# Customer
# Service

Process orders across all channels
and improve customer relations.

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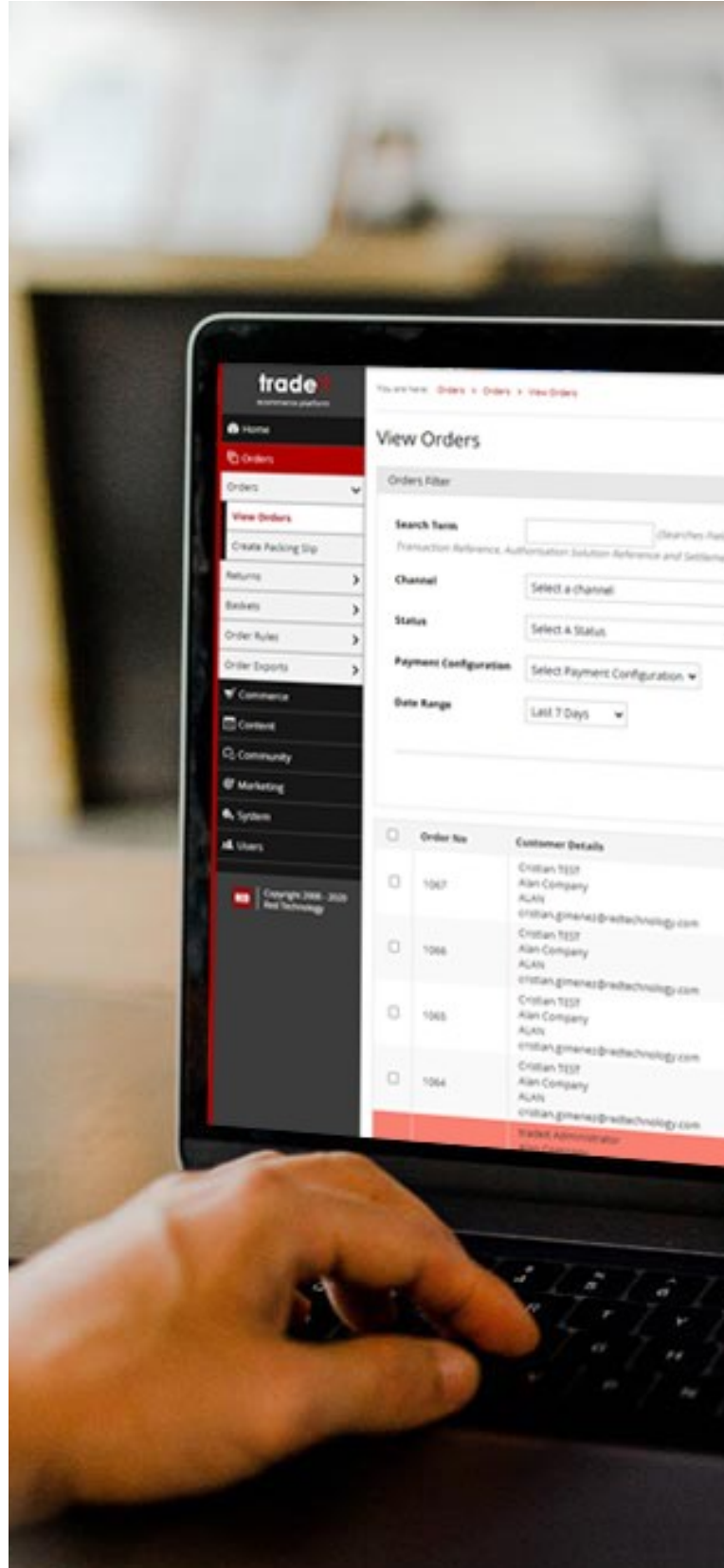
# Customer Service

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tradeit's customer service suite centralises the management of mail, telephone and in-store ordering, alongside customer service processes. Using the customer service toolset, you can handle orders, manage returns, refunds, exchanges & customer service issues, whilst customers are also empowered to manage their own retail or B2B account including; orders (past and present), invoice payment, quotations, product reviews, subscriptions, payment details, master and sub account management, communication preferences, reminders, wish or gift lists and any personal information.

The special call centre screens are accessible by any member of your team with access available through the storefront, the same as if you were a customer logging in. Once in the call centre, your administrative staff can either search for a customer to log in as, or log in anonymously to register as a brand new customer, and carry out of tasks on their behalf including changing details, adding information or even placing secure orders.

Not only that, tradeit's customer self-service features reduce the load on your business by empowering your customers with an enhanced set of tools that help manage their online account and orders. The rich My Account functionality contains powerful and flexible features specifically designed to cater for the separate requirements of both Retail and B2B customers and ecommerce sites.

### Call Centre/MOTO
Process orders from any channel and enhance your customer service.

### My Account
Empower your customers to take control of their own accounts.

### Endless Aisle/Order In-store
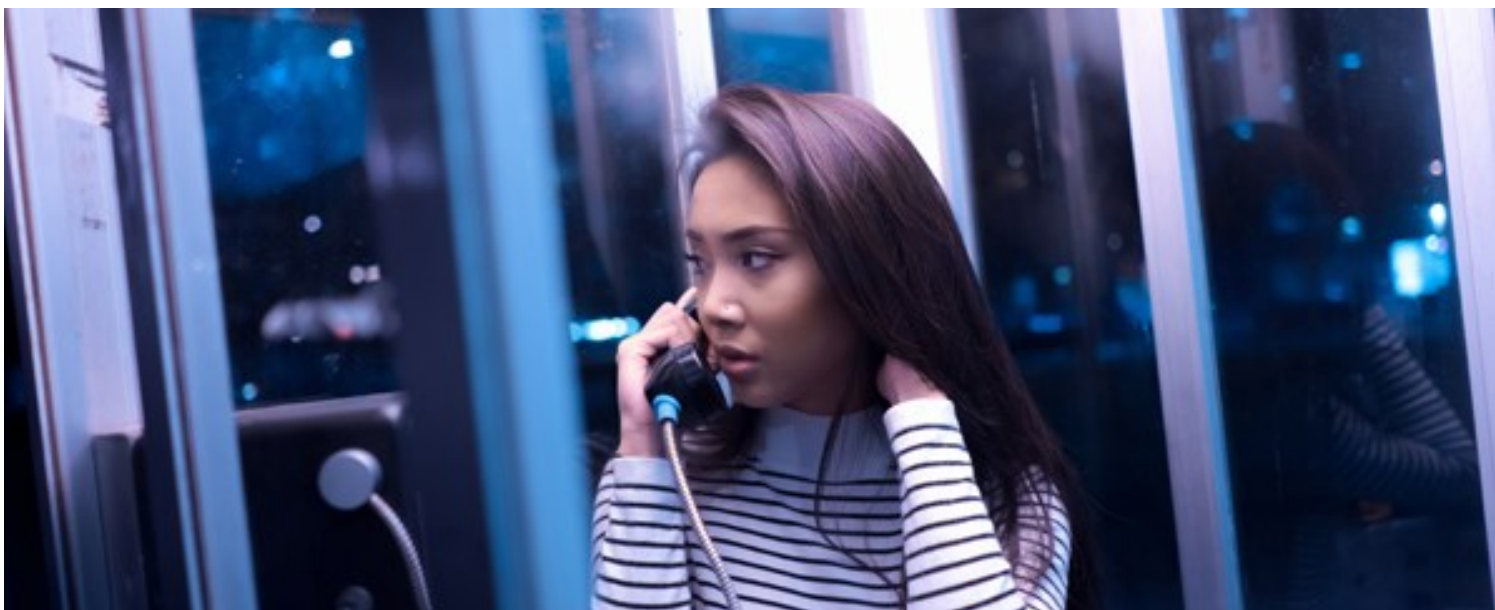Arm your staff with access to your full itinerary and never lose a sale.

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## Call Centre/MOTO

The customer service suite allows merchants to focus on implementing the best customer service
strategies features a host of tools to help them deliver it.

### Update customer details
Change or update any customer details including passwords, (for security, passwords are
automatically generated and an email is sent to the customer to retrieve, rather than the
administrator ever knowing it), billing, shipping and email addresses, and any communication
preferences.

### View and place customer orders
View existing orders or create baskets as a customer would and place orders for those who
purchase online, via mail, over the phone or in-store. Ensure they are secure and comply
with PCI-DSS by using secure phone services, or in-store PDQ terminals, so your
administrators never come into contact with sensitive customer information like passwords or
payment card details. You can also restrict agents to only view and amend their own
accounts. Agents can also override unit prices at the basket to instantly deliver additional,
preferential pricing on an individual user level and credit/debit loyalty points

### Manage returns
View the status of a customer's returned items and their returns history.

### Quote management
Build quotes on a customer's behalf, adjust pricing (seeing exact margin percentage you are
making as price is adjusted if required), set expiry date and then email to customer and
display in their my account. Quote can then be converted to an order online.

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## My Account

Empower your customers and let them take control of their online accounts with **trade**it's rich retail and B2B My Account tools.



### → View and update details
View, change or update any account details including user details, order history and outstanding orders, passwords, payment, billing & shipping addresses, loyalty points (spend & save programs), saved baskets and any communication preferences.

### → B2B Tools
B2B users can also view or pay invoices, place quick or regular/repeat orders, create quotes, and mange master & sub accounts including adding other users, setting permissions, credit limits etc...

### → Engage
Create multiple wish or gift lists, name them, add products to them, save them in their My Account and email them to other people.

### → Convert
Schedule calendar reminders for birthdays, anniversaries etc… and receive an automatic email reminder x days beforehand.

### → Returns
View the status of returned items and their returns history.

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## Endless Aisle/Order In-Store

Never lose a sale by arming your in-store staff with tablet devices or using in-store kiosks, meaning you have access to your entire inventory from even the smallest of physical spaces, and can place orders on the shop floor for customer convenience.
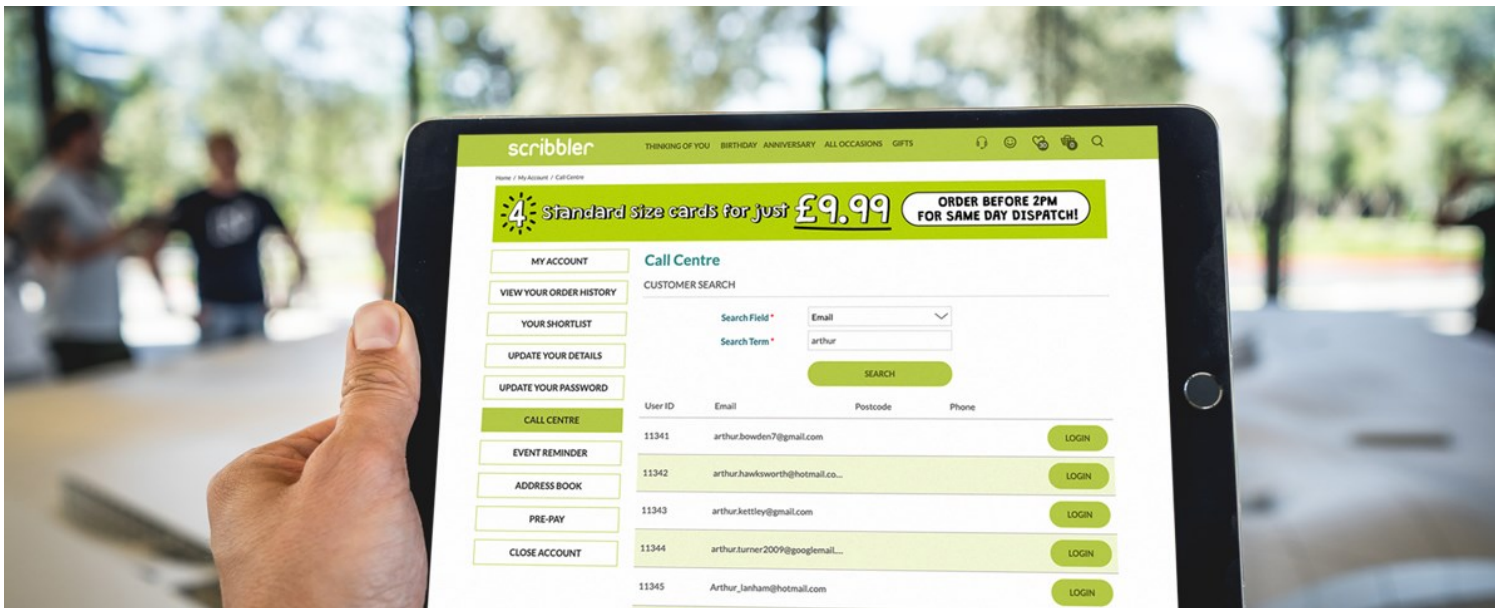
**Secure payment processing**
Orders placed online via tablet or kiosk device with payment taken in store via PDQ terminal. Authorisation code then entered online to complete order once payment is approved for completely secure transactions.

**Full visibility of stock**
Search stock at alternative stores or at main warehouse(s).

**Multiple fulfilment methods**
Choice of fulfilment options such as standard home delivery, Click & Collect or Click & Reserve at store/alternative store.

# Why Red Technology?

We deliver world-class ecommerce solutions by combining the power of our award-winning ecommerce platform **trade**it and our range of complementary ecommerce services. We forge long-term partnerships through consultation, design, development and support of your ecommerce eco-system, meaning you can focus on growth through products, marketing, merchandising and customer service.
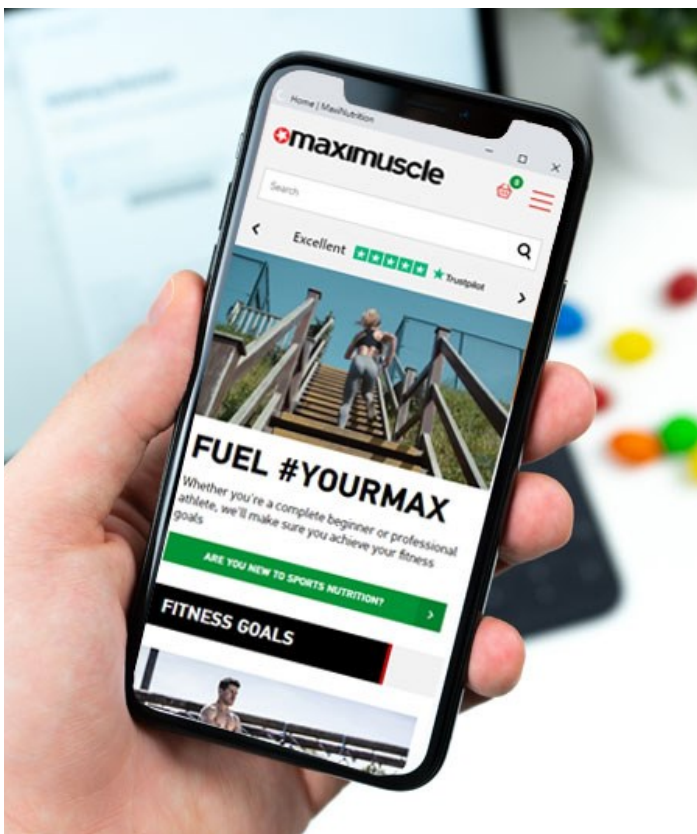
### Award-Winning Solutions

We have over 15 years' experience of delivering best-in-class ecommerce solutions for our customers that are recognised and rewarded across the industry.

### Class-Leading Platform

The **trade**it ecommerce platform offers ultimate scalability and flexibility, coupled with strong multichannel capabilities, rich functionality and a clear roadmap for platform innovation.

### Expert Integrators

Seamlessly joining together your critical business systems for improved efficiency and ease of management. We're ecommerce integration experts.

### Comprehensive Support

We pride ourselves on providing 24/7/365 responsive support services for both your ecommerce site and your hosting environment.

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www.redtechnology.com