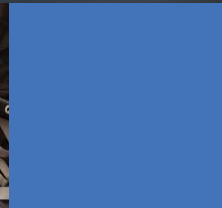


Order Processing



Order Fulfillment Manager Role & Responsibilities

Order Fulfillment Manager Role & Responsibilities

A brand's Order Fulfillment Manager (OFM) is the main point of contact for the ExpertVoice Customer Success Partner as well as the Expert Support Team. This can be for anything related to order processing and inventory management. It is important for a brand to process orders in a timely manner and keep inventory numbers up to date. This way Experts have a positive experience with the brand on ExpertVoice and ultimately become brand advocates for them after experiencing their products.

Main Role:

- Receive and fulfill orders in a timely, efficient manner
- Keep inventory levels up to date
- Responsible for processing refunds and cancellations as needed
- Assist with customer service questions either directly from the expert or ExpertVoice's Expert Support team
- Work with the Customer Success Partner to troubleshoot any issues

Best Practices:

- Monitor orders via the Daily Order Summary email
- How often an OFM should be coming into the ExpertVoice admin to process orders is dependent on order volume. We recommend going in at least a couple times a week, but for high volume brands, orders should be processed on a daily basis. All orders should be processed within 7 days due to the card authorization window
- If inventory availability fluctuates regularly, the OFM should update the inventory file for ExpertVoice on a daily basis. Otherwise, we recommend updating inventory at least once a week



How to Process Returns

How to Process Returns

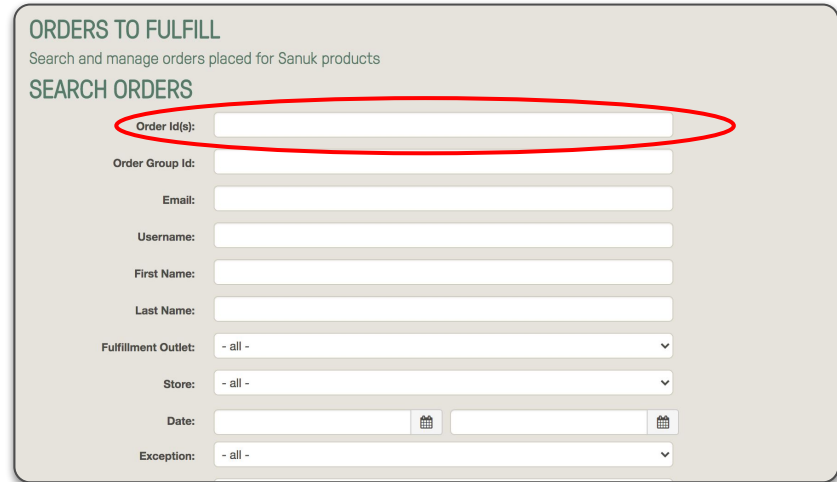
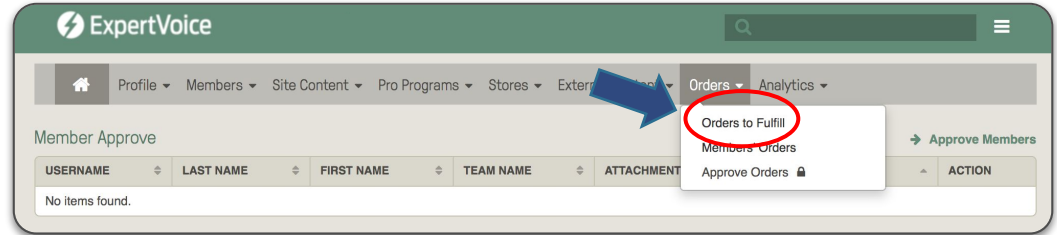
Follow these steps

1. Orders to Refund:

From the home screen, click the “**Orders**” dropdown, select “**Orders to Fulfill**”

In the “**Orders to Fulfill**” screen:

- Search for the **Order ID** that needs to be reauthorized. Click Submit at the bottom
- Order will appear below
- **Select the order**





How to Cancel Orders & Process Returns

Follow these steps

2. Refund/Return:

From the order summary screen
Click **“Return”**

Select the items to be returned
Adjust shipping if applicable

Click **“Recalculate”** and confirm the total
Input a comment if desired

“Make note public” means the member can see the comment!

Then click **Submit**

Unchecked means only ExpertVoice and your employees with Admin rights can see the comment. **NOTE:** We recommend adding the RA# or RMA# here.

The screenshot shows the 'ORDER SUMMARY' page in ExpertVoice. The 'FULFILLMENT ORDER' section is visible, with a 'Return' button circled in red and a blue arrow pointing to it. Below this, there is a table of items to be returned:

Select Items:	ReturnQty	Description	Unit
<input type="checkbox"/>	1	ICON SC Blue	7.99
<input type="checkbox"/>	2	Icon soft-Brown Stripe	13.98
<input type="checkbox"/>	1	Icon soft-Black/Green	13.98
<input type="checkbox"/>	1	Ink'd Oliver-Red/White	7.98

Below the table, the 'Subtotal' is \$0.00 USD and 'Shipping' is 0. The 'Sales Tax - UT 6.85%' is \$0.00 USD and 'Transaction Fee' is \$0.00 USD. The 'Total' is \$0.00 USD, with a 'RECALCULATE' button circled in red and a blue arrow pointing to it. At the bottom, the 'Make note public' checkbox is checked, and the 'SUBMIT' button is circled in red with a blue arrow pointing to it.

The screenshot shows the 'RETURN ORDER' page in ExpertVoice. The 'RECALCULATE' button is circled in red with a blue arrow pointing to it. Below it, the 'Make note public' checkbox is checked, and the 'SUBMIT' button is circled in red with a blue arrow pointing to it.

