



**RANA**  
**FURNITURE**

YOUR GREAT SOLUTION

[ranafurniture.com](http://ranafurniture.com)

# Customer Service Manual

May 2015

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"We believe everyone deserves a beautifully furnished home. It is our mission to provide quality furniture at a price that anyone can afford and dedication to build lasting customer relationships."

## Who are our customers?

Our customers are individuals and families that want to pay a fair price for the best quality service and products. As a furniture company, we welcome from the couple that just got married and moved into their new home and want to start off with a new bedroom set to the family that is looking to renovate their home with a modern living room set. Our customers are our priority, and so is the service we provide them.

### **Customer Service Guidelines**

In order to improve and maintain our organization's reputation for service, we must follow these beneficial great customer service guidelines:

- Treat the customer the same way you would like to be treated!
- Anticipate and accommodate your customers' needs!
- Make the customer feel at home!
- Allow the customer to get the best value for their money!
- Act to solve any and all complaints and problems to the customer's satisfaction!
- Always be willing to do a little extra!
- Always smile, be friendly and courteous, and make eye contact when speaking to the customer!
- Never argue with the customer!
- Listen and handle all customer problems in a professional manner!
- If you cannot assist a customer, direct them to someone who can!

## Customer Service through the Phone

The moment you pick up a telephone, body language and visual perceptions disappear and your tone of voice becomes dominant. Almost the entire message you project to the customer over the phone is derived from tone of voice and attitude. For example:

- A flat tone of voice says to the customer: “I don’t like my job and would rather be elsewhere.”
- Slow pitch and presentation say: “I am sad and lonely – do not bother me.”
- A high pitch, rapid voice says: “I am enthusiastic and excited!”
- A loud voice says: “I’m angry and aggressive.”

\*It’s not what you say, it’s how you say it. Here are some do’s and don’ts to consider:

Wrong & Negative Answers	Polite & Friendly Alternatives
<p><i>“I don’t know.”</i> “No se.”</p>	<p><i>“I’ll find out.”</i> “Déjeme averiguar.”</p>
<p><i>“No.”</i></p>	<p><i>“What I can do is...”</i> “Lo que podría hacer es...”</p>
<p><i>“That’s not my job.”</i> “Ese no es mi trabajo.”</p>	<p><i>“Let me find the right person who can help you with ...”</i> “Déjeme conseguir la persona indicada para ayudarle...”</p>
<p><i>“You’re right – this is bad.”</i> “Tiene la razón – esto esta mal.”</p>	<p><i>“I understand your situation.”</i> “Entiendo su situación.”</p>
<p><i>“That’s not my fault, the computer’s, the governments’, etc.”</i> “No es mi culpa, de la computadora, del gobierno, etc.”</p>	<p><i>“Let’s see what we can do about this.”</i> “Vamos a ver que se puede hacer al respecto.”</p>
<p><i>“I can’t do that”</i> “No puedo hacer eso”</p>	<p><i>“I’ll try my best.”</i> “Haré mi mayor esfuerzo.”</p>
<p><i>“Calm down.”</i> “Cálmese.”</p>	<p><i>“I’m sorry.”</i> “Lo siento.”</p>
<p><i>“I’m busy right now.”</i> “Estoy ocupado ahora mismo.”</p>	<p><i>“I’ll be with you in just a moment.”</i> “Lo atiendo en un momento.”</p>
<p><i>“Call me back.”</i> “Devuélvame la llamada.”</p>	<p><i>“I will call you back.”</i> “Yo le regresaré la llamada.”</p>

## Answering the telephone

The telephone is often the first or last place a customer comes in contact with an organization or company. The correct phrase said in the right order in a positive tone leaves a good impression and starts the customer-client relationship off on the right foot.

- 1) **Greet the caller** - “Good morning, thank you for Calling Rana Furniture”
- 2) **Give your name** - “My name is Maria”.
- 3) **Ask the customer if or how you can help** - “How may I help you?”

Put it all together and you have the perfect greeting:

*“Good morning, thank you for calling Rana Furniture, my name is Maria, how may I help you?”*- “Buenos días, gracias por llamar a Rana Furniture, mi nombre es Maria, ¿como lo/la puedo ayudar?”



**IMPORTANT:** Use your phone headset at all times, speakerphone is prohibited.

In some situations, you might not be able to assist the customer right away, if you need to put a customer on hold, transfer a call or take a message, here is how:

**“Putting a Customer on Hold”** Ask the customer if you can put them on hold; wait for them to say “yes” or “no” and then explain it will only be for a short period of time. Explain to customers why you are putting them on hold. Thank customers for holding.

Example:

*“May I please place you on a brief hold while I pull out your information? Thank you very much”*  
*“¿Puedo ponerlo en una breve espera mientras busco su información en el Sistema? Muchas Gracias.”*

**“Transferring a Call”** Ask the customer if they mind being transferred; wait for them to say “yes” or “no” and explain why they are being transferred and to whom.

Example:

*“Would you mind if I transfer your call? Okay I will transfer you to someone who can assist you better.”* – *“¿Sería algún problema si transfiero su llamada? Perfecto, yo le voy a transferir a un representante que le puede asistir mejor.”*

**“Taking a Message”** Explain your co-worker’s absence in a positive light but do not be too specific. Explain that your co-worker is in a meeting, conference, briefing, or training. Do not say he or she is gravely ill, is too hung over to come to work, never called in today, can’t be found, that you do not know where he or she is, or that he or she “was just here”. Give a reasonable estimate of when the co-worker will return. Offer to help the caller, take a message or transfer to another staff member. If a co-worker is on holiday and will not return to the office for some time, it is permissible to say that he or she is on holiday. However, avoid details such as, “Raymond is at the beach and I am sure he is having a great time.” While such details may seem innocent and even humorous, they give the wrong impression to those seeking service.

Example:

*“I apologize for the inconvenience, but Maria is out for lunch, she will be back in about an hour, I’ll be glad to take a message for her if you’d like.” - “Le pido disculpas por el inconveniente, pero Maria está en su hora de almuerzo y regresara dentro de una hora, si desea con mucho gusto yo pudiera tomar su mensaje.”*

**“Ending the Call”** This is the final step in good telephone etiquette. A good customer service representative ends the call on a positive note, repeating any actions agreed to be taken and what is going to be done to help or serve the customer.

Example:

*“Is there anything else I can assist you with? Okay I will give Maria your message as soon as possible so that your inquiry is addressed. Well Ms. Lopez have a great day and thanks again for calling Rana Furniture!” - “¿Hay algo mas en que lo pudiera ayudar? No hay problema yo le daré su mensaje a Maria lo más pronto posible para asistirla con su pregunta. Bueno Ms. Lopez espero tenga un excelente día y gracias de nuevo por llamar a Rana Furniture!”*

## Communicating with an Unsatisfied Customer

Sometimes it feels as if nothing is anybody’s fault or is in anybody’s department. This is poor customer service. Good customer service means accountability, responsibility and taking action to satisfy the customer. If your customer is unsatisfied (for just or unjust reasons), you will have to use some of the many techniques of the customer service professional to win their support and continued loyalty:

- **Listen:** It is of primary importance when dealing with an unsatisfied or complaining customer to listen attentively to his/her complaint, gripe, frustration or grievance. Be patient, attentive, and friendly.

- **Express you are sorry:**

*“We are sorry for this mistake/problem.”*

*“Lo sentimos mucho por este error/problema.”*

*“We are terribly sorry for this inconvenience.”*

*“Lo sentimos mucho por esta inconveniencia”*

*“How can we work to solve this problem together?”*

*“¿Como pudiera asistirlo para resolver este problema?”*

*“I can imagine the inconvenience this has caused for you.”*

*“Me puedo imaginar la inconveniencia que esto le ha causado.”*

- **Do not argue and do not interrupt:** This will only worsen the situation, especially if the customer is angry. Let him speak before you try to discuss with him what has happened.
- **Do not lose your self-control:** If you stay relaxed, customers will calm down.
- **Point out facts:** Listen carefully – and write everything down. Do not make any comments until the customer is finished talking.
- **Admit the problem:** If you can suggest a solution, do it. If not tell the customer what actions you will take and what actions will follow. Never make the mistake of promising something you are not able to do.
- **Involve the customer in problem solving:** Suggest the customer alternative solutions, if they exist. Customers appreciate the opportunity to choose the ways of problem solving.

## **In-Person Customer Service**

In person customer service is the most personal kind. Follow these 5 steps in order to leave our customers with a great and comforting impression:

- **Smile & Greet!** Set a positive tone before you even say a word by giving the customer a smile; it’s a simple thing to remember, but it really does make a difference. Then greet the customer.
- **Watch your body language!** Be conscious of your body movements when engaging with a customer. Dealing with an upset customer can easily drive your body language to become defensive, and sometimes offensive.

Do's	Don'ts
Keep a straight posture	Cross your arms
Nod as if you understand the customers point	Shake your head
Keep a friendly facial expression	Make forceful hand gestures
Make eye contact (with sensitivity)	Tap your shoes
	Raise your eyebrows
	Roll your eyes

- **Stay focused!** In an in-person setting, it's easy to be distracted by other employees, ringing phones, etc. Make an effort to focus your full attention on the person you're helping, regardless of who else might need your help or what else is going on your surroundings.
- **Proactively offer assistance!** If a customer looks confused, aimless, or in need of help, don't wait for them to call your attention. Offering assistance proactively will make a positive impression on the customer.
- **Keep a pleasant appearance!** Appearance is the first thing customers notice about you, and the first step to making a good first impression.
  - ✓ **Clothing:** You may have to sacrifice your personal style to please others, but your appearance at work needs to fit your business. Otherwise, you may have to work harder for customers to become comfortable with you.
  - ✓ **Hygiene:** Make sure you are groomed. Being groomed means your hair and fingernails are clean and neat, as well as your face, body, and teeth. Keep a pleasant but soft smell, some customers could be allergic to a certain cologne or perfume, or uncomfortable by the smell of tobacco if you smoke.

### Front Office/ Reception Regulations

All of the tips mentioned above are critical for Rana Furniture's great customer service as well as applying the following regulations:

- Do not have personal calls during work hours.
- Never argue with your colleagues, supervisor, especially in front of customers.
- Never use indecent language with anyone.
- Never stand in groups at the counter.
- Avoid conversing with your neighbors, talk only when necessary.
- Do not eat or drink while servicing customers. Only eat or drink during your coffee break or lunch break.



# Sales Orders

A sales order contain all details of a purchase. Before answering any questions regarding a customer's purchase, confirming a delivery, processing a pick-up, etc., you need to understand and know how to read all the information in a sales order.

- All sales orders start with the letters **SO** followed by the number, e.g. **SO127504**. The top part of the order will contain: Customer's information, date of purchase, sales representative and store, financial information (downpayment, financing information, and open balances), ship via and ship date.

Activities SMS Customers Cases Reports Documents Setup SuiteSocial Support

Sales Order **SO127504** A94134 Janay Diaz **PENDING FULFILLMENT**

Fulfill Email Actions

Primary Information	Shipping Information	Summary
<p>CUSTOMER: A94134 Janay Diaz</p> <p>SALES ORDER # SO # SO127504</p> <p>DATE TIME 2/16/2015 2:55 pm</p> <p>DEPARTMENT CLASS LOCATION Homestead Furniture : Retail Warehouse</p> <p>SALES REP Andres F Castillo</p> <p>TERMS Finance WF <input type="checkbox"/> LAYAWAY? <input checked="" type="checkbox"/> MANAGER REVIEWED</p>	<p>TOTAL CUBES TOTAL PIECES 207.6 8</p> <p>REQUESTED SHIP DATE ACTUAL 4/15/2015 4/15/2015</p> <p>WITH: <input checked="" type="checkbox"/> DATE VERIFIED? Janay</p> <p>SHIP VIA Regular Delivery</p> <p>SHIPPING COST 243.00</p> <p>LAT <input type="checkbox"/> CASE <input type="checkbox"/> PICKED</p> <p>MEMO</p>	<p>SUBTOTAL <b>3,137.00</b></p> <p>TRANSACTION DISCOUNT <b>0.00</b></p> <p>TAX <b>219.59</b></p> <p>SHIPPING COST <b>243.00</b></p> <p>TOTAL <b>3,599.59</b></p>

Financial Information
<p>ACCOUNT # AUTH AMOUNT: AUTH #: PLAN NUMBER: EXPIRATION DATE: UNBILLED ORDERS BALANCE BALANCE DIFFERENCE</p> <p>5774422183660066 3,356.59 026037 4032 7/16/2015 3,599.59 -243.00 ERROR: Field 'custbody84' Not Found</p>

- The bottom will include the following tabs:

Items Shipping Sales Team Communication Related Records Custom System Information QzLINK

TRANSACTION DISCOUNT RATE 0.00 TAX TAX %  TAXABLE FL-MIAMI-DADE 7

ITEM	COMMITTED	PICKED	PACKED	FULFILLED	INVOICED	AVAILABLE	BACK ORDERED	QTY	DESCRIPTION	UNIT P	TAX	CREATE PO	UNITS	OPTIONS	CBM	EXPECTED SHIP DATE	AMOUNT	NS ITEM TYPE	COMMITMENT CONFIRMED
Furniture : AFI : Sofa Set : 2590288	1	0	0	0	0	5	0	1	Randon Mahogany Reclining Sofa	899.00	Yes				72		899.00	InvPart	
Furniture : AFI : Sofa Set : 2590294	1	0	0	0	0	4	0	1	Randon Mahogany Reclining Loveseat w/Console	800.00	Yes				66		800.00	InvPart	
Furniture : AFI : Youth Bedroom : B188-72	1	0	0	0	0	4	0	1	Exquisite Full Poster Headboard/Footboard	510.00	Yes				14.12		510.00	InvPart	
Furniture : AFI : Youth Bedroom : B188-89	1	0	0	0	0	4	0	1	Exquisite Full Poster Rails	79.00	Yes				2.5		79.00	InvPart	
Furniture : AFI : Youth Bedroom : B188-21	1	0	0	0	0	1	0	1	Exquisite Dresser	299.00	Yes				27.3	5/28/2015	299.00	InvPart	
Furniture : AFI : Youth Bedroom : B188-26	1	0	0	0	0	4	0	1	Exquisite Mirror	102.00	Yes				6.5	5/28/2015	102.00	InvPart	
Furniture : AFI : Youth Bedroom : B188-92 QC	1	0	0	0	0	6	0	1	Exquisite Two Drawer Night Stand	149.00	Yes				8.7	5/28/2015	149.00	InvPart	

**Items:** All items purchased, description, availability of each, price, commitment to order, and status of item (back order, fulfilled, invoiced, etc.).

**Shipping:** Shipping address and contact information for delivery confirmation.

**Sales Team:** Sales representative(s).

**Communication:** E-mail communications with customer, events, files and user notes.

**Related Records:** Related documents generated by an action on the order (Item fulfillment, invoice, etc.) and support cases section to open/follow up on cases.

**System Information:** Author (s) of actions on sales order (edits, additions, etc.).

Please take some time to carefully read our Sales Contract, and always have it at hand.

**SALES CONTRACT**  
\*ASSEMBLY AND DELIVERY: Delivery will be perform by Cory First Choice Home Delivery and cannot be cancelled after phone confirmation and should be received in the time frame given to the Customer. If the Customer is not present to receive the goods, a re-delivery charge will be applicable. The delivery team will place the furniture where indicated by the Customer once; we cannot move existing furniture nor dispose of it. Normal set-up includes attaching mirror supports, reversing drawer hardware, assembling beds and dining room tables. Bunk beds are subject to an additional assembling fee. We are not equipped to dust, hang mirrors on walls, level furniture on carpet, attach headboard to frame or cut bed slats. If in the process of delivery it is found to be too difficult to maneuver a piece of furniture in narrow halls, doorways, or stairways, then RANA FURNITURE cannot be responsible for any damages to furniture, floors or walls. Note that if the home is not accessible to our truck, or is above the second floor without access to an elevator, it will be the Customer's responsibility to provide a means of transportation from the truck to the home. To ensure the safety of our drivers, RANA FURNITURE will determine whether they will make deliveries during hazardous weather conditions.  
\*DAMAGED MERCHANDISE: The Customer is responsible of inspecting the merchandise upon receipt and must returned at the time of the delivery, with the same delivery truck. Returned items will be re delivery within 48 hours.  
\*WARRANTY: Merchandise sold and delivered by RANA FURNITURE is backed by a 90-day warranty against material or fabrication defects. During this period customer must provide photographic proof or an inspection fee will apply, RANA FURNITURE will make an in-home repair without an additional cost. The warranty is voided if the merchandise is transported to a different location from the final delivery address. The warranty does not cover abuse of the merchandise or normal wear and tear. There are no warranties on pick-ups, floor samples or close-outs.  
\*CANCELLATION, RETURNS & REFUNDS: Orders could be cancelled before delivery has been scheduled. Furniture can be returned with the same delivery truck for a 100% refund minus a delivery charge. Customer can return the merchandise within 7 days of delivery for an 80% refund minus the delivery charge. Items must be packed in their original boxes and in new conditions. Merchandise labeled "As Is", "Floor Sample", as well as any "Special Orders" are irrevocable and are not subject to refund, exchange or cancellation. Cash payments will be returned by check, two weeks after cancellation.  
\*PROTECTION PLAN: As part of our products line-up, we sell a protection plan provided by GBS Enterprise. Please refer to the printed material for terms and conditions.  
\*LAY AWAY: Orders must be paid in full within 3 months, in equal monthly installments. Failure to make payments as specified above will be considered a cancellation. A 20% cancellation fee will be charged to the Customer's account and a credit memo in his name will be issued for the remaining balance.  
\*RENT TO OWN: I/We agree to the terms of Crest Financial, Progressive Financing and/or Own it 4 Less agreement provides to me. Please refer to the contract for terms and conditions.  
\*OTHERS: Customer voluntarily assume all risk of accident when using any product on this order and agree to release of liability and forever discharge Rana Furniture of any and all claims, demands or suits which have arisen or may arise as a result of the use any product.

# Deliveries

## Delivery confirmation

Deliveries are confirmed on a daily basis. Our responsibility is to confirm a specific date and address of delivery. Before confirming a delivery, you must look up the order in Netsuite by the sales order number, customer number, customer name, customer phone number or by the 'Order Pending Date Verification' page. Check that all the items are available and information necessary is completed. If there are any issues with the sales order, please let your supervisor know prior to confirmation.

\*The 'Order Pending Date Verification' page will show you a list of all deliveries to confirm, you can filter the list by date and ship via (type), and also choose to see the deliveries already confirmed.

EDIT   VIEW	INTERNAL ID	DEPARTMENT	DATE	NUMBER	NAME	SHIP VIA	MEMO	SHIPPING ADDRESS 1	SHIPPING ADDRESS 2	SHIPPING ZIP	DATE VERIFIED
Edit   View	3424086	8th Street	2/14/2015	SO127334	A93973 Dolores Sabatier	Before Midnight	Se quito de ruta 4/9, pendiente Carlos S20	956 sw 68 ave		33144	No
Edit   View	3441180	8th Street	2/17/2015	SO127593	A94199 Rafael Benitez/Yudihit Velazquez	Pick-Up	customer pickup chest el 4/15	3025 Sw 16 Ter	Apt R	33145	No
Edit   View	3497815	Outlet	2/25/2015	SO128309	A87419 Orestes Mesa	R Van	Se mandara a la compañía Supior Refurbishing	439 Nw 25 Court		33125	No

Please follow these guidelines to confirm:

*“Good morning, my name is Maria, I am calling from Rana Furniture to confirm the address for your delivery for (tomorrow, Saturday, Monday, etc.)” - “Buenos días mi nombre es Maria, lo estoy llamando de Rana Furniture para confirmar la dirección de su entrega que tenemos para (mañana, el sábado, el lunes, etc.)”*

**\*Let customer tell you the address to avoid mistakes.**

*“Perfect thanks that is the information that we have, can you confirm that you want your delivery for (tomorrow, Saturday, Monday, etc.)?” - “Perfecto gracias, esa es la información que tenemos, ¿podiera confirmar de nuevo que desea recibir su entrega (mañana, el sábado, el lunes, etc.)?”*

**\*Customer confirms date.**

-If the delivery is “After 5 pm/Before Midnight”:

*“I see that you purchased a “After 5 pm/Before Midnight” delivery, during this period, deliveries start as soon as 5:00 pm and could extend until 11:59 pm. Is there any time related restrictions in your area?” - “Veo que usted compro nuestro servicio de entrega “After 5 pm/Before Midnight”, esta ruta comienza desde las 5 pm hasta las 11:59 pm. ¿Hay alguna restricción en su área con respecto a este horario?”*

-If the delivery is “Regular” or “Saturday”:

*“Regular deliveries start as soon as 11:00 am and could run until 8:00 pm.” – “Entregas con horario regular comienzan a las 11:00 am hasta las 8:00 pm. aproximadamente.”*

### **Thank customer.**

*“Thanks again, our authorized shipping company will give you another call to inform you a 3-hour timeframe for your delivery, please have your phone close by as it is very important that you confirm the time.”- “Gracias, nuestra compañía de entregas autorizada le llamará de nuevo para informarle un lapso de tiempo de 3 horas en el cual se efectuará su entrega, por favor mantenga su teléfono cerca de usted ya que es muy importante que confirme su horario.”*

**\*Calls for timeframe confirmation are done by Cory Deliveries the day before the delivery.**

- If the customer requests a specific time frame:

*“Unfortunately we cannot promise a specific time frame, you could reschedule your delivery for a more convenient date. Your time frame will be arranged by Cory based on you address in a specific route.”- “Desafortunadamente no podemos prometerle un horario específico, sin embargo usted puede aplazar su entrega para otro día más conveniente para usted, su horario siempre será acomodado por Cory tomando en cuenta su dirección y las demás entregas en la misma ruta.”*

- If customer’s home has any time restrictions (Condominiums, buildings, etc.)

*“Since it is a condominium, I am going to put a note with the time frame permitted in your area for consideration when scheduling your delivery. I cannot promise that the time frame allowed will be available on this date but we will do our best and keep you informed.”-“Ya que su dirección es en un condominio, voy a colocar una nota bajo su orden en el sistema con el horario permitido para que se considere a la hora de colocarlo en ruta. No puedo prometerle que el horario permitido estará disponible para este día pero trataremos lo más que podemos y lo mantendremos informado.”*

**\*We are responsible for assisting our customers with any questions or concerns to be addressed to Cory Deliveries.**

- If customer needs to change address of the delivery:  
Addresses must be changed before a timeframe has been confirmed by Cory Deliveries.  
There are two ways to change a delivery address:

In person: Customer must submit a completed ‘Shipping Request’ form to the sales representative.

By-email: Customer must send an e-mail (from e-mail address provided on the sales order) to the person confirming delivery and/or sales representative including all details of the new address. Note: We cannot add an E-mail address at the time of confirmation for security reasons. If the new address causes the delivery fee price to increase, then the extra amount must be paid before a date can be confirmed.

\*\*\* Please review 'Delivery Guidelines' sheet for more information.



## Delivery Guidelines

Regular Delivery	Saturday Delivery
<ul style="list-style-type: none"> <li>-Monday thru Friday only.</li> <li>-Order must be placed 2 days in advance.</li> <li>-Time can range from 8:00 am until the end of day late at night.</li> </ul>	<ul style="list-style-type: none"> <li>-Additional fee of \$15.00 applies -Saturdays Only</li> <li>- Same rules a Regular Delivery</li> </ul>
Next Day Delivery	After 5:00 pm/Before Midnight Delivery
<ul style="list-style-type: none"> <li>-Minimum delivery cost of \$199.00.</li> <li>-Available until store closing time, with prior approval.</li> <li>-Monday thru Saturdays only.</li> <li>-Date chosen must be the very next day.                             <ul style="list-style-type: none"> <li>-Except Saturdays or Sundays were it can be offered for Monday.</li> </ul> </li> <li>-Time can range from noon until midnight.</li> </ul>	<ul style="list-style-type: none"> <li>-Additional fee of \$20 applies.</li> <li>-Some zip codes are excluded. <i>(Consult your sales representative)</i></li> <li>-Will be between 5:00 pm and before midnight.</li> </ul> <p><b>Things to Consider:</b>                      Delivery may arrive as early as 5:01 pm at your home and as late as 11:59pm, if that time frame is not convenient, please choose our Regular Delivery. It's your responsibility to inform your Sales Representative if your area of residence has delivery time restrictions.</p>
Regular & After 5:00 pm/Before Midnight Delivery	
<i>Sale Day or Date Change Request</i>	<i>Earliest Available Ship Day</i>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Friday	Monday
Saturday	Tuesday
Sunday	Wednesday
Universal Rules for all Deliveries	
<ul style="list-style-type: none"> <li>- You can choose the day but not an specific time, the time window its automatically assigned by your delivery address and the time frame of wait time will be 3 hours.</li> <li>-Delivery ship DATE and ADDRESSS are confirmed to 2 days in advanced. If we can't confirm the date before the cut-off time of the chosen date, the delivery will be changed to the following available day.</li> <li>- Actual time frame confirmation calls will the day before between 9:00 am - 5:00 pm. Except for Next Day deliveries which would be confirmed the day of delivery.</li> <li>-If for any reason we cannot contact you to confirm the delivery time during the confirmation time window, your store manager and sales rep. will have last chance until 8:00 pm to confirm with you. If not able to confirm the delivery will be postponed for the next available date. Usually between 2 or 3 days.</li> <li>-All contact numbers provided might be used to confirm the time frame, only provide numbers of person with permission to confirm delivery.</li> <li>-After a delivery time frame is confirmed it might not be cancelled, changed or moved. If nobody is at home during the time frame confirmed a re-delivery fee will apply.</li> <li>-Once a delivery is confirmed or attempted, the delivery fee is non-refundable.</li> </ul>	

# Dispatch Track

Dispatch Track is a service software that offers us real-time tracking of scheduled deliveries. Dispatch Track can be accessed directly through Netsuite for easier tracking.

Shipping Sales Team Communication Related Records Custom System Information OzLINK

ess Shipping Address  
 SHIP TO  
 Yazenia Izquierdo  
 3419 Sw 25 Terr  
 Miami FL 33133  
 United States Map

Track

You can access tracking of a delivery directly from a sales order, go to the **Shipping** tab and click on **TrackOrder** or **DeliveryReceipt**.

DISPATCH TRACK DISPATCH TRACK  
 TrackOrder DeliveryReceipt

## Service Order : Ashley R Maldonado-SO131841

Once logged into Dispatch Track, you can Access lists of deliveries by status, wether scheduled, delivered, etc. and more. You can enter the sales order number and find details on the delivery, such as: Delivery time, duration of delivery, items delivered, customer survey on Cory's service, damaged items not rendered and more.

**Job Details**

Order#: SO131841      Status: Finished  
 Service Type: Regular Delivery      Service Unit : Rana 2, Stop: 3  
 Drivers : 1045-Yanivar Luis

COD : -  
 Payment type: -  
 Payment detail: -  
 Order Detail : (786) 709-0618

**Customer**

Name : Ashley R. Maldonado      Email : -  
 Phone 1 : (786) 510-0889      Phone 2 : (786) 709-0618  
 Phone 3 : -  
 Address 1 : 2433 NW 50 ST      Address 2 : Apt E  
 City : Miami      State : FL      Zip : 33142

**Dates & Times**

	Date	From	To
Request	04/10/2015	-	-
Scheduled	04/10/2015	11:07 AM	11:43 AM
Window	04/10/2015	11:00 AM	02:00 PM
Actual	04/10/2015	10:50 AM	11:53 AM

min): 18    Amount: 5-    Pieces: 5

**Map**

**Additional Details:**

Memo :      Department : 8th Street      Internal : 372662

**Notes**  
 No Notes found!

**Images**

**Survey Response Result**

1. Please rate the professionalism of your sales representative. Por favor clasifique el profesionalismo de su representante de ventas. ★★★★★

2. Please rate your overall experience shopping at our store. Por favor clasifique su experiencia de compra en general en nuestra tienda. ★★★★★

3. How likely are you to recommend our store to your friends and family? ¿Que tan probable es que usted recomiende nuestra tienda a sus amigos y familiares? ★★★★★

4. Please rate your satisfaction with our delivery service. Por favor clasifique su satisfacción con nuestro servicio de entrega. ★★★★★

5. Comments, Comentarios:

6. Comments:

Customer Signature      Prev Stop      Next Stop      Delivery Receipt

Location	SKU#	Quantity	Amount	Volume	Service Time	Delivered
Full/ Full Frame B1	Furniture : CST : Youth Bedroom : 460096B1	1		4.167	3 mins	1 ✓
Full/ Full Bunk Bed B2	Furniture : CST : Youth Bedroom : 460096B2	1		11.84	3 mins	1 ✓
Underbed Storage (One Side)	Furniture : CST : Youth Bedroom : 460097	1		8.03	3 mins	1 ✓
Stairway Chest	Furniture : CST : Youth	1		32.4	3 mins	1 ✓

## Most Frequently Asked Questions

Please take into consideration that all deliveries are carried by Cory Home Deliveries, Rana Furniture is only responsible for setting and confirming a date with the customer. Cory is responsible for timeframes scheduling, transportation, assembling, etc. (Refer to Sales Contract for further information)

- When is my delivery?

At the time of purchase, a delivery date is set. After this date is confirmed by the customer, Cory Home Deliveries will make a second call to confirm a time frame.

*“I’ll be happy to assist you, let me place you on a brief hold while I look up your information. Thank you for waiting. Your delivery will be this Thursday the 10<sup>th</sup>, our authorized shipping company will confirm a 3-hour time frame the day before the delivery.”* - “Le asistiré con mucho gusto, dejeme colocarlo en una breve espera mientras busco su información en el sistema. Gracias por esperar, su entrega será este Jueves 10. Nuestra compañía autorizada de entregas le confirmara un horario con un lapso de 3 horas de espera el dia antes del delivery.”

- I was given a timeframe, how do I know exactly at what time my delivery will be?

*“Cory will arrive at your home anytime within the timeframe given, they will call you once they are on their way to your home. They will also notify you if any inconvenience comes up that will affect your delivery. You can also track your delivery online, its very simple, the day of the delivery you can visit our website [www.RanaFurniture.com](http://www.RanaFurniture.com) from your computer or smartphone, on the top right corner click on ‘Track Today’s Delivery’, enter your information and you will have a real-time tracking of your delivery.”* - “Cory llegará a su hogar dentro del lapso de tiempo informado, ellos lo llamarán cuando estén en camino a su hogar. Ellos también le notificarán de cualquier inconveniente que se presente y pueda afectar su entrega. Tambien puede rastrear su orden el mismo día de la entrega en nuestra página web, es bien simple, solo visite [www.Rana Furniture.com](http://www.RanaFurniture.com) desde su computadora o teléfono inteligente, haga click en ‘Track Today’s Delivery’, en el rincón derecho de la página, introduzca su información, y encontrará el rastreo actual de su entrega.”

- The timeframe of my delivery is up and cannot longer wait, what is going to happen?

*“We are very sorry to hear that, and sincerely apologize for this inconvenience, let me try to track the truck and find out what happened. Can I place you on a bried hold while I find out?”* – “Lo sentimos mucho y nos disculpamos de este inconveniente, permitame ubicar el camión y averiguar que paso. ¿Puedo colocarlo en una breve espera mientras que averiguo?

\*Consult with your supervisor before informing the customer of the issue and possible solution.

- I had an emergency and will not be home at the timeframe confirmed, what is going to happen?

*“We are very sorry to hear that. Cory will arrive at your home and wait 15 minutes for you to arrive, if you are unable to, then we will need to reschedule the delivery and a re-delivery fee will apply.”* - “Sentimos mucho su inconveniente. Cory llegará a su hogar y esperará 15 minutos, si usted no logra llegar durante ese tiempo, necesitaremos fijar una nueva fecha para su entrega y tendrá que pagar un costo de re- envío.”

# Pick-ups

## Processing Pick-ups

- 1) **Greet the customer.** Greet customer as she/he walks in the door, DO NOT wait for the customer to do so.

*“Good morning, how may I help you?”-“Buenos días, ¿como lo puedo ayudar/asistir?”*

- 2) **Ask for sales order.** If the customer does not have it at hand, ask for ID, and look up sales order by the customer’s information. If the person is not the purchaser, verify authorization from the purchaser.

*“I’ll be glad to assist you. May I please have your sales order?”-“Seria un placer asistirle. ¿Podiera por favor entregarme su orden de compra?”*

- 3) **Look up the sales order on the system.** Check for all items availability, if item is not available ask customer if she/he is aware.

*“Give me just a quick minute while I look up your order”-“Deme un segundo mientras que busco su orden en el sistema.”*

- 4) **Process sales order.** If all items to be picked up are available to process, ask customer if she/he prefers merchandise assembled or in box (if applicable). After processing, return sales order to the customer and add to the pick-up list.

*“I see that you’re picking up a dining set, would you like all the pieces assembled or in the box?There is no extra charge for assembling”-“Veo que viene a recoger un juego de comedor, ¿le gustaría su juego ensamblado o en caja? No hay algun cargo extra por ensamblado.”*

\*Some items may come assembled, if you are not sure, please consult with your supervisors before offering the customer to give item in box.

- 5) **Advise customer to wait.** Pick-ups may take up to two (2) hours to dispatch, suggest customer to wait for the merchandise to be ready.

*“I have now processed your order and sent to our warehouse, please have a seat and I will let you know as soon as it is ready.”-“Ya he procesado su orden, y ha sido enviada a nuestro almacen, por favo tomo asiento y le informaremos una vez este lista.”*

- 6) **Dispatch merchandise.** Inform customer where to pick up the merchandise and thank for their business.

*“Ms. Lopez, your merchandise is ready for inspection and pick-up, please go to door # 6 where a warehouse associate is waiting for you. Thank you for shopping at Rana Furniture”-“Ms. Lopez, su mercancía esta lista para ser inspeccionada y recojida, por favor pase por la puerta de despacho # 6, donde uno de nuestros asociados del almacen la esta esperando. Gracias por comprar en Rana Furniture.”*



## Most Frequently Asked Questions

(Pick-up instruction sheet should be given at the store)

- What are the pick-up hours?

*“Pick-up hours are Monday Thru Saturday 9:45 am thru 3:45 pm. Remember to refer to our ‘Pick-up instructions’ sheet beforehand.”- “Si desea recoger sus muebles nuestro almacén esta abierto de Lunes a Sábado entre 9:45 am y 3:45 pm. Le aconsejamos que revise nuestra hoja de instrucciones para recoger antes de venir.”*

- How long do I have to wait for my merchandise?

*“Your merchandise will be prepared by our staff, if merchandise needs to be assembled, it will take extra time. While approximate wait time may differ, it could take up to two hours.”*  
– “Su mercancía será preparada por nuestro personal, si la mercancía tiene que ser ensamblada, se tardará más tiempo. El tiempo de espera puede variar y podría tomar hasta dos horas.”

- What happens if my merchandise is damaged?

*“There is no warranty on pickups, it is very important that you thoroughly inspect all pieces, any damages or defectiveness should be taken care of by our personnel before the merchandise leaves our warehouse.”- “Mercancía que es recojida no goza de garantía, es muy importante que usted inspeccione detalladamente todas las piezas, cualquier daño o defecto debe ser reportado a nuestro personal antes de que le mercancía salga de nuestro almacén.”*

**\*If there has been any inconvenience with the customer’s merchandise or waiting time, please refer to manager for assistance.**

- I forgot to purchase an extra item at the store, could I purchase it here?

While all the merchandise is stored at our warehouse, we do not conduct sales here, however, there are some exceptions to this matter. Please consult with your Manager before giving answer.

*“Let me find out with my supervisor”-“Déjeme consultarlo con mi supervisor”*

- Can a family member or friend pick up the merchandise I purchased?

*“Anyone authorized can pick up the order as long as they bring the original sales order. If the sales order is not available the person whose name the sales order is under must be present and would be able to pick up with a valid ID”-“Cualquier persona autorizada puede recoger la mercancía con la orden de venta original. Si la orden de ventas original no está disponible, la persona cuyo nombre aparece en la orden tiene que estar presente y podrá recoger su orden con una identificación válida.”*

- My merchandise does not fit in my vehicle, can I have it delivered and pay the fee here?

*“Absolutely, we can schedule the delivery date here and process the payment.”*

*“Claro, sin ningún problema aquí pudiéramos aceptar el pago y fijar la fecha para su entrega.”*

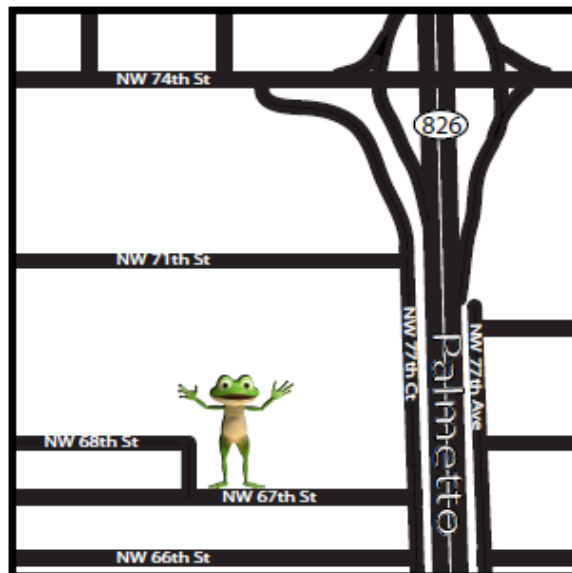


**IMPORTANT:** All **first** orders financed through Synchrony Financial Bank, Wells Fargo Retail Bank, TD Bank and rent to own through Own it 4 Less, Crest Financial and Progressive Finance must be DELIVERED, and under no means can be picked up. All other orders (second, third, etc.) financed by the same account may be picked-up. It is extremely important that the payment terms of the order are reviewed before fulfillment. \*\*\*This is a Rana Furniture policy implemented to prevent fraud.



Distribution Center  
7821 NW 67th Street  
Miami, FL 33166  
P.H. (305) 471-4706

Pick Up Hours:  
Monday thru Saturday  
**9:45 am thru 3:45 pm**



Coming from Palmetto Express Way (FL-826)

1. Take the NW 74th St Exit
  2. Turn to the west at NW 74th St
  3. Turn left onto NW 77th Ct
  4. Turn right at NW 67th St
- The bulding will be on the right

Coming from Florida's Turnpike

1. Take the NW 74th St Exit
  2. Turn to the East at NW 74th St
  3. Turn Right onto NW 77th Ct
  4. Turn right at NW 67th St
- The bulding will be on the right

Viniendo desde el Palmetto Express Way (FL-826)

1. Tome la salida NW 74th St
  2. Cruce en direccion al oeste en NW 74th St
  3. Cruce a la izquierda en la NW 77th Ct
  4. Cruce a la derecha en la NW 67th St
- Encontrara el edificio a mano derecha

Viniendo desde el Florida's Turnpikes

1. Tome la salida NW 74th St
  2. Cruce en direccion al Este en NW 74th St
  3. Cruce a la Derecha en la NW 77th Ct
  4. Cruce a la derecha en la NW 67th St
- Encontrara el edificio a mano derecha

#### PICK-UP INSTRUCTIONS

-Please present the copy of your sales order at the front desk, if the sales order is not available the person whose name the sales order is under must be present and would be able to pick up with an valid ID.

**-The pick-up process takes an approximately two hours to complete** and you will need two people to properly handle larger items.

-Chairs, table bases, coffee tables or any other items consider difficult to assemble will be assemble by us with **NO EXCEPTIONS**.

-You must supply your own adequate protection and necessary transport materials.

-Inspection of your own merchandise its mandatory. You will not be allowed to take any items without proper inspection first; **as merchandise that is picked up is not subject to any type of warranty.**

-Por favor presente la copia de su orden en la recepción, si la copia de la orden no está disponible la persona cuyo nombre aparece en la orden de venta tiene que estar presente y podrá recoger su orden con una identificación válida.

**-El proceso para retirar su orden tarda aproximadamente dos horas**, necesitara al menos 2 personas para cargar artículos grandes.

-Sillas, bases de mesa, mesitas de centro o cualquier articulo considerado dificil para ensamblar será a ensamblado por nosotros sin excepciones.

-Debe traer su propios materiales para proteger y asegurar su mercancía.

-Inspección de su mercancía es obligatorio, y no podrá llevarse ningún articulo sin inspeccionarlo antes; **ya que la mercancía recogida no esta sujeta a ningún tipo de garantía.**

Initials  
Iniciales \_\_\_\_\_

## Cases

All customer cases are evaluated and given a response even if there is no solution to the problem. Cases are classified by the following criteria:

### 1. Damages on pick ups / closeout merchandise:

- a. Explain to the customer that pick ups and closeout merchandise are not covered by Rana Furniture's warranty.

*"I am sorry to hear that, this type of case is not covered by Rana Furniture's warranty since the merchandise was picked up or a closeout product. Nevertheless, let me ask my supervisor if it can be covered by the manufacturer's warranty."* - "Lo siento, este tipo de casos no está cubierto por la garantía de Rana Furniture, ya que la mercancía fue recojida o es un producto en liquidación. Sin embargo, dejeme preguntarle a mi supervisor si su caso está cubierto por la garantía del fabricante."

- b. Open case on NetSuite and let customer know. The case will be evaluated and a response will be available within 48 hours.

*"I have opened a case for you in our system. This is your case number. Please call us in three (3) business days and we will have a response for you."* - "He abierto un caso para usted en nuestro Sistema. Por favor llámenos en tres (3) días hábiles y le tendremos una respuesta."

- c. The Customer Support Manager will be responsible for having one of her team member's contact the customer.

*"Good afternoon, my name is Maria and I am calling from Rana Furniture regarding the case you opened on \_\_."* - "Buenas tardes, mi nombre es Maria y le estoy llamando de Rana Furniture en referencia a el caso que abrió el \_\_."

- d. If additional information is given, another response will be given within 48 business hours.

### 2. 7-days transportation damages:

- a. Explain to the customer that all merchandise damaged during transportation must be reported at the time of delivery and returned with the truck. However, we will provide a solution.

*"I am sorry to hear that, transportation damages must be reported during delivery. Nevertheless, don't worry we will assist you."* - "Lo siento, daños de transportación deben ser reportados al momento de la entrega, de todas maneras, no se preocupe que nosotros le asistiremos."

- b. Open case on NetSuite and let customer know. The case will be evaluated and a response will be available within 48 hours.

*"I have opened a case for you in our system. This is your case number. Please call us in three (3) business days and we will have a response for you."* - "He abierto un caso para usted en nuestro Sistema. Por favor llámenos en tres (3) días hábiles y le tendremos una respuesta."

- c. Ask the customer if the damages reported can be seen in photos.

*“Can all the damages reported be seen through photos?” – “Se pueden apreciar los daños reportados a travez de fotos?”*

- If yes:

*“Rana Furniture relies on a third party company for product inspections. This company charges a \$55 fee to send a technician to your home. If you are able to send us a photo of the damage, we could waive the fee, if not, then a case has been open in our system but cannot be processed until an inspection fee has been paid. I need you to please send the photos to [case@ranafurniture.com](mailto:case@ranafurniture.com) and include your case number on the subject. Once received, the case will be evaluated and a response will be provided in the system in 3 business days.”* -“Rana Furniture cuenta con una tercera compañía que inspecciona los daños, la cual cobra \$55 por enviar a un técnico a su casa. Si usted puede enviarnos fotos del daño(s) donde se pudiese apreciar, pudiésemos evitar el cargo, si no, entonces abriremos un caso en nuestro sistema pero no podrá ser procesado hasta que la inspección se pague. Necesitamos que nos envíe las fotos a [case@ranafurniture.com](mailto:case@ranafurniture.com) e incluya su número de caso en el título. Una vez que recibamos las fotos, el caso será evaluado y proveeremos una respuesta en el sistema en 3 días.”

\* An inspection fee will always apply for Matresses since photos will not necessarily show the damages/defectiveness.

\*The manager will be responsible of contacting the customer within 24 business hours after a response has been concluded.

- If no:

*“Please call us with your case number in 3 business days and we will have more information, the case will be evaluated and a response will be provided in the system within 3 business days.”*- “Por favor llámenos con su número de caso en 3 días hábiles y le tendremos más información, el caso será evaluado y le tendremos una respuesta.”

\*The manager will be responsible of contacting the customer within 24 business hours after a response has been concluded.”

### 3. Accidents covered by GBS Protection Plan:

If our customer purchased GBS Coverage, all accidents that occurred to the furniture can be reported within 30 days after accident for coverage. Refer customer to GBS Coverage and explain how to open a case with them:

*“I’ll be glad to assist you, in this case, you would need use your protection program and contact GBS directly at 1(888) 585-9488 and give them your protection #, which you should have received in the mail you provided us. If you can’t find it I can gladly assist you. It is very important that you report the accident no more than 30 days after it occurred.”*

“Le asistire con mucho gusto, en este caso, usted podrá gozar de su programa de protección y contactar a GBS directamente a 1(888) 585-9488 y darle su numero de proteccion, el cual usted debio haber recibido por el correo que usted nos dio. Si no puede encontrar el número, con mucho gusto le asistire. Es muy importante que reporte el accidente no mas de 30 dias después de que haya ocurrido.”

\*The GBS protection # can be found in the customer’s sales order.

#### 4. Damages within 90 days of delivery:

- a. Explain to the customer our 90-day warranty:

*"I am sorry to hear that, all merchandise sold and delivered by Rana Furniture is backed by a 90-day warranty against material or fabrication defects. I will assist you with this."*  
*"Lo siento mucho, toda la mercancía vendida y entregada por Rana Furniture cuenta con una garantía durante los primeros 90 días la cual cubre reparaciones de daños de materiales o defectos de fábrica. Yo le asistiré al respecto."*

- b. Open case on NetSuite and let customer know. The case will be evaluated and a response will be available within 48 hours.

*"I have opened a case for you in our system. This is your case number. Please call us in 3 business days and we will have a response for you."* – *"He abierto un caso para usted en nuestro Sistema. Por favor llámenos en 3 días hábiles y le tendremos una respuesta."*

- c. Ask the customer if the damages reported can be seen in photos.

*"Can all the damages reported be seen through photos?"* – *"Se pueden apreciar los daños reportados a través de fotos?"*

- If yes:

*"Rana Furniture relies on a third party company for product inspections. This company charges a \$55 fee to send a technician to your home. If you are able to send us a photo of the damage, we could waive the fee, if not, then a case has been open in our system but cannot be processed until an inspection fee has been paid. I need you to please send the photos to [case@ranafurniture.com](mailto:case@ranafurniture.com) and include your case number on the subject. Once received, the case will be evaluated and a response will be provided in the system in 3 business days."* – *"Rana Furniture cuenta con una tercera compañía que inspecciona los daños, la cual cobra \$55 por enviar a un técnico a su casa. Si usted puede enviarnos fotos del daño(s) donde se pudiese apreciar, pudiésemos evitar el cargo, si no, entonces abriremos un caso en nuestro sistema pero no podrá ser procesado hasta que la inspección se pague. Necesitamos que nos envíe las fotos a [case@ranafurniture.com](mailto:case@ranafurniture.com) e incluya su número de caso en el título. Una vez que recibamos las fotos, el caso será evaluado y proveeremos una respuesta en el sistema en 3 días."*

\* An inspection fee will always apply for Matresses since photos will not necessarily show the damages/defectiveness.

\*The manager will be responsible of contacting the customer within 24 business hours after a response has been concluded.

- If no:

*"Please call us with your case number in 3 business days and we will have more information, the case will be evaluated and a response will be provided in the system within 3 business days."* – *"Por favor llámenos con su número de caso en 3 días hábiles y le tendremos más información, el caso será evaluado y le tendremos una respuesta."*

\*The manager will be responsible of contacting the customer within 24 business hours after a response has been concluded."

## 5. Damages after 90 days of delivery:

- a. Explain to the customer that the warranty per Rana Furniture has expired:

*"I am sorry to hear that, the warranty per Rana Furniture has expired. Nevertheless, let me ask one of our specialized technicians how we can provide further assistance." – "Lo siento mucho, la garantía de Rana Furniture se ha expirado. De todas maneras, dejeme preguntarle a uno de nuestros especialistas como le podemos asistir."*

- b. Open case on NetSuite and let customer know. The case will be evaluated and a response will be available within 48 hours.

*"I have opened a case for you in our system. This is your case number. Please call us in three (3) business days and we will have a response for you." – "He abierto un caso para usted en nuestro Sistema. Por favor llámenos en tres (3) días hábiles y le tendremos una respuesta."*

- c. The case will be evaluated and will be concluded a response within 48 business hours. The manager will be responsible of contacting the customer within 24 hours after a response has been concluded.

- d. If additional information is given, Customer Support Manager will be responsible for having one of her team members contact the customer. The case will be evaluated and will be given a response within 48 hours after additional information.

### How to open a 'Case'

- 1) Search customer by name, sales order or phone number on the **Search** bar on Netsuite.

- 2) Under the **Support** tab click on '**New Case**'.

CATEGORY  
Rana Customer

WELCOME E-MAIL

DEFAULT ORDER PRIORITY

COMMENTS



Sales Relationships Communication Web Activity **Support** Address Prefe

**Cases**

STAGE AWAITING SUPPORT REPLY VIEW  
- All - - All - Default

**New Case** View History Customize View

EDIT	SUBJECT	NUMBER	STATUS	LAST MSG. DATE
No records to show.				

Edit Back Accept Payment   Actions

3) Fill out all requested information, which you can find in the sales order and click **Save**.

**Case**  
Save Reset Cancel

**Customer Information**

CUSTOM FORM \*  
Rana Case Form

NUMBER  
To Be Generated

CUSTOMER \*  
A5614  
A56140 Maurys D Garcia  
A56141 Ana Collazo Perez  
A56142 Anthony Garrudo  
A56143 Jesus I Garcia  
A56144 Michelle Mendoza  
A56145 Yarabey Sepulveda  
A56146 Israelio Alcolea  
A56147 Blas Giffuni  
A56148 Ricardo M Inda  
A56149 Iris Lorenzo

**Incident Information**

DELIVERY DATE \*  
DELIVERY TIME \*  
TRUCK DRIVER \*  
MANUFACTURER \*  
<Type then tab>  
ITEM \*  
<Type then tab>  ITEM HAS PROTECTION  
POLICY TYPE \*

**Case Information**

STATUS \*  
Not Started  
PRIORITY  
Medium  
ASSIGNED TO SALES REP \*  
ORIGIN \*

**Communication** Escalations System Information

**Incoming from Customer**

MESSAGE

**Outgoing from Support Rep**

REPLY  
Type text and format it using the toolbar.

Once the case is created, a case number will be provided, which you can use to access all the details for follow up.

Sales Relationships Communication Web Activity **Support** Address Preferences Financial System Information SuiteCommerce Extensions Bank Payment Details (Debit)

**Cases**

STAGE: - All - Awaiting Support Reply: - All - View: Default

New Case View History Customize View

EDIT	SUBJECT	NUMBER	STATUS	LAST MSG. DATE	PRIORITY	ASSIGNED TO	CONTACT	MANUFACTURER	TRUCK DRIVER
Edit	so125699	CA6015	In Progress	4/9/2015 11:44 am	Low	Adriana Garcia		Lifestyle/Shanghai L	Rana 10

## Solving the Customer's Problems

When you listen to the customer's complaint you take responsibility to solve the problem. Here are a few tips to help:

- C. Listen without interruption and with full attention.
- D. Ask necessary questions to get more complete information and completed picture of a situation
- E. Find out exactly what the customer needs you to do for them
- 4) Behave without aggression, and without arguing.
- 5) Do not extend excuses for the problem, and thank the customer for drawing their attention to it and helping solve it.
- 6) Discuss in detail all opinions, and then decide what needs to be done
- 7) Express sympathy and full understanding

## Miscellaneous

As a customer service representative, you must be prepared to assist on a number of different subjects, here are a few of the most frequently asked questions:

### A. Financing & Payments:

(Please refer to the 'Agenda' for assistance on this information)

- I don't know who is financing my furniture.
- I have not received a bill for my purchase.
- I cannot pay for my furniture anymore.
- I need to make a payment to my credit card.
- I need more information about my financing plan.

For all of the above: *Look under the customer's SO, and find what company is financing their furniture, this information is under the 'TERMS' section on the left side of the order. Explain to the customer that we are not the ones that bill and give the contact information for the company in question.*

- I need to make a payment on my layaway order.  
*Refer the customer to the store where the layaway was placed. At the same time, inform sales representative and manager so that they know that the customer needs assistance.*
- What forms of payment does Rana Furniture accept?  
*At our stores we are currently accepting cash, all major credit and debit cards in addition to different financing options. For online orders we accept all major credit and debit cards in addition to paypal.*

### B. Locations & Staff:

*Please refer to the 'Agenda' for all locations addresses and phone and extension numbers.*

### C. Webpage: [www.RanaFurniture.com](http://www.RanaFurniture.com)

While we count with an E-commerce Specialist, we will need to assist our customers on some webpage inquiries. Here are some of the most frequently asked questions:

- Where is the Chantelle 7 Piece Dining Room set in display?  
*Within the items specification section there is a tab named "Displayed at" with a list of the locations where the item is currently displayed.*




- I need assistance placing my online order.  
*Transfer the customer to our E-commerce Specialist if available, otherwise assist the customer guiding yourself with the 'Online Orders Guide'. If you cannot further assist the customer, with questions regarding inventory, shipping, etc., please transfer to any available store representative.*
- What forms of payment are accepted online?  
*Paypal and all major credit and debit cards are currently accepted.*

How to place an order online  
'Online Orders Guide'

**Step 1.** Select item to purchase.

Shopping Cart >

**SHOPPING CART**

ITEMS	SUBTOTAL
 <p>Chrome White 5pc Set \$699.00 SKU: #102310 5W Pieces</p> <p>Quantity: <input type="text" value="2"/></p> <p>Amount: \$1,398.00</p> <p><a href="#">REMOVE</a></p>	

Make sure the item/s and qtys. are correct, then please click on 'Proceed to Checkout'.

**ORDER SUMMARY**

Subtotal (2 items)	\$1,398.00
Ship to: 33166 ✕	
Shipping	\$145.00
Tax	\$97.86
Have a Promo Code? ⓘ	+
<b>Estimated Total</b>	<b>\$1,640.86</b>

[PROCEED TO CHECKOUT](#)

[CONTINUE SHOPPING](#)

# Step 3. Choose/edit/change shipping information, then choose delivery method.

Checkout >

1. SHIPPING / 2. PAYMENT / 3. REVIEW & PLACE ORDER

## CHOOSE SHIPPING ADDRESS

**Milly Granado**  
7821 NW 67 ST  
miami Florida 33166  
United States  
(305) 471-4706


[EDIT ADDRESS](#) [CHANGE ADDRESS](#)



Check shipping address for corrections/changes.

[CONTINUE](#)

### ORDER SUMMARY

[EDIT ORDER](#)

	Chrome White 5pc Set	\$699.00
	Qty: 1	\$699.00
<b>Subtotal (1 item)</b>		<b>\$699.00</b>
Shipping		\$97.00
Tax		\$48.93
<b>Total</b>		<b>\$844.93</b>

Have a Promo Code?  

Checkout >

1. SHIPPING / 2. PAYMENT / 3. REVIEW & PLACE ORDER

## CHOOSE DELIVERY METHOD

**SHIP TO:**

**Milly Granado**  
7821 NW 67 ST  
miami Florida 33166  
United States  
(305) 471-4706

[EDIT ADDRESS](#) [CHANGE ADDRESS](#)

**DELIVERY OPTIONS:**


- Before Midnight: \$97.00
- Mother's Day - Free Shipping over \$1200: \$69.00
- Next Day: \$199.00
- Regular Delivery: \$77.00



Choose delivery method, then click continue.

[BACK](#) [CONTINUE](#)

### ORDER SUMMARY

[EDIT ORDER](#)

	Chrome White 5pc Set	\$699.00
	Qty: 1	\$699.00
<b>Subtotal (1 item)</b>		<b>\$699.00</b>
Shipping		\$77.00
Tax		\$48.93
<b>Total</b>		<b>\$824.93</b>

Have a Promo Code?  

## Step 2. Enter your customer information or register.

**RANA FURNITURE**  
YOUR GREAT SOLUTION

(855) 800-RANA | Track Delivery | Store Locator | My Account | Contact Us | My Wishlist | LOG OUT

1 item(s)

New Bedroom Living Dining Mattresses Kids Accents Outlet

My Account

### SIGN IN

Returning customer

Sign in below to checkout with an existing account:

Email Address (required)  
your@email.com

Password (required)

**FORGOT PASSWORD?** **SIGN IN**

Use your login information previously registered or sign it with your Facebook account.

**Log In**

New customer

Create an account and take advantage of faster checkouts and other great benefits.

First Name (required)

Last Name (required)

Company (optional)

Email Address (required)  
your@email.com

We need your email address to contact you about your order.

Password (required)

Re-Enter Password (required)

Yes, Please sign me up for Rana Furniture exclusive offers and promotions

**CREATE ACCOUNT**

If you are NOT a returning customer, please create a new account.




## Step 4. Choose payment method.

### CHOOSE PAYMENT METHOD

PAY WITH GIFT CERTIFICATE +

---

PAY WITH: CREDIT / DEBIT CARD

Credit Card Number (required)  Enter the payment information, please remember that paypal is also available.

Expiration Date (required)  
5 ▼ 2015 ▼

Security Number (required)

Name on Card (required)

ENTER BILLING ADDRESS

Same as shipping address

**ADD NEW ADDRESS** ← Please double check billing address for errors or changes. Please know that the billing address and shipping address MUST be the same.


**Rana Furniture**  
Milly Granado  
7821 NW 67 ST  
Miami Florida 33166  
United States  
3054714706

**USE THIS ADDRESS**

**EDIT ADDRESS** REMOVE

#### ORDER SUMMARY

**EDIT ORDER**



Chrome White 5pc Set \$699.00  
Qty: 1  
**\$699.00**

---

Subtotal (1 item)	\$699.00
Shipping	\$77.00
Tax	\$48.93
<b>Total</b>	<b>\$824.93</b>

Have a Promo Code? ? +

# Step 5. Review and place order.


## REVIEW YOUR ORDER

### BILLING ADDRESS

Milly Granado  
7821 NW 67 ST  
Miami Florida 33166  
United States  
3054714706

[EDIT](#)

### PAYMENT TYPE

 - Ending in 3812  
Milly Granado  
Expires 11/2016

[EDIT](#)

Double check the billing and shipping address as well as the payment information.

Please remember that by placing the order you are agreeing to the terms and conditions of Rana Furniture. Also remember to add any promo code if you have any.



### ORDER SUMMARY

[EDIT ORDER](#)

Subtotal (1 item)	\$699.00
Shipping	\$77.00
Tax	\$48.93
<b>Total</b>	<b>\$824.93</b>

By placing your order, you are agree to our Terms & Conditions

[PLACE ORDER](#)


Have a Promo Code?  


### SHIPPING ADDRESS

[EDIT](#)

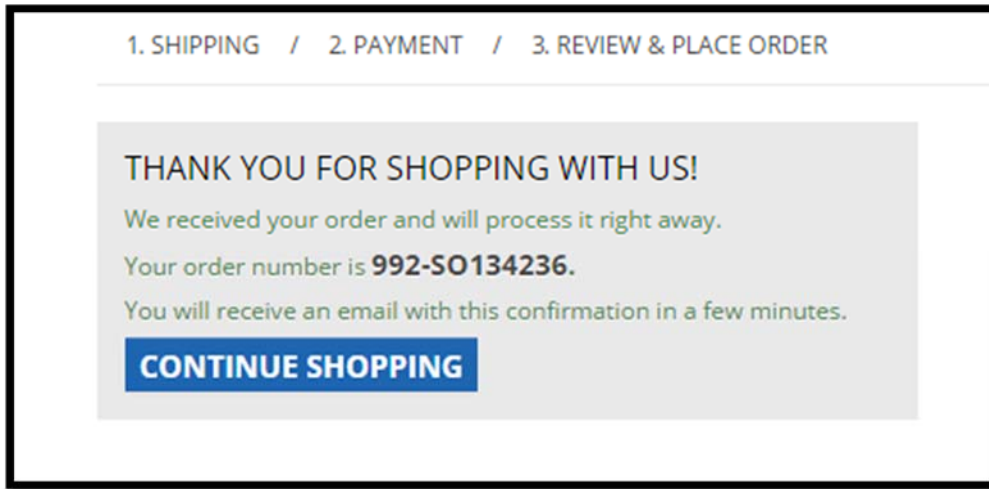
Milly Granado  
7821 NW 67 ST  
Miami Florida 33166  
United States  
3054714706

### SHIPPING METHOD

Regular Delivery: \$77.00 

Items	<a href="#">EDIT ORDER</a>	Total
	<b>Chrome White 5pc Set</b> <b>\$699.00</b> SKU: #102310 5W Pieces Qty: 1	<b>\$699.00</b>

## Step 6. Receive order confirmation and number as well as confirmation e-mail.



Thank you for shopping at Rana Furniture.

Your order no. 992-SO134236 has been received.

Order Summary:

Item	Qty	Description		Rate
Chrome White 5pc Set	1	Chrome White Dining Group	\$699.00	\$699.00
102310B1	1	Chrome White Dining Table Top		
102310B2	1	Chrome White Dining Table Base		
White Side Chair	4	White PU Side Chair		
Subtotal				\$699.00
Shipping				\$77.00
Tax				\$48.93
<b>Total</b>				<b>\$824.93</b>

Order Shipping Information:  
Milly Granado  
Rana Furniture  
7821 NW 67 ST  
Miami FL 33166  
United States  
Phone: 3054714706

Order Billing Information:  
Milly Granado  
Rana Furniture  
7821 NW 67 ST  
Miami FL 33166  
United States

Ship Via: Regular Delivery

If you would like to track the status of your order, please go to <http://shopping.netsuite.com/app/site/query/customercenterredirect.nl?c=ACCT87954&n=1&ext=T> to access your account. Log in using the email address and password you provided during checkout.

Thank you for your business.

Rana Furniture

**ACKNOWLEDGEMENT OF RECEIPT OF CUSTOMER SERVICE MANUAL**

I have received the current company Customer Service Manual and I have read and understood the material covered. I have had the opportunity to ask questions about the policies and procedures in this manual, and I understand that any future questions that I may have about this manual or its contents will be answered by Rana Furniture’s designated representative(s) upon request. I agree to and will comply with the policies, procedures and other guidelines set forth in this manual. I understand that Rana Furniture reserves the right to change, modify, or abolish any or all of the policies and procedures contained or described in this manual as it deems appropriate at any time, with or without notice. I acknowledge that neither the manual nor its contents are an express or implied contract regarding my employment.

This manual is Rana Furniture’s property and must be returned upon separation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Printed)