
Suite 100
6279 Hudson Crossing Pkwy
Hudson, OH 44236

Customer is billed for item several weeks after they've received it: We do not bill the customer until we receive confirmation from the vendor that the order has shipped. Sometimes these confirmations can be delayed and the item is delivered to the customer before we are alerted that the item has shipped. Once they are billed, an automatic "shipping confirmation" email is sent to the customer. The customer can disregard the email if the item has already been received.

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Cancel and Substitute Backorders

If a customer chooses to cancel or substitute their item(s) on backorder, follow the steps below:

Canceling a backorder item:

- ❖ Select **F7 Secondary Options**
- ❖ Select **F2 Order Options**
- ❖ Select **F2 B/O Return Options**
- ❖ **F2 Cancel B.O.**
- ❖ **F5 Process Cancel** – This key will cancel the backordered item.
- ❖ Enter “?” for a list reason codes.

Canceling an entire level of backordered items:

- ❖ Select **F7 Secondary Options**
- ❖ Select **F2 Order Options**
- ❖ Select **F2 B/O Return Options**
- ❖ **F2 Cancel B.O.**
- ❖ **F7 Cancel Level** – This key will cancel the entire level of the order.
- ❖ Enter “?” for a list reason codes.

Substituting an item that is of equal or lesser value:

- ❖ Select **F7 Secondary Options**
- ❖ Select **F2 Order Options**
- ❖ Select **F2 B/O Return Options**
- ❖ **F2 Cancel B.O.**
- ❖ **F3 Subst Prod**
- ❖ Type the item information starting in the **Product** field
- ❖ Press **F5 Process Sub.**

If you cancelled an item in error by selecting:

- ❖ **F2 Cancel B.O**
- ❖ **F1 Abort Cancel**

Not Picked Status

When an order status shows as “Not Picked”, using the “**F5 Update Not Pick**” function, it will place a level of an order into a backorder status. Once the level is in backorder status, you can change it just as you would normally be able to change your backordered items.

Process:

- ❖ Access the order and find the level that needs to be cancelled or changed.
- ❖ Select **F5 Update Not Pick**. If the **F5 Update Not Pick** key is not there, no changes can be made to the order.
- ❖ You will see a message stating “**Go to All Orders**”.
 Select **F8 Secondary Options**
F1 All Orders
 Select line of order that needs to be modified,
F7 Secondary Options
F5 Modify Order
 Review the order to make changes. If the message says anything else, the Update Not Pick cannot be performed. Treat it as if it is already “In Warehouse.”
- ❖ If an order cannot be modified, no changes can be made.

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If a customer would like to add items to an order that is “In Warehouse”, we cannot modify the order but we can place a new order with prorated shipping.

Club & Program Cancellation Guidelines

Bas Bleu Membership

All club members receive a 100% satisfaction guarantee! Members may discontinue their membership at any time.

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The customer will be refunded the annual membership fee less the value of discounts and shipping used not to exceed the purchase price. This policy is stated in the catalog. Inform the customer about the policy before any changes are made.

Cancellation Process

Step 1:

- ❖ Access the customer's account from the Main Menu
- ❖ Choose the green highlighted account.
- ❖ When prompted to change the customer, enter Y.
- ❖ Enter the catalog's division code, if prompted
- ❖ Select **F3 Club Data**. To cancel enter "C" in the member status field which will fill in today's date as the cancel date.
- ❖ Select **F1 Return**
- ❖ **F1 Update Customer**

Step 2:

- ❖ Access order where membership was purchased
- ❖ Issue NPR for Refund on the Membership. Use Reason code 18 for "Changed Mind."
- ❖ The P&H field will show as ".00".
- ❖ Press Enter once
- ❖ In the "Other" field, deduct any discounts used, by placing a minus sign before the amount (ex. -15.99). The discounts can include the reduced price on merchandise, gift wrapping, and shipping.

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If the customer has lost their membership card or if their membership discounts are not applying to their order, issue a C.S. Track follow-up using **Code 21 "Supervisor Review"**.

Club & Program Cancellation Guidelines

VIP Insider

To cancel the VIP Insider Program, warm transfer the customer to the appropriate Customer Service number.

Acorn 1-888-389-0129

CustomerService@AcornVIPInsider.com

Bas Bleu 1-866-221-2476

CustomerService@VIPInsiderBasBleu.com

Catalog Classics 1-888-702-0734

CustomerService@CatalogClassicsVIPInsider.com

Daedalus Books 1-888-401-6525

Customerservice@daedalusvipinsider.com

Signals 1-888-706-7673

CustomerService@SignalsVIPInsider.com

Support Plus 1-888-706-7687

CustomerService@SupportPlusVIPInsider.com

What on Earth 1-888-709-0726

CustomerService@WhatonEarthVIPInsider.com

Wait for a representative to answer the call, explain the reason for the call and then transfer the customer over to the VIP representative.

Price Guarantees

It is the policy of Universal Screen Arts, Inc. to match a competitor's price

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If...

- ❖ The customer can provide us with the catalog's website or fax the advertisement for the item.
- ❖ We can verify that it is the exact same offer and is manufactured by the exact same company
- ❖ We can verify it is a regularly priced item. We do not match competitor's sale prices

Price Difference Refunds on Sale Items

We will honor a price difference refund within 30 days from the ship date.

- ❖ Verify the sale price (Web, THOR, Catalog)
- ❖ Note the order
- ❖ Issue a miscellaneous credit using code, **06** "Goodwill" for the difference

Email promotions are excluded from the price difference refunds.

Section 4: References

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California PROP 65 FAQ

Q. What to do if a customer calls regarding a Prop 65 item?

A. Explain to customer, "California Prop 65 requires us to inform you that chemicals such as cadmium (*kad-mee-uhm*) and lead may be present in the product you ordered." As a precaution, every order that is shipped to California has the Prop 65 warning on the packing slip. If an item does fall under the Prop 65 guidelines, the vendor will attach a sticker directly on the item. If there is no sticker on any of the items within the order, the customer can ignore the Prop 65 warning and enjoy the item.

Q. What Kind of items are Prop 65 items?

A. Items with electrical cords, items that are glazed or ceramic, lead crystal (Waterford crystals) and painted items. For Example: HP4692 the Numbers Mug.

Currently, all of our items coming from China are being tested for our customer's safety. Any item to be found unsafe has been removed from our catalogs.

Q. What can we do for the customer?

A. If after explaining the Prop 65 requirements the customer wants to return the item(s), issue an RA for credit at our expense.

Terminology and Abbreviations

NPR	No product return
SL	Smart Label
EMV	Emailed Vendor
RA	Return Authorization
RTS	Returned to Sender (to Our Warehouse)
USPS	United States Postal Service
UPS	United Parcel Service
MPI	Missing Product Information
AVS	Address Verification System
OA	Open Account
GC	Gift Card
FN	Foreign Nation
NOI	Not Our Item
PA	Paid Account
PY	PayPal

Status	What it Means	What can I do for the customer?
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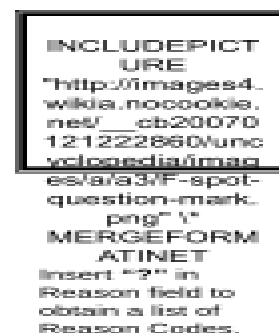
All Backordered	All items on the order are backordered.	Let the customer know when they can expect to receive their merchandise based on the expected delivery dates.
At Drop Shipper	Item has been processed, but not shipped from the drop shipper.	The item will be shipped as soon as possible.
Authorized for Return	The customer has received the item and we have authorized them to send it back.	Advise the customer that the item has not yet been returned. Offer to track if tracking number is known. It takes up to 2-3 weeks for receiving and processing of returned items.
Automatic CC Auth	The order is waiting Credit Card Authorization.	Let the customer know that the order is awaiting Credit Card Authorization.
Back Ord - Not Alcd	Backordered not allocated. The item is out of stock. There are no open purchase orders for the item. There are no items to reserve for this order.	Let customer know when they can expect to receive their merchandise to ship within 2 – 3 weeks. An R1 item with no open POs usually arrives every 2-3 weeks.
Backordered	The item is out of stock but we are expecting a future shipment.	Let customer know when they can expect to receive their merchandise based on the open purchase order dates.
Cancelled	The entire order has been cancelled by customer service.	Let the customer know that the order has been cancelled.
CC Auth Declined	Credit card authorization declined.	Customer must contact their credit card company to determine why the authorization was declined.
CC in Whse/Declined	This level was on backorder, but is now available. Credit card was declined.	Obtain a new credit card from the customer.
Customer Cancelled	Customer requested cancellation of order.	Let the customer know their order has been cancelled.
Declined	When THOR tried to authorize the credit card, the card was declined.	Customer must contact their credit card company to determine why the authorization was declined. Have the customer verify the credit card information (name, card number, expiration date).
Drop Shipped	Drop ship item has been shipped by the vendor.	Based on the shipment date, let the customer know when they can expect to receive the merchandise.
Exchanged	Product was returned for exchange.	Based on the exchange details, let the customer know the status of the exchange.
Exp Ord Ready Process	Expedited (Express) Order that is awaiting Order Processing.	The order is waiting processing.
Expedite CC Auth	The expedited order is awaiting Credit Card Authorization.	Let the customer know that the order is awaiting Credit Card Authorization.
Fraud	The order has been placed on hold by THOR because it has triggered one of the fraud control blocks.	Let the customer know that the order is in processing. Should ship within 24-48 hours.
Held for Mgr Review	The order has been placed on hold for manager review.	Let the customer know that the order is in processing. Should ship within 24-48 hours

Order Status

Status	What it Means	What can I do for the customer?
In Processing	The order is processing and will convert to In Warehouse status when order processing finishes.	The order is being processed and will be shipped soon.

In Warehouse	Available items are being picked, packed, and prepared for shipping.	Available items are being picked, packed, and prepared for shipping. No changes can be made at this point.
Item Cancelled	The item has been cancelled by THOR because the product was no longer available.	Advise the customer that the item has been discontinued and will no longer be available.
Partial Backorder	Some items on the order are backordered.	Let the customer know when they can expect to receive their merchandise based on the information in Product Review.
Ready to pick - not alcd	Item is backordered. The item does not have any allocated inventory.	Let the customer know when they can expect to receive their merchandise based on the open purchase order dates.
Refused Return	Line item has been returned refused.	Let the customer know that our records show the merchandise was refused by the customer.
Reg Ord Ready Process	Order is awaiting Order Processing.	The order is waiting to be processed.
Returned	Line item has been returned.	Let the customer know the status of their return.
Scheduled for warehouse	Line item will show "To Be Picked". The item is scheduled to go to the warehouse to be picked and packed.	The item is being scheduled to be picked, packed and prepared for shipping.
Shipped	Line item has been shipped.	All items have been shipped. Let the customer know the shipment dates.
Shipped Complete	All levels of the order have been shipped.	All items have been shipped. Let the customer know the appropriate shipment dates.
Shipped/Returns	A shipped order that also contains returned items.	Advise the customer that the appropriate merchandise has been returned.
To be Drop Shipped	Item will be drop shipped. The order has not been processed.	The item will be sent to the drop shipper for processing. The item will be shipped as soon as possible.
To be picked	Order has not been processed. When the order is processed, the status will become "In Warehouse."	Once the order is processed, available items will be picked and shipped.
To Drop Shipper	Order has been processed and sent to the drop shipper.	Order has been processed and has been sent to the drop shipper.
Waiting for customer	The order has been placed on hold until the customer calls back with additional information for the order.	Obtain the requested information and release the order for order processing based on order comments.

Order Status (continued)



Customer Service Tracking

INCLUDEPICTURE
 "http://www.clipart
 salbum.com/clipart
 s/screenbeans/10
 3288.jpg" *
 MERGEFORMAT
 NET

Anytime a customer calls, the order should be noted for the reason of the call. The customer will need to allow 24-48 business hours if a return call is needed.

After entering the reason code, select **F3 Schedule Follow Up** and then **F3 ASAP** if and only if there is additional action needed on the order. If no action is needed, simply code the track and press **F1 Update & Return**.

Code	Reason	Explanation	CS Inquiry Comments (blue box)	Follow up	Order Comments
01	B/O Inquiry	B/O Status, FTC Wait		No	
02	Order Status	Order Status, track package		No	Shortcut Code 503
03	Update/Modify Order Issued an RA	Add/delete items, change ship method, cancel order, replacement order		No	What was changed on the order
05	PBS Order Delay	Order or Refund Status	Date	Yes	Purpose of the call
06 for items in our warehouses 14 for Drop Ship items	Product Inquiry	Customer Requesting product info not found In Thor or on website	Item number and detailed information the customer is requesting	Yes	Item number and detailed information the customer is requesting
07	Billing Inquiry	Anything to do with money on the order		Depends	Information needed to assist the customer
08	Customer Maintenance	Updating credit/debit card information for BAM, Auto Ship orders, VIP Insider, etc.		Yes	The type of card and the last 4 digits of the card number.
09	RTS	Package being returned to sender by carrier	All information needed to process the customer's order	No	All information needed to process the customer's order
10	Coupon Request	Send CS coupons	Catalog Brand and the amount of coupons to send	Yes	Note the catalog brand the coupons are associated with and reason for sending the coupons
11	Non-Receipt/Damaged	Customer did not receive package or it was damaged in shipment by carrier	Item number, description and level	Yes	Information regarding where the item is damaged and the condition of the package

Customer Service Tracking (continued)

Code	Reason	Explanation	CS Inquiry Comments (blue box)	Follow up	Order Comments
12	Smart Label	Customer needs Smart Label sent		Yes	Mail or Email? Level & Item #, Comp or Paid? Reason why?
13	Mail Verification	Locating a mail order for verification	Info to located mail order (pg. 55)	Yes	Note what needs to be done
14	Drop Ship/Truck	Drop Ship/Truck order status or problem	Item number, description and level	Yes	Any additional information needed to assist the customer
15	Call Tag	FedEx pickup needed due to our error	Item number, description and level	Yes	Level and item number and the reason for pickup
17	Return Information	If Stock Balance Exchange (SBE) needed.	Item/level	Yes	Item/level and name/address/contact info of person needing the SBE.
18	Quality/Service	Any type of feedback		Yes	Note the customer's feedback
19	Personalization Inquiry	Verifying the personalization	Item/level and what needs to be done	Yes	Item/level and what needs to be done
21	Supervisor Review	Used only for issues requiring a supervisor's attention.	None	Yes	All information needed to assist the customer
22	Checks & GC	Refunds or Gift Certificates	Note the situation	Yes	Note the situation
23	Marketplace Inquiries	To issue miscellaneous credits, wrong item advertised on website, buyer information requested by giftee	Note what needs to be done	Yes	Note what needs to be done
24	Fraud	When a customer claims they did not order from us but their credit card was used.		Yes	Note the situation
25	Urgent Catalog Request	Customer wants a catalog sooner than 2-3 weeks	Catalog brand(s)	Yes	Catalog brand(s)
26	RA for Exch.	Inquiries regarding a charge for an RA not returned within 30 days.		Yes	Note the situation
28	Email Customer	Customer requests an email confirmation of their order.		Yes	After confirming email address, comment exactly what should be emailed.

Online FAQ

- Q. How much will it cost to ship my order, and when will it be delivered?**
- A.** Shipping is calculated based on the product total. If you have your total, I will be able to provide you with the amount for shipping. You can always locate this information on our website by clicking on the **“Shopping Help”** link at the bottom of the web page for domestic and international shipping costs and timeframes.
- Q. I haven’t received my order yet. How do I track my order?**
- A.** Simply go to our website and click on the **“Order Status”** tab at the top of the web page. You will need to enter your order confirmation number and billing zip code. Once you do this, you will be directed to the tracking information page.
- Q. I just placed an order online and need to change it.**
- A.** Online orders take approximately **one hour** to download into our live system before we can make any modifications. Please contact us via telephone or live chat in approximately one hour, and we will be able to assist you at that time.
- Q. I am placing an order online but your catalog shows the item for a lower price.**
- A.** Please include the catalog price in the order comments when placing your order online. Be sure they list the key code for the catalog they are ordering from.
- Q. I used a web coupon code XYZ123 for free shipping on my order and it didn’t apply. Why?**
- A.** The coupon code may be expired, invalid, or your order did not qualify for this offer. Only one coupon or discount can be applied per order. Only coupons sent directly from our websites are valid. Coupons offered by other websites are not valid. If the coupon is valid and your order qualifies for the discount, we can apply the coupon to the order once it is downloaded into our live system, or we can apply a credit for the discount once the order ships out.
- Q. I placed an order online and once it reached your system, someone there made a change to it.**
- A.** Orders downloaded to our system are received exactly as entered by the customer and are not modified by any representative in any way unless notified by you to do so.
- Q. I need to unsubscribe from your website emails.**
- A.** We are able to process this for you. We can completely unsubscribe you or you can continue to receive only Order Status emails. May I have your email address? You can also completely unsubscribe from our emails at any time by clicking on the **“Privacy”** link at the bottom of the web page. You will then see a blue highlighted area that says **“Click here to unsubscribe”**.

Packing Slip

Our Guarantee	Signals	What on Earth	Wireless	Art&Artifact	Bas Bleu
Your satisfaction is our most important goal. If for any reason you are not completely pleased with your purchase, simply return it to us. We'll cheerfully and promptly exchange it or send you a refund.	Customer Service: 1.800.669.5225 shop@signals.com	Customer Service: 1.800.441.2242 shop@whatonearthcatalog.com	Customer Service: 1.800.687.9750 shop@the-wireless-catalog.com	Customer Service: 1.800.950.9540 shop@artandartifact.com	Customer Service: 1.888.557.2647 shop@basbleu.com

Customer Service Representatives are available Monday through Friday 8:30am - 10:00pm EST.

Please read the following information if your shipment was damaged or if you would like to make a return or exchange.

- Upon receiving your order, please verify the contents immediately against the items marked as shipped on the front of this form. If you did not receive the correct items, received damaged merchandise or have a question about the status of items being shipped separately, please contact our Customer Service Department.
- Most items may be returned for exchange, refund or credit. Please refer to the catalog, website, or Customer Service for return limitations. Personalized items, however, can be returned only if the result of our error or manufacturing defect. Home furnishing items (tables, lamps, chairs, rugs, prints, etc.) must be returned within 30 days of receipt. Please contact our Customer Service Department to obtain a Return Authorization Number should you wish to return a home furnishing item. Canadian customers, please contact our Customer Service Department for detailed return instructions.
- Please fill out the following information and include with your return. Returns made for reasons other than damage, defect or our error must be returned postage prepaid. C.O.D. returns will be refused. Insure the package and obtain a receipt from the carrier as proof of return. Refunds will be made in the same manner in which the order was placed. Please allow 2-3 weeks for processing.



Returning your package using prepaid SmartLabel

In most cases, a prepaid SmartLabel has been printed on the opposite side of this form. To use the optional SmartLabel service, simply remove all other labels and barcodes from your package, and then affix the SmartLabel to your return package. You can then place the package in your mailbox, give the package to your postal carrier, or take it to your local post office. A return shipping and processing fee, which is listed on the front of this form, will be deducted from the amount of your return.

Please note: If you use the SmartLabel for an item exchange, you will need to include payment for SmartLabel service by check or authorize us to bill your credit card.

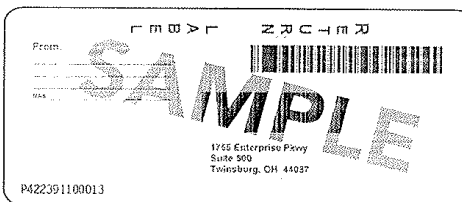


Returning your label using the carrier of your choice

In some cases, a pre-addressed Return Label has been printed on the opposite side of this form because the items you ordered were shipped directly from the manufacturer or are over the weight limit for this service. This is simply an address label for your convenience and will require that you pay the carrier postage to send us your return.

Returns sent without using a SmartLabel should be directed to:

Returns Department
1755 Enterprise Parkway
Suite 500
Twinsburg, OH 44087



Item #	Size	Qty	I am Returning: Description	Reason Code	Price	(Circle One)
						Exchange Refund
						Exchange Refund
						Exchange Refund

Return Codes: 3. Item Defective, 5. Quality Not As Expected, 6. Too Big, 7. Too Small, 8. Color Not As Expected, 9. Arrived Too Late, 10. Wrong Item Shipped, 36. Refused, 52. Shoes Too Wide, 53. Shoes Too Narrow, 54. Difficult to Use, 99. Other (please specify below)

Comments:

Item #	Size	Qty	Please Exchange For:	Price

If there is a payment due, please enclose a check or complete the following credit card information:

Daytime Phone Number: () [In case we need to contact you about your return]

Comments:

Payment: check one: VISA MasterCard AMEX NOVUS/DISCOVER

Exp. Date

Do Not Send Cash

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Authorized Signature

Marketplace

Return at the customer's expense

Please fill out the returns section on the back of the packing slip with your instructions for exchange or refund, and include it with your return. If you no longer have your packing slip, please include a sheet of paper with your name, address and telephone number, along with your instructions for exchange or refund.

Our Marketplace Returns address is:

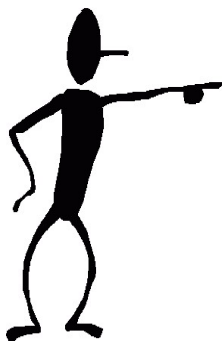
Universal Direct Brands Returns
Suite 100
6279 Hudson Crossing Pkwy
Hudson, OH 44236

Hours of operation:

Monday – Friday: 9am – 9pm

When to issue a Marketplace 23 track?

A CS track 23 for follow-up can be used when calls are received outside the hours of operation on an issue that includes but is not limited to: Miscellaneous credits, billing inquiries, backorders, cancelled orders, Marketplace Drop Ship issues, and International Customers. Please leave notes for the agent and it will be resolved with the customer as they can be contacted through the Marketplace site.



Reminders when handling Marketplace calls:

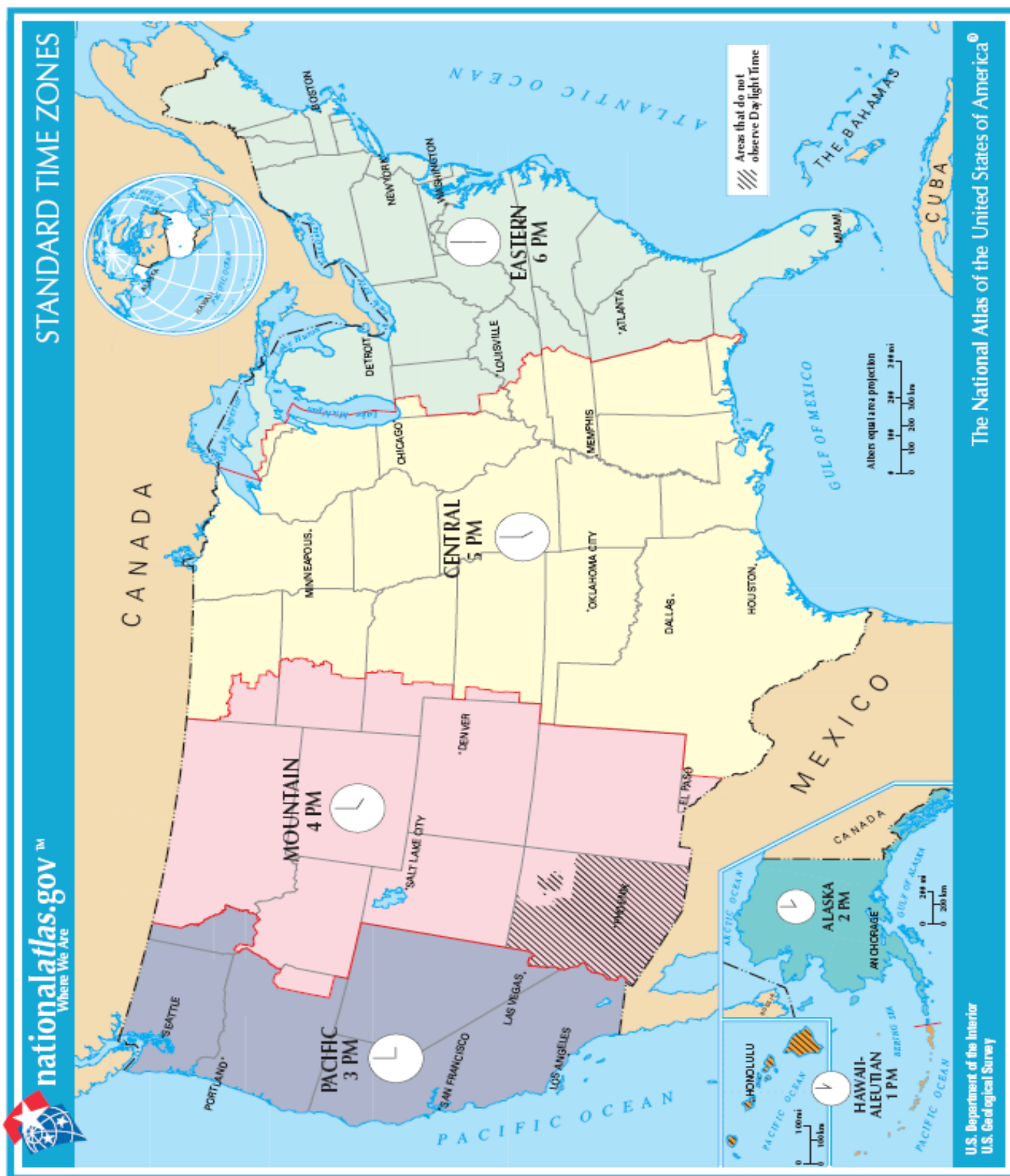
- Obtain the order number that begins with the letter "A"
- Verify customer's name and billing address
- Identify the specific Marketplace site in THOR (i.e. Amazon, Jet, etc)

Order Box Orders

Any order numbers beginning with "D", please provide these customers with the Order Box customer service number, 1-844-304-7878. Our stock is sent to an Amazon facility. They handle the billing and shipping of these orders. If a customer should contact us via a catalog line, it is imperative to provide the Order Box customer service number. Due to the contract we have with Order

Box, we cannot contact customer via phone or email. Therefore, a CS track using code 23 "Marketplace" is not needed.

Time Zones - USA



Pacific (3:00 pm)	Mountain (4:00 pm)	Central (5:00 pm)	Eastern (6:00 pm)	Atlantic 7:00 pm)	New Foundland (7:30 pm)
YUKON (YT)	NW Territories (NT)	Saskatchewan (SK)	Ontario (ON)	Nova Scotia (NS)	Prince Edward Island (PE)
BRITISH Columbia (BC)	Alberta (AB)	Manitoba (MB)	Nunavut (NU)		Newfoundland (NF)
		Ontario (ON)	Quebec (QC)		
			New Brunswick (NB)		

Time Zones - Canada

Customer Service Inquiries & Tips

In Warehouse Orders

Orders that are "in warehouse" status are preparing to ship and cannot be canceled or modified.

Only for the following situations would you need to notify a supervisor or trainer at call@woecatalog.com (a CS track follow-up is not required):

- The in-stock items have not shipped within 24-48 hours after the order was placed. This does not apply to back-ordered, drop ship or personalized items.
- Customer has already received their order, but the status still shows "in warehouse".
- Address incorrect due to an operator error placed by a phone agent, mail verifier. This does not apply to internet orders, which are received exactly as entered by the customer.

For any other reason we should inform the customer, "Unfortunately, this item is in the warehouse preparing to ship, and no changes could be made to this order. We will be happy to refund or exchange it once processed and returned to our Returns department".

Office Jargon

Using the office jargon when assisting a customer is a trigger point that could potentially increase call time by explaining more than what's necessary. The language (jargon) we use throughout the department is like speaking a different language to our customers.

Examples of office jargon:

1. Drop Shipped
2. At the Drop Shipper
3. Wait for Customer
4. Open Account (OA order)

Examples without using office jargon:

1. The item shipped from the vendor's location.
2. The item is currently at our vendor, preparing to be shipped.
3. There was a problem with your order... (Explain the problem) or, "we will place order on hold until we receive a response from you".
4. The item you returned was refunded on the replacement order; a refund check will be mailed.

Tax Exempt Forms

Tax exempt certificates are available on the X drive to verify tax exempt status for a customer. If the certificate is not available, the customer should email or fax their certificate "Attn: Customer Service". Once received, it will be scanned and uploaded to the "Tax Exempt" folder by a trainer or supervisor.

Mail Order Look-Up

What do I do if I need to look up a mail order?

1. Call the Supervisor line, extension 5555 – a supervisor or trainer will be able to look up and view the mail order for you.

Or...

2. Schedule a **CS track using code 13, Mail Verification** – The customer will be contacted within 24-48 hours. If you choose this option, make sure your notes explain what is needed to assist the customer.

Missing Mail Orders

Daily, 90% of our mail orders are scanned on the Falcon located in the mailroom and the rest are manually processed in Thor by an agent. When a customer contacts us about a missing mail order, please follow the steps below:

- The customer should verify if the check/money order was cashed. If the check/money order has not been cashed, it should be treated as if we have not received it yet. Advise customer to allow more time.
- If the check/money order has been cashed, schedule CS track follow-up using code **13 Mail Verification** including the following info:
 - o Brand of catalog
 - o Date the check/money order was cashed
 - o Deposit numbers printed on the back of the cashed check
 - o Any other relevant info such as check number and amount.
- The customer will be contacted within 24-48 business hours.

Fax Orders

All fax orders are scanned on the Falcon mail scanner and verified (entered) by an agent.

VIP Insider Program Cancellations

When a customer calls to cancel their VIP Insider program, please warm transfer them to the appropriate VIP customer service number located on the bottom of your Clarus script. If customers are experiencing problems with the cancellation process, please email call@woecatalog.com (providing the customer's name, address, phone number and e-mail from their account).

Expired Tokens

Tokens are stored in Thor for 60 days. If an item is returned after 60 days, the customer will receive a refund check instead of a credit/debit card refund.

Received Incorrect Item, Wants to Keep It!

If a customer received an incorrect item but wants to keep it, ask the customer which credit card we should bill. If it is a different credit card than the one billed for their order, put the card info in **Customer Maintenance**. Schedule follow-up on **Track 07** with the item number(s) to bill, card type, last four digits and expiration date. Replace the correct item with an NPR since no product is being returned.