

Accessory Follow Ups

Description:

Following up with Accessory Vendors to obtain tracking information

Guidelines:

Follow each step & note carefully, as the steps below vary depending on the vendor.

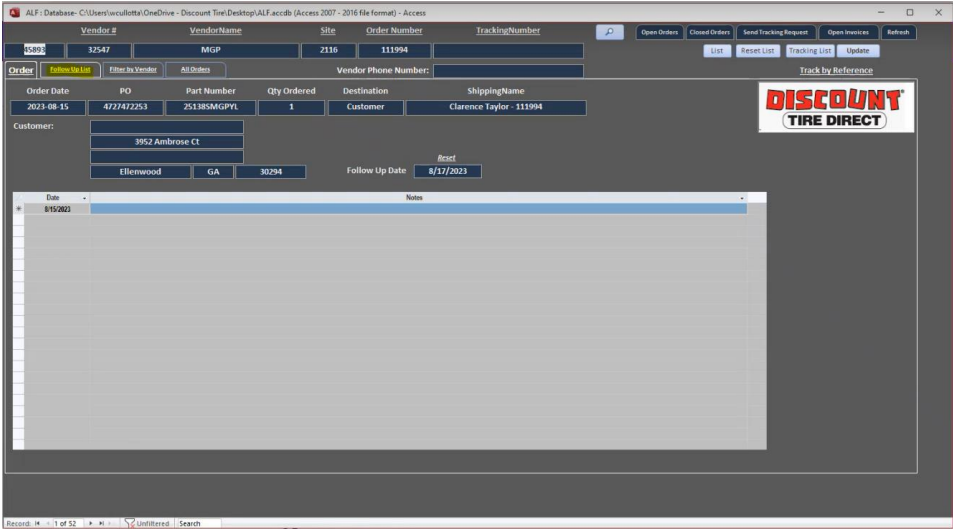
This AOR should be done first thing in the AM, daily. Mondays will have more in queue from the weekend, but Tue-Fri will not have many.

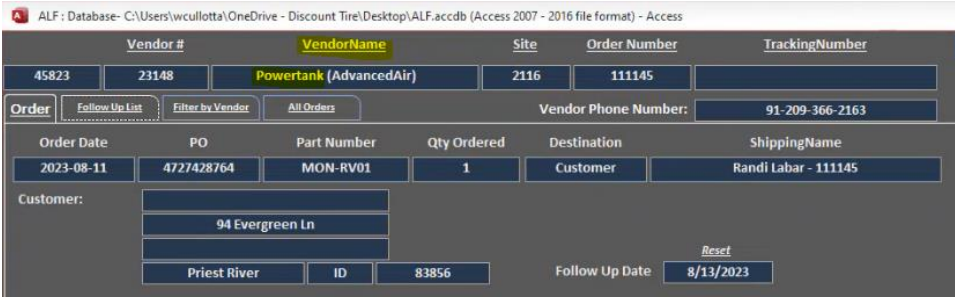
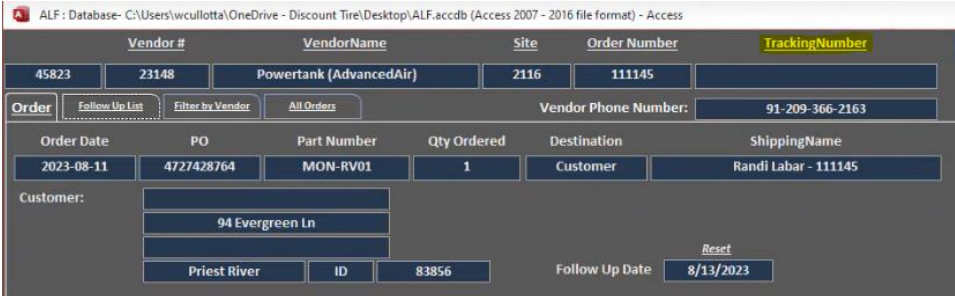
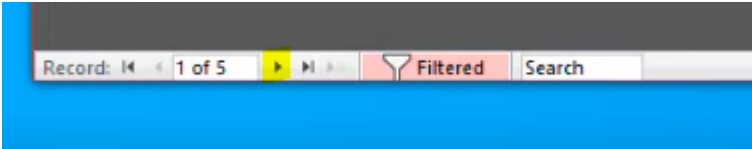
Note: MGP orders have longer handling timeframes, so the follow up date in ALF will be set to 10 days out.

You will need access to:

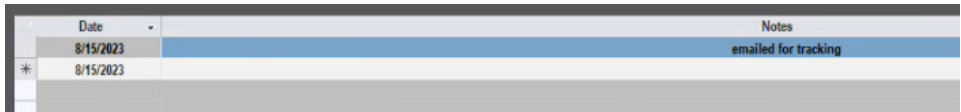
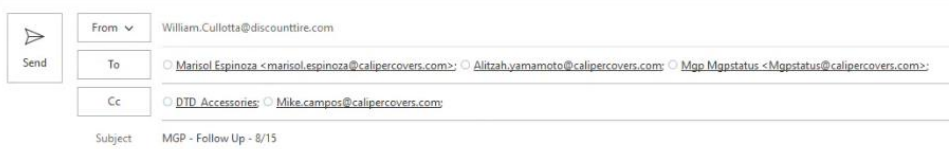
- Outlook
- ALF
- FedEx
- Vendors excel sheet

Process:

STEP	ACTION
1	<p>Open ALF and click on the Follow Up List tab</p> 

2	<p>Determine the Vendor of the order, found at the top of ALF</p> 
<p>Note:</p>	<p><i>Eibach is the only vendor we can check the tracking for on their website. Use the 'Vendors' excel sheet to find our login to their website.</i></p> <p><i>Another way to check for tracking on any order is by going to FedEx > Track by Reference, which will require the <u>PO#, USA, & Order Zip Code</u></i></p> <p><i>ALL vendors will need to be emailed for tracking if none were found. See STEP 7 for that email information</i></p>
3	<p>For an <i>Eibach</i> order, sign into their website and go to Order Tracking from the home page. Click View and you should see a list of PO numbers</p> <p>**The order you're searching for should be towards the top. Focus on the last 4 digits to make it easier**</p>
<p>Note:</p>	<p><i>If the Status shows Processing, then we don't have tracking yet. There will be a blue tracking # there if we do.</i></p>
4A	<p>If tracking was found, enter it into ALF in the 'Tracking Number' field at the top. Then click the next arrow button at the bottom of the program</p> 
4B	<p>If tracking was <u>NOT</u> found, click the next arrow button at the bottom of the program to move on to the next order</p> 

5	Click the Follow Up List tab in ALF to get rid of all the orders we either changed the data on, or added tracking to																																										
6	Once you have gone through all orders in the ALF follow up queue – it is time to send emails to the vendors we still need tracking from. Compose a new email and CC dtd_accessories@discounttire.com																																										
7	<p>Use the order information from ALF and the template below for the emails you send. This email format can be found in the ‘Vendors’ sheet on the “ACC Follow Up” tab</p> <p>Subject = VENDOR NAME – Follow Up – DATE Body = Hello, Please look into the following order(s) for tracking info/updates? PO# XXXXXX Order # XXXXXX Ordered date:</p> <div><div>Subject Line: (Brand) Follow Up - (date)</div><div>EXAMPLE: MGP Follow Up - 4/22</div><div>Body Of Email: Hello, Please look into the following order(s) for tracking info/updates? PO# Order # Ordered date: *mark ones that are overdue or need tracking right away</div><div>EXAMPLE: Good Morning, Please look into the following orders for tracking info/updates? PO# 4721994077 Order # 11258418 Ordered on 4/6 PO# 4722070310 Order # 11263963 Ordered on 4/13 PO# 4721858914 Order # 11249839 ordered on 3/24 - Overdue</div><p>Hello, Please look into the following order(s) for tracking info/updates?</p><p>PO# 4727428764 Order # 111145 Ordered on 8/11</p></div>																																										
8	<p>After you’ve entered the PO#, Order# & Ordered Date in your email, go to the “ACC Follow Up” excel page and find the vendor’s email addresses that we need to send the email to</p> <table><tr><td>DIODE DYNAMICS- DIRECT</td><td>2-3 days</td><td>Orders@diodedynamics.com james@diodedynamics.com</td></tr><tr><td>DRAG WHEELS</td><td>2-3 days</td><td>george@ultimateproduct.net</td></tr><tr><td>DV8 - DIRECT</td><td>2-3 days</td><td>orders@dv8offroad.com mverdoorn@dv8offroad.com</td></tr><tr><td>EBACH - DIRECT</td><td>3-4 days</td><td>jwalker@ebach.com</td></tr><tr><td>Husky - Direct</td><td>2-3 days</td><td>Candi.Musgrove@huskyliners.com Daryl.Lundberg@truck-hero.com</td></tr><tr><td>ICON VEHICLE DYNAMICS- DIRECT</td><td>2-3 days</td><td>orders@iconvehicledynamics.com</td></tr><tr><td>KC HILITES - DIRECT</td><td>2-3 days</td><td>orderstatus@kchillites.com</td></tr><tr><td>KONIG WHEELS - DIRECT</td><td>2-3 days</td><td>sales@konigwheels.com</td></tr><tr><td>MEYER DISTRIBUTION</td><td>1-2 days</td><td>Scott.Hohler@meyerdistributing.com</td></tr><tr><td>MGP - DIRECT</td><td>7-20 days</td><td>marisol.espinosa@calipercovers.com Altizah.yamamoto@calipercovers.com Mgpstatus@calipercovers.com CC- mikecampes@calipercovers.com</td></tr><tr><td>POWER TANK - DIRECT</td><td>2-3 days</td><td>Tanner@powertank.com</td></tr><tr><td>PRO EAGLE - DIRECT</td><td>2-3 days</td><td>stephanie@austinmfginc.com orders@austinmfginc.com</td></tr><tr><td>RACE SPORT - DIRECT</td><td>2-3 days</td><td>SERVICE@RACESPORTINC.COM</td></tr><tr><td>RENNEN WHEELS</td><td>5-6 days</td><td>andyh@rennenauto.com</td></tr></table>	DIODE DYNAMICS- DIRECT	2-3 days	Orders@diodedynamics.com james@diodedynamics.com	DRAG WHEELS	2-3 days	george@ultimateproduct.net	DV8 - DIRECT	2-3 days	orders@dv8offroad.com mverdoorn@dv8offroad.com	EBACH - DIRECT	3-4 days	jwalker@ebach.com	Husky - Direct	2-3 days	Candi.Musgrove@huskyliners.com Daryl.Lundberg@truck-hero.com	ICON VEHICLE DYNAMICS- DIRECT	2-3 days	orders@iconvehicledynamics.com	KC HILITES - DIRECT	2-3 days	orderstatus@kchillites.com	KONIG WHEELS - DIRECT	2-3 days	sales@konigwheels.com	MEYER DISTRIBUTION	1-2 days	Scott.Hohler@meyerdistributing.com	MGP - DIRECT	7-20 days	marisol.espinosa@calipercovers.com Altizah.yamamoto@calipercovers.com Mgpstatus@calipercovers.com CC- mikecampes@calipercovers.com	POWER TANK - DIRECT	2-3 days	Tanner@powertank.com	PRO EAGLE - DIRECT	2-3 days	stephanie@austinmfginc.com orders@austinmfginc.com	RACE SPORT - DIRECT	2-3 days	SERVICE@RACESPORTINC.COM	RENNEN WHEELS	5-6 days	andyh@rennenauto.com
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9	Once you paste the email addresses into your email draft, click Send						
10	<p>Go back into ALF and leave a note with today's date stating you "emailed for tracking"</p> 						
11	Click the next arrow button in ALF & repeat steps 6 – 10 for each order left in the queue						
Note:	<p>If there are multiple MGP orders you need to send an email for, you can send 1 email listing each order we are following up on</p>  <p>Hello, Please <u>look into</u> the following order(s) for tracking info/updates?</p> <table border="1" style="width: 100%;"><tr><td>PO# 4727370067</td><td>Order # 110030</td><td>Ordered on 8/7</td></tr><tr><td>PO# 4727346369</td><td>Order # 109865</td><td>Ordered on 8/4</td></tr></table> <p>Thank you,</p> <p>William Cullotta Support Tech</p> <hr/> <p>Discount Tire Direct</p> <p>You can also prepare each email draft at the same time, so you can copy & paste the template into each one. Be sure to update the order data on each email, and then individually click send on all drafts if you prefer.</p>	PO# 4727370067	Order # 110030	Ordered on 8/7	PO# 4727346369	Order # 109865	Ordered on 8/4
PO# 4727370067	Order # 110030	Ordered on 8/7					
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Whoever is monitoring the Accessory Inbox, will receive the vendor responses and add tracking once we get it from them. These orders will be cleared from the ALF queue as well.

Contact:

Cameron Graca - cameron.graca@discounttire.com

William Cullotta - william.cullotta@discounttire.com