

eBay No Stock Exceptions

Description:

How to process eBay No Stock exceptions

Guidelines:

If customer responds to a No Stock message asking for alternative options, we respond with the "Trusted Expert" message template provided below.

Process:

STEP	ACTION
Note:	Identify what type of product the eBay no stock is for, as the process may vary depending on the item: Accessory, Tires, Wheels
ACCESSORIES:	<p>Assign the order to Alisha (FSA ID 622735). She will wait 24 hours and then check stock again to see if the product is available.</p> <p>If it isn't - Alisha will cancel the order, refund the customer, and send the following "Accessory NS Canceled/Refunded" message template (below)</p> <p><i>Hello,</i></p> <p><i>Thank you for your recent purchase with Discount Tire Direct! We regret to inform you that there was an issue when trying to finalize your order. The manufacturer informed us that they were unable to fulfill the order as expected, as it is currently out of stock. We greatly apologize for this inconvenience and will refund your order completely. You can expect to see the funds back in your account within 3-5 business days depending on your banking institution. Thank you for your valued business and understanding in this matter!</i></p>
TIRES / WHEELS:	Hope marks the eBay order as an exception, and assigns it to the exception team
1	Hope will send email to Zack Taylor, Bob Gardner, Victoria Williams, Michael Suydam notifying them of the no stock order
When necessary:	Hope will send stock issue email to Erin Watkin, Alison Cooksey, Addam Templeton, Zack Taylor, Bob Gardner
2	<p>Hope will send the out-of-stock message template (below) to the customer including the FSA order number</p> <p><i>Hello,</i></p> <p><i>Thank you for your recent purchase with Discount Tire Direct! We regret to inform you that there was an issue when trying to finalize your order. The product you ordered is unfortunately out of stock. We greatly apologize for this inconvenience and are eager to assist you in a resolution.</i></p>

	<p><i>To discuss other available options, please call us at 800-589-6789. If we do not get your response within 3 business days from today, we will proceed in canceling your order and refunding the transaction.</i></p> <p><i>We apologize for any inconvenience this may have caused, and greatly appreciate your valued business, patience & understanding!</i></p>
2A	Allow the customer 3 business days to respond
2B	If no response after 3 business days, the order will be refunded by Hope
2C	Hope will send a final eBay message to the customer informing them that the order was canceled/refunded due to being out-of-stock
3	Exception team will contact the customer via phone call, offer an alternative tire and inform Hope (via PayPal inbox) if the customer decides to cancel
Trusted Expert	<p><i>Hello,</i></p> <p><i>To discuss more options besides the alternative(s) previously provided, please call us at 800-589-6789 for immediate assistance with one of our trusted experts. They will be able to look further into our inventory and provide all other possible options. Thank you!</i></p>

Contact:

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