Forms Processing Inbox Overview

Description:

Summary of various inquiries that the Forms Processing Inbox receives

Guidelines:

Refer to "Other / Task Best Practices" for specific instructions on handling each / various inquiries

Process:

STEP	ACTION
1	This inbox receives the following inquiries: • DTD website Invoice Requests • DTD website Rebate Questions • FedEx Return Label Requests • FedEx Call Tag Requests
2	When a **Invoice request** comes in, it will look like this: DTD Invoice Request New Response Notification (Invoice ... CAUTION: This email originated from **First Name: (required)** JESSIE **Last Name: (required)** FAULRING **Your Email: (required)** JRFAULRING@GMAIL.COM **Your Phone:** 7165254602 **Order Number:** 5007678442 **Request Type:** Invoice Copy **Comments** can you please send me a copy of my invoice. i don't see it attached to my shipping info

Note:	Not all requests will provide the FSA order number. Be sure to look out for Evolve and Store order numbers to search for and find them in the appropriate system. Some requests may be for old orders as well.
3	When a **Rebate Question** comes in, it will look like this: DTD Invoice Request New Response Notification (Invoice ... CAUTION: This email originated from **First Name: (required)** Gregg **Last Name: (required)** Metzger **Your Email: (required)** greggmetz@verizon.net **Your Phone:** 9784703259 **Order Number:** **Request Type:** Rebate Question **Comments** I see BF Goodrich rebates at tire rack but not here. what is up?
Note:	The comment in the example above is rare for Rebate inquiries. Most of the time the questions will be asking for help in getting or submitting for a rebate. Sometimes, they simply want to know the status of their rebate already submitted. You will need to check the KC Promotion calendar to verify the rebate, and gather the necessary information needed for the customer.
4	When a **Return Label / Call Tag request** comes in, it will be from various Customer Care or Fleet agents. They should be using the following template, and all details should be filled out in their request. ***Email Subject line: Return Label Request OR Call Tag Request?*** ***Return Order Number (If none, use standard order #)*** …….. ***Invoice Number*** …….. ***Returning DC*** …….. ***Number of Packages*** …….. ***Weight in lbs.*** …….. ***Request Type (Labels or Tags)*** …….. ***Email Address*** …….. ***Reason Code (#)*** …….. ***Product Condition*** …….. ***Product Type*** ……..

	Reason Codes: 1. Cust Error 2. Cust Sat 3. Fed Ex Error 4. Adj (Code 7 only) 5. Agent Error 6. DC Error Product Conditions: New Used/Run on Product Description Needed Adj Product Types: Tire Wheel T/W Combo Accessories
Note:	See "Other / Task Best Practices" for specific instructions on how to create these on FedEx.
5	When you complete each inquiry, move the email to the appropriate folder. **Inbox** - DTD_FormsProcessing Sent Items - DTD_FormsProcess... REQUESTS DONE FAQs DONE INVOICES OTHER

Contact:
Kate Heward - katelyn.heward@discounttire.com
Alisha Barton - alisha.barton@discounttire.com