

Retail – Processing an Order - Benediction

Purpose	Our goal is to provide a positive buying experience and a great benediction is used to: <ul style="list-style-type: none"> • Confirm all details of the order • Set the customer's expectations
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Review invoices	Review All invoices, no exceptions. The review process must take place on the Sales Summary Screen . Review the following in order: <ul style="list-style-type: none"> ✓ 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:																																											
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Contact	Please see your manager if you have any questions.
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