

WISMO Audits

Description:

This process is simply reviewing the WISMO email updates we send to customers or stores. We do this to ensure there are no errors such as grammar, tracking numbers, wrong template, etc.

Guidelines:

If the order is an eBay order with the long eBay email address, send the email to eBaycommunications@discounttire.com and include the FSA Purchase Order Number in your subject line (*aka eBay order #, see example below*). The owner of that inbox will forward the email to the customer via eBay message to ensure the customer gets the update successfully.

You will need access to the WISMO inbox to do this.

Process:

Note:	ACTION
1	All WISMO emails sent should be found in the WISMO inbox
2	Review these emails for grammar errors, and double check the order # in FSA to ensure the customer's name & tracking numbers in the email are correct
3	If you find an error, log it on the WISMO WIG page of the Support Team Info Hub OR be sure to notify Brandon Hilger of the error so he can log it
4	Both <i>regular order email templates</i> & <i>eBay order message templates</i> can be found in the Master Messages Index , on the WISMO page.

eBay email example:

discount Tire Direct Order# 114342 eBay order# 16-10451-24140

 WISMO - where is my order
To: 491a1b189225763e0951@members.ebay.com
Retention Policy: 1 Year Delete Default (1 year)

Expires: 8/27/2024 Mon 8/28/2023 9:06 AM

Hello Gino,

We appreciate your business and want to provide you with an update to your delivery date. We have received a notification from FedEx, that your order is scheduled for delivery today. We will continue to monitor to ensure your order is delivered as expected.

Your FedEx Tracking Number(s) for DTD Order# 114342

782935137682
782935138829

Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.

This message is electronically generated, please do not Respond to this email.
If you need further assistance, please e-mail us at <https://www.discounttiredirect.com/customer-service/faqs/request-form>.

Wismo Team
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Contact:

Brandon Hilger - brandon.hilger@discounttire.com

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