

## Retail – Processing an Order - Benediction

### Purpose

Our goal is to provide a positive buying experience and a great benediction is used to:

- Confirm all details of the order
- Set the customer's expectations

### Review invoices

#### Review All invoices, no exceptions.

The review process must take place on the **Sales Summary Screen**. Review the following in order:

- ✓ **Customer Name\***
- ✓ Phone Number
- ✓ Email Address
- ✓ Vehicle
- ✓ **Shipping Address\***
- ✓ Shipping Method
- ✓ Shipping Time – Under Promise
- ✓ Quantity, Size, Description, and Price of every line item
- ✓ Product offered but declined by the customer. Example: Certificates, Valves, TPMS.
- ✓ Verify customer is aware of TPMS reset procedure
- ✓ Total Price

**\* Spell back to the customer!**

### Proceeding with Order

Follow the procedures listed below to complete the order:

Step	Action	
1	After invoice review is complete, click the stop sign on the sale summary screen.	
2	Ask for form of payment (Sync, Visa, MC, DISC).	
3	Finalize order.	
4	<b>If...</b>	<b>Then...</b>
	Order can be finalized or drop shipped,	Inform the customer they will be receiving the following <ul style="list-style-type: none"> <li>• Order Confirmation email and invoice copy.</li> <li>• Tracking email: remind them the tracking will show movement within 24-48 hours.</li> </ul>
	Order is placed into a layaway,	Inform customer they will not receive an invoice/tracking until order is finalized.
5	Verify eligible rebates and explain process if need be.	
6	Set expectation of possible issues. Example: Delivery on different days, etc.	
7	Ensure customer that if anything goes wrong to contact you first and provide phone number and extension.	
8	Ask customer for referrals from family and friends.	
9	Thank the customer for their business.	
10	Conclude call.	
11	Complete phone system wrap-up with the selection code (Sale).	

### Contact

Please see your manager if you have any questions.