

BOPIS Order Questions

Purpose:

To aid store customers and stores with BOPIS order questions

Guidelines:

Follow these steps when a store customer or a store contacts Customer Care for various BOPIS questions

Question type:

BOPIS order not in store system:

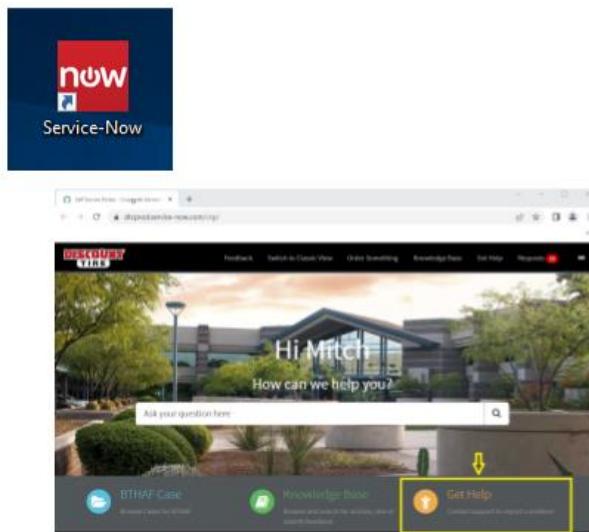
Scenario 1: If the customer provides a web order number, then open a Support Ticket through the Service Now portal.

If a customer makes the inquiry, set an expectation that the store will be contacting them in 1 business day or sooner. Using the "BOPIS Incident Opened" template, email the store. If a store employee makes the inquiry, follow the same steps.

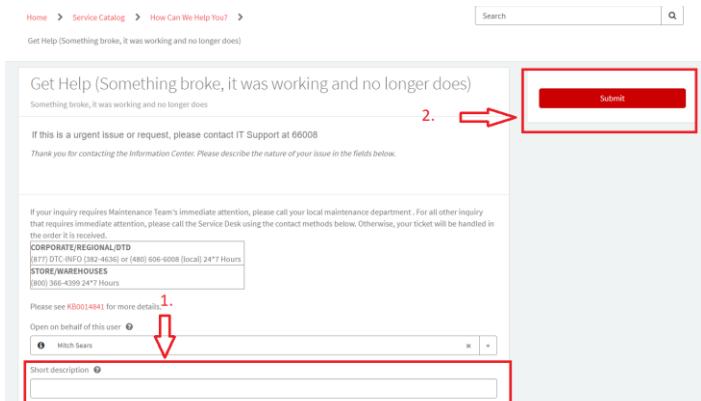
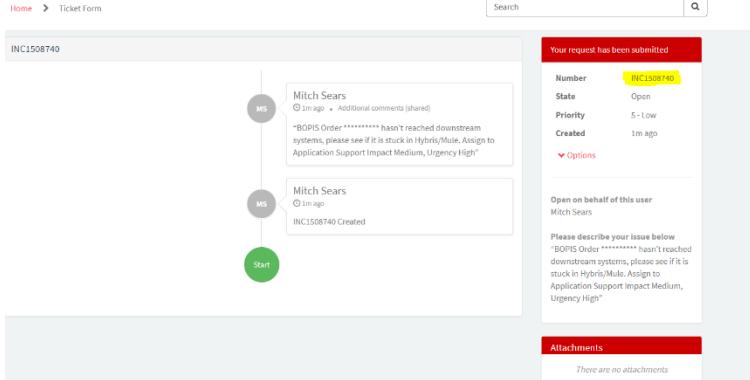
See Service Now workflow:

To open a Service Now Incident

Use the Service Now Icon on desktop or as a saved web link. Click on "Get Help"



Process:

STEP	ACTION
1	<p>Enter the following text in the short description field:</p> <p>“BOPIS Order ***** has not reached downstream systems, please see if it is stuck in Hybris/MuleSoft. Assign to Application Support Impact: Medium, Urgency: High”</p>
2	<p>Click Submit</p> 
Note:	<p>An Incident Number is now active for Support to resolve</p>  <p>Once IT Support follows up with the resolution, send the “Bopis Incident Resolved” template to the store</p>
Scenario 2	<p>If there is no web order number, can the customer confirm they have a web order confirmation email to identify the web order number? If not, then a new order needs to be placed in the store or online</p>
	<p>If customer states they see an authorization on their card, here are some scenarios where this may have taken place:</p> <ul style="list-style-type: none"> • Web time out • Submit order clicked but customer may have page backed • Fail to match billing information after authorization
BOPIS Order canceled:	<ol style="list-style-type: none"> 1. Auto Cancel after 28 days (Order found in Refund tab in GENESIS – Card has not been charged)

	2. Failed authorization on 8th day reauthorization attempt (Order deleted out of GENESIS)
Note:	Unless a BOPIS order was finalized customer's card was not charged. We <i>do not</i> settle the transaction until an invoice is finalized.
Request to Cancel BOPIS order:	<ol style="list-style-type: none"> 1. If there is a BOPIS order number and the order is in GENESIS, send the "Cancel BOPIS Order" email template to the store. Please ask for a return email confirming that the order was successfully canceled.
	<ol style="list-style-type: none"> 2. If there is a BOPIS order found in FSA and the order is not in GENESIS open a Support ticket. See workflow above.
Note:	Contact the store by email using the "Bopis Incident Opened / Cancel Order" template to cancel once the order is available in GENESIS. Please ask for a return email confirming that the order was successfully canceled.

Sales Force Templates:

Incident Created Template

Reply to store/manager:

Hello MANAGER,

{!Case.SuppliedName}'s issue with their BOPIS order has been submitted to the help desk through Service Now. The incident report number is: XXXXXX. I will follow up with you once the problem has been corrected. You can also check the status of the incident by contacting Store Support with the incident report number.

Thank you,

{!User.User_Signature__c}

Customer information

Name: {!Case.SuppliedName}

Phone: {!Case.SuppliedPhone}

Email: {!Case.SuppliedEmail}

Store: {!Case.Store_New__c}

Order: {!Case.Order_Invoice_Number__c}



Incident Resolution Template

Reply to store/manager:

Hello MANAGER,

{!Case.SuppliedName}'s BOPIS order should now be in your POS. Please locate the order under the BOPIS tab and reach out to {!Case.SuppliedName} to invite them into the store so their order can be finalized.

Thank you for your cooperation on this matter,

{!User.User_Signature__c}

Customer has no BOPIS order number template

Reply to store/manager:

Hello MANAGER,

If the customer did not receive a BOPIS order number and it is not in the POS, then the order did not go through. An authorization would still be placed on the account which will drop off in 7-10 business days. Please inform the customer of this, so they are aware that the funds will be put back into their account. You can process the order for them at the store.

Thank you,

{!User.User_Signature__c}

Reply to Customer:

Hello {!Case.SuppliedName},

Thank you for contacting us regarding your online order. I apologize for any inconvenience this may cause, but if you did not get a web order number, then unfortunately your order did not process. This is possibly due to the webpage timing out at the time you were placing your order.

A temporary authorization would still be placed on the account, which will drop off within 7-10 business days.

I apologize for any inconvenience this is causing. If for some reason the hold does not drop from the account I would recommend contacting your bank. If the issue still persists, please let me know and I will check into it again.

Thank you,

{!User.User_Signature__c}



No BOPIS order number in POS template

Reply to store/manager:

Hello MANAGER,

If the customer did not receive a BOPIS order number and there is not BOPIS/Web Order number in the POS, then the order did process but did not finalize. I'm sorry to say that the authorization is still attached to the account, and it will drop off in 28 days.

Please inform the customer, so they are aware that the funds will be put back into their account in that time. If the customer still wants to make the purchase, you will be able to do it at the store for them.

You can still reprocess the order at the store.

Thank you,

{!User.User_Signature_c}

Reply to customer:

Hello {!Case.SuppliedName},

Thank you for contacting us about your order. If you did not receive an order number and the store was unable to find it, then the order did process, and did not finalize. I'm sorry to say that the authorization would still be attached to the account, Unfortunately, due to this, it could take up to 28 days for it to drop off the account, depending on your bank.

I apologize for any inconvenience this is causing. If for some reason the hold does not drop from the account, I would recommend contacting your bank. If the issue persists, please let me know and I will check into it again.

Thank you,

{!User.User_Signature_c}

BOPIS did not authorize template

Reply to store/manager:

Hello MANAGER,

Unfortunately, the order did not get authorization. Due to this, the order was cancelled.

Please inform the customer so they are aware that the funds were not collected, and if there is a hold on the account, the funds will be credited. This could take up to 28 days, depending on their bank. If the customer still wants to place the order, you will be able to reprocess the order at the store for them.



Thank you,
{!User.User_Signature__c}

Reply to customer:

Hello {!Case.SuppliedName},
Thank you for contacting us about your order.
I apologize for any inconvenience this is causing, but unfortunately your order did not get authorization from your bank, so it was cancelled. The funds were not collected. If for some reason, there is a hold on the account for the funds it will be credited by your bank. Depending on your bank this could take up to 28 days.
If the credit is not received within that time frame, I would recommend contacting your bank. If there is still an issue, please let me know and I will check into it again.
Thank you,
{!User.User_Signature__c}

Phone Group Templates:

Template 1: Bopis Incident Opened

Subject: BOPIS Order Not in Store System - Service Now Ticket Opened

Hello MANAGER,

{Customer Name }'s issue with their BOPIS order has been submitted to the help desk through Service Now. The incident report number is: XXXXXX. I will follow up with you once the problem has been corrected. You can also check the status of the incident by contacting Store Support with the incident report number.

Customer information

Name:

Phone:

Email:

Store:

Order:



Template 2: Bopis Incident Resolved

Subject: BOPIS Order Not in Store System – Service Now Ticket Resolved

Hello MANAGER,

{Customer Name}'s BOPIS order should now be in your POS. Please locate the order under the BOPIS tab and reach out to {Customer Name } to invite them into the store so their order can be finalized.

Thank you for your cooperation on this matter.

Customer information

Name:

Phone:

Email:

Store:

Order:

Template 3: Bopis Incident Opened / Cancel Order

Subject: BOPIS Order Not in Store System - Service Now Ticket Opened / Cancel Order

Hello MANAGER,

{Customer Name}'s issue with their BOPIS order has been submitted to the help desk through Service Now. The incident report number is: XXXXXX. I will follow up with you once the problem has been corrected. Please cancel the order once it is in the POS. You can also check the status of the incident by contacting Store Support with the incident report number.

Customer information

Name:

Phone:

Email:

Store:

Order:



Template 4: Bopis Incident Resolved / Cancel Order

Subject: BOPIS Order Not in Store System – Service Now Ticket Resolved / Cancel Order

Hello MANAGER,

{Customer Name}'s BOPIS order should now be in your POS. Please locate the order under the BOPIS tab and cancel the order.

Thank you for your cooperation on this matter.

Customer information

Name:

Phone:

Email:

Store:

Order:



Template 5: Cancel Bopis Order

Subject: Cancel BOPIS Order ***

Hello MANAGER,

{Customer Name} Called Customer Care to cancel Bopis order **. Please cancel the order and reply once done.

Thank you for your cooperation on this matter.

Customer information

Name:

Phone:

Email:

Store:

Order:

Contact:

Please see an assistant manager or manager with questions.