

## Accessory Low/NS Email

### **Description:**

This email is sent to multiple people and is sent by the eBay team at Desert Ridge. It lets us know which accessories are out of stock, and which accessories have less than 3 available.

### **Guidelines:**

There are 4 types of emails we will receive:

1. **Everything is in stock** - There is nothing you need to do with these ones they can just be deleted
2. **Less than 3 in stock** - Take order number from email or find order number with product description from email. Process order ASAP. 'Reply all' to the email that the order has been processed and product has been ordered
3. **No stock** - Use The decision tree to double check there is no other stock available with all possible vendors. Leave notes in FSA "NS waiting 24hrs". 'Reply all' to the email stating we will monitor the order. If there is still no stock in 24hrs, we will cancel the order. Assign the order to Alisha (622735) and make her aware of it
4. **Combined** - There may be a combination of both option 2 and 3 in one email. Respond accordingly to the email, 'replying all' with responses for both. State the action taken for both the no & low stock orders

### **Process:**

Examples of Responses:	
1	<p>No response needed</p>
2	<p>Less than 3 in stock –</p> <hr/> <p>Happy Friday,</p> <p>Order has been processed and product has been ordered!</p> <p>Alisha Barton Sales Support Specialist Discount Tire Direct <b>EMAIL:</b> <a href="mailto:Alisha.Barton@discounttire.com">Alisha.Barton@discounttire.com</a></p>



3	<p>No Stock –</p> <p>Hello,</p> <p>We will monitor this order for 24hrs. If there is still no stock we will go ahead and get this order canceled and the customer refunded.</p> <p>Thank you!</p> <p>Alisha Barton Sales Support Specialist Discount Tire Direct <b>EMAIL:</b> <a href="mailto:Alisha.Barton@discounttire.com">Alisha.Barton@discounttire.com</a></p>
4	<p>Combined –</p> <p>Hello,</p> <p>Order # <a href="#">08-10344-44934</a> has been processed and product has been ordered.</p> <p>Order # <a href="#">16-10321-95061</a> will be monitored for 24hrs. If product is still not in stock we will go ahead and cancel the order and get the customer refunded.</p> <p>Alisha Barton Sales Support Specialist Discount Tire Direct <b>EMAIL:</b> <a href="mailto:Alisha.Barton@discounttire.com">Alisha.Barton@discounttire.com</a></p>

### Contact:

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