

## 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:**

<b>Note:</b>	<b>ACTION</b>
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 &amp; 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</i> &amp; <i>eBay order message templates</i> can be found in the <a href="#">Master Messages Index</a>, on the WISMO page</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p><b>ebay message:</b></p> <p><b>Order Delivered:</b></p> <p>Hello, Exciting news! We see your order has been fully delivered as of [DATE], under master tracking number: [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> <p><b>Scheduled Delivery / Arriving TODAY:</b></p> <p>Hello, We appreciate your business and want to provide you with an update on your delivery data. 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): [Tracking Number] 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 <a href="mailto:WISMO@discounttire.com">WISMO@discounttire.com</a></p> </div> <div style="text-align: center;"> <p><b>Message:</b></p> <p><b>WISMO Version:</b></p> <p><b>Email:</b></p> <p>N/A</p> <p>N/A</p> </div> <div style="text-align: center;"> <p><b>Subject Line:</b> Discount Tire Direct Order# - [order number] <b>Dear:</b> [customer name]</p> <p>We appreciate your business and want to provide you with your estimated delivery data. We have received a notification from FedEx that your scheduled delivery date is [Enter Delivery Date].</p> <p><b>On time no delay / On track for delivery today:</b></p> <p>Tracking number(s) for [Enter Order Number]; [Enter Tracking Number].</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. If you need further assistance, please e-mail us at <a href="https://www.discounttiredirect.com/customer-service/faqs/request-form">https://www.discounttiredirect.com/customer-service/faqs/request-form</a>.</p> </div> </div>
<b>Note:</b>	<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>
<b>For more detailed instructions – See Brandon or Courtney</b>	

### **Contact:**

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