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 *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 notify Brandon Hilger of the error so he can log it
4	Both *regular order email templates* & *eBay order message templates* can be found in the Master Messages Index, on the WISMO page
Note:	In SAP the orders beginning with 10 = customer orders Orders beginning with 20 = store orders 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
For more detailed instructions – See Brandon or Courtney	

Contact:

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