

WISMO Orders

Description:

This process reviews the daily tasks of WISMO orders

Guidelines:

You will need the following systems:

- WISMO access app
- Message Media – login needed with templates loaded
- SAP

Process:

Note:	ACTION
1	All sent WISMO emails 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 <i>name & tracking numbers</i> 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 notify Brandon Hilger of the error so he can log it
4	<p>Both <i>regular order email templates & eBay order message templates</i> can be found in the Master Messages Index, on the WISMO page</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>eBay Receipt</p> <p>hello,</p> <p>Order Delivered</p> <p>Exciting news! We see your order has been fully delivered as of DATE, under master tracking number: Please confirm all have been received successfully.</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> </div> <div style="width: 45%;"> <p>WISMO Version:</p> <p>N/A</p> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Scheduled Delivery / Arriving TODAY</p> <p>hello,</p> <p>We appreciate your business and want to provide you with an update on your delivery date. We have received a notification from FedEx that your scheduled delivery date is DATE. We will continue to monitor it, to ensure your order is delivered as expected.</p> <p>Tracking number(s):</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> <p>If you need further assistance, please e-mail us at WISMO@Discounttire.com</p> </div> <div style="width: 45%;"> <p>On time no delay / On track for delivery today</p> <p>Subject Line: Discount Tire Direct Order# (order number)</p> <p>Dear (customer name)</p> <p>We appreciate your business and want to provide your estimated delivery date. We have received a notification from FedEx that your scheduled delivery date is [Enter Delivery Date].</p> <p>Tracking number(s) for [Enter Order Number]: [Enter Tracking Numbers]</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> <p>This message is electronically generated, please do not Respond to this email.</p> <p>If you need further assistance, please e-mail us at https://www.discounttiredirect.com/customer-service/faq/request-form.</p> </div> </div>
Note:	<p>In SAP the orders beginning with 10 = customer orders Orders beginning with 20 = store orders</p> <p>Orders are assigned to an agent manually. Be sure to spell check the agents name before assigning any orders. If you type the agents name wrong, the orders will be lost</p>
For more detailed instructions – See Brandon or Courtney	

Contact:

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