

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.

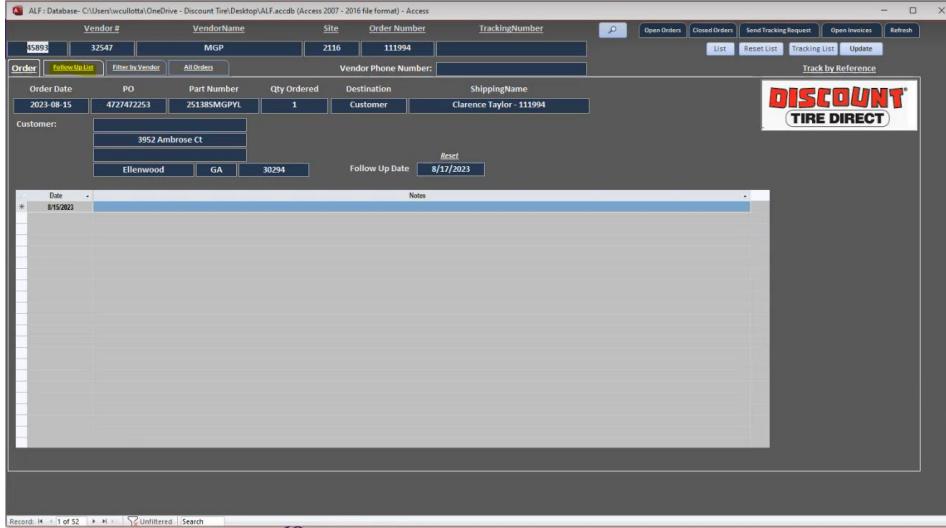
This AOR should be done first thing in the AM, daily. Mondays will have more in queue from the weekend, but Tue-Fri will not have many.

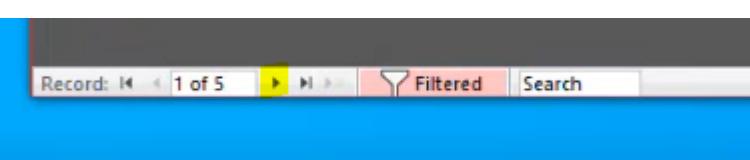
Note: MGP orders have longer handling timeframes, so the follow up date in ALF will be set to 10 days out.

You will need access to:

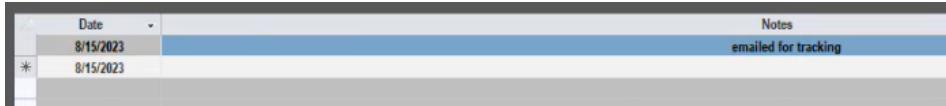
- Outlook
- ALF
- FedEx
- Vendors excel sheet

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> 
Note:	<p>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.</p> <p>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></p> <p>ALL vendors will need to be emailed for tracking if none were found. See STEP 7 for that email information</p>
3	<p>For an Eibach 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>
Note:	<p>If the Status shows Processing, then we don't have tracking yet. There will be a blue tracking # there if we do.</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																																													
	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																																													
7	<p>Subject = VENDOR NAME – Follow Up – DATE Body = Hello, <i>Please look into the following order(s) for tracking info/updates?</i> <i>PO# XXXXXX Order # XXXXXX Ordered date:</i></p>																																													
	<table border="1" data-bbox="463 762 1041 1262"> <tr> <td data-bbox="463 762 1041 825">Subject Line: (Brand) Follow Up - (date)</td></tr> <tr> <td data-bbox="463 825 1041 889">EXAMPLE: MGP Follow Up - 4/22</td></tr> <tr> <td data-bbox="463 889 1041 1262"> <p>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</p> <p>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</p> </td></tr> </table> <p>Hello, <i>Please look into the following order(s) for tracking info/updates?</i> <i>PO# 4727428764 Order # 111145 Ordered on 8/11</i></p>	Subject Line: (Brand) Follow Up - (date)	EXAMPLE: MGP Follow Up - 4/22	<p>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</p> <p>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</p>																																										
Subject Line: (Brand) Follow Up - (date)																																														
EXAMPLE: MGP Follow Up - 4/22																																														
<p>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</p> <p>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</p>																																														
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 border="1" data-bbox="463 1564 975 1905"> <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>ZIBACH - DIRECT</td><td>3-4 days</td><td>jwalker@zibach.com</td></tr> <tr><td>Husky - Direct</td><td>2-3 days</td><td>Candi.Mugrove@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@kchilites.com</td></tr> <tr><td>KONG WHEELS - DIRECT</td><td>2-3 days</td><td>sales@kongwheels.com</td></tr> <tr><td>MEYER DISTRIBUTION</td><td>1-2 days</td><td>Scott.Hohlfeld@meyerdistributing.com</td></tr> <tr><td>MGP - DIRECT</td><td>7-20 days</td><td>marisol.espinosa@calipercovers.com Alizah.yamamoto@calipercovers.com Mlgstatus@calipercovers.com</td></tr> <tr><td></td><td></td><td>CC- mikecampos@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	ZIBACH - DIRECT	3-4 days	jwalker@zibach.com	Husky - Direct	2-3 days	Candi.Mugrove@huskyliners.com Daryl.Lundberg@truck-hero.com	ICON VEHICLE DYNAMICS - DIRECT	2-3 days	orders@iconvehicledynamics.com	KC HILITES - DIRECT	2-3 days	orderstatus@kchilites.com	KONG WHEELS - DIRECT	2-3 days	sales@kongwheels.com	MEYER DISTRIBUTION	1-2 days	Scott.Hohlfeld@meyerdistributing.com	MGP - DIRECT	7-20 days	marisol.espinosa@calipercovers.com Alizah.yamamoto@calipercovers.com Mlgstatus@calipercovers.com			CC- mikecampos@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
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																																												
ZIBACH - DIRECT	3-4 days	jwalker@zibach.com																																												
Husky - Direct	2-3 days	Candi.Mugrove@huskyliners.com Daryl.Lundberg@truck-hero.com																																												
ICON VEHICLE DYNAMICS - DIRECT	2-3 days	orders@iconvehicledynamics.com																																												
KC HILITES - DIRECT	2-3 days	orderstatus@kchilites.com																																												
KONG WHEELS - DIRECT	2-3 days	sales@kongwheels.com																																												
MEYER DISTRIBUTION	1-2 days	Scott.Hohlfeld@meyerdistributing.com																																												
MGP - DIRECT	7-20 days	marisol.espinosa@calipercovers.com Alizah.yamamoto@calipercovers.com Mlgstatus@calipercovers.com																																												
		CC- mikecampos@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																																												

9	Once you paste the email addresses into your email draft, click Send
10	Go back into ALF and leave a note with today's date stating you "emailed for tracking" 
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></p> <p>Hello, Please look into the following order(s) for tracking info/updates?</p> <p>PO# 4727370067 Order # 110030 Ordered on 8/7 PO# 4727346369 Order # 109865 Ordered on 8/4</p> <p>Thank you,</p> <p>William Cullotta Support Tech</p> <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>

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