Floral MRCP Training
Why are you here?
You have been chosen for floral because we see the following characteristics in you.

Patience    Time Management
Attentiveness    Friendly
Trust    Compassionate
Positive Language
Has anyone ever seen Shark Tank?

“I’ve always believed you hire character & train skill.”

LORI GREINER
Agenda

✓ Tool Kit
✓ KB Article 514 & 1159
✓ Common Calls
✓ How to Make it Right
✓ Examples
✓ Tips and Tricks
✓ Floral Contacts
✓ Recap
✓ Questions
Always defuse the situation by a calm and caring tone, reassure the member that you can take care of the issue. **Always have an option and don’t just say NO!** Use your tools!

✓ CSC
✓ Right Now
✓ Slack
✓ Retail Link
✓ Cashstar
✓ Email
✓ Google or website access
✓ **Compassion and Empathy**

HO Contacts: cindy.gray@samsclub.com; laura.marshall@walmart.com; spencer.beck@samsclub.com; wendy.castillo@samsclub.com
Help remind and teach your teammates: floral issues should be handled by the MSC Floral Team (YOU!). After they have collected the member's name, membership number, added a description of the issue they should advise the member to not throw away flowers, as images may be required.

- Front line MRCP should assign tickets and use the below suggested subject lines:
  - Member received wrong flowers
  - Member’s flowers/vase were damaged on arrival
  - Member did not receive floral order
  - Add *URGENT* if urgent or has deadline

Category Pathway:
- Dotcom >Floral >Order Questions
Types of calls you might get

*URGENT* - time restricted or has a deadline

- My flowers have not arrived, and my wedding is tomorrow
- My flowers are dead, damaged or missing
- My order is not the right color, flower or stems
- My flowers have not arrived
- I need to change my delivery date and/or delivery address
- I need to cancel my order
- My wedding collection is missing items
- I ordered flowers but a Hurricane or snow storm is coming, what do I do?
- I did not get all of my flowers – Did you advise to count the stems vs the blooms?
Images of how flowers are packed

They can never be short because of how they are packed at the farm. **SHOW VIDEO ON SITE**
Non *URGENT* calls you might get

• I thought my order was canceled but I got flowers today
  A. Please donate your flowers to a local Hospice or Nursing Center and issue the refund under member satisfaction
• I canceled my order but I was charged for them
  B. Apologize and issue refund under member satisfaction
• Where is my refund?
  C. Check CSC and OMS to make sure that the refund was completed and if it does appear that it was, verify with member the credit card that was used and if everything is correct, create a ticket for a manual refund.
• I had to go and buy new flowers “what are you going to do
  D. Ask for the receipt to be attached to the email and then we can send a gift card for the difference in what was paid online and what they had to purchase. Make sure its apples to apples
• I got my flowers but I don’t see the charge for them
  E. Until the order goes into shipped status members accounts are not charged, if the order is in shipped status and the members still do not see the charge, they will. We have a manual process that will automatically charge the members for failed authorizations and this happens a lot with flowers bc of the chosen delivery dates.
• What is Pending Customer Action?
  F. This means that their payment was not accepted and they need to log back into their account and fix their credit card. If, they do not, they could possible not get the flowers.
• I want to change some of the flowers on my order
  G. We do not make any changes to flowers on the orders. Orders would have to be cancelled and new orders created with whatever changes the member wants to make
Step 1: **Research**

- Find out what happened. Is it a late delivery? customs hold? Weather? etc...
- Reach out to the suppliers involved if needed to get replacements, tracking, etc.
- Did you get the photo’s that are required to make a decision?
- How long have they been a member and what is their spending power?
- Do they have other returns?
- *Don’t promise what you cannot honor*
Once you’ve determined the issue, does the member want replacements or money back?

- **Replacement options**
  - Vendor can reship
  - Local Club can fulfill, issue egift card to pay
  - Local Florist (follow process)

- **Money Back options**
  - Gift Card
  - Cash back on the credit card used for payment

Are you refunding part of the order or 100% of the order?

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**Update CSC and RN with ref# and brief recap of issue and resolution.**
Step 3: Adjustment or Return

“Adjustment” = money back on partial order
“Return” = money back on complete order

For “Adjustment” click on “Adjustment” under item drop down box

For “Return” click on “Refund or Replace Items”
Member provided picture of the roses received. Red Rose 24 stems.

Member ordered: Red Rose Bouquet, 36 Stems. (No Vase)

What would you do?
1. Ask for photos
   • Send pictures to vendor for credit
2. Take care of member
   • Refund:
     • For missing stems
   • Replace:
     • Vendor will reship correct item
     • If they can’t reship due to time, try the local club.
       • Have club MTR club 6279
     • If local club can’t help, try local florist
       • You will need Cindy Gray to pay for them.
         • If Cindy is unavailable, Talisa Otwell
Live Example 2

Member ordered lavender roses and received pink

What would you do?
Live Example 2 Resolution

1. Ask for photos
   • Send pictures to vendor for credit
2. Take care of member
   • Colors are noticeably different
   • Once forwarded to vendors they advise that flowers are within the approved color range will not offer credit.
     • We will credit our member, but we will not get our money back from Vendor.

Vendor WILL issue credit if member received a totally different color than from what was advertised on website i.e. Ordered red and received yellow.
Member ordered Peach roses and they are brown and smashed

What would you do?
Live Example 3 Resolution

1. Ask for photos
   • Send pictures to vendor for credit

2. Take care of member
   • WE can’t bring these back to life. The center is brown which was caused by excess heat or cold.
   • Do they want money back or replacements?
Live Example 4

Member ordered white roses and they are brown and bruised

What would you do?
1. Ask for photos
2. These are guard petals and just need to be hydrated.
   1. ask the member to hydrate the roses for 2-4 hours and then remove 3-8 outer petals. If they still have issues call back or email.
Live Example 5

Member states they only received 60 roses.

Member ordered:
A box of 125 roses

What would you do?
**Live Example 4 Resolution**

1. Did you ask the member to count the stems, actually turn over the bunch and count them, there are 25 in each bunch DO NOT COUNT THE BLOOMS?
   - Have them send in pictures of the flowers not in the cardboard once hydrated

2. Take care of member
   - Refund: If, they are actually missing flowers, refund PER STEM not the whole box
   - Replace:
     - Vendor will reship correct item
     - If they can’t reship due to time, try the local club.
       - Send a gift card to cover the cost at the club but **DO NOT REFUND THE ORDER**
     - If local club can’t help, try local florist
     - Have the member pay the florist for the missing flowers only and we will pay the difference either in a gift card or we will manually refund to their original form of payment but receipts are required for all refunds
Floral Tip*

Roses are shipped fresh from the farm so they WILL HAVE discolored guard petals. **This is NOT a defect!**

Mother nature allows her roses to grow this way for protection.

Remove 3-8 petals and you’ll find a clean rose.
Type of water needed

**Lukewarm water:**
speed up the bloom process

**Cold water:**
slow down the bloom process
New! Care Videos on PDPs

Premium Hydrangea, White (30 stems)

Calla Lily, White (35 stems)


**Floral Back Office Process**

- **RN incident numbers must be put in CSC along with notes**
- Do not work tickets assigned to other floral team members without their knowledge
- Always check the members incident history for tickets being worked by other floral team members and do not create new incidents for them if there are already a ticket open
- When emailing floral suppliers, make sure you cc the floral distro list on your requests for replacements, refunds and changes to orders
- Floral suppliers will email lists of delayed orders, you must slack that you or your team will be handling the list and then make sure all members are contacted. If, the list is large then divide it up
- Keep in mind just bc a supplier does not give Sam's Club credit does not mean we do not give our members credit, use your best judgement based on the members experience
- Never be afraid to ask a question about a return or refund
- Make sure you review all previous notes on an order before making a final decision on returns and refunds
- Make sure you can close your tickets within 48 hours, most all floral issues are time sensitive and need to be resolved within this time limit
- If, you will be gone and are working on a ticket, make sure you are able to assign it to another floral team member to work in your absence
- Always request photos thru Right Now and not thru your personal Walmart email
- If an order is in Failed Authorization does not mean the order will not ship, they will be manually charged after the order is in shipped status.
Recap

**Step 1**
- Research / ask questions / find out what the issues is and how to best to resolve it for that member

**Step 2**
- Resolution suggestions (in order)
  1. **Confirm if vendor can reship**
      - An exchange order will send them a PO and they get paid for the replacement
      - If they accept fault, no exchange order is needed
  2. **Reach out to a local club**
      - If they have what the member needs, issue an e-gift card to cover the cost
  3. **Find a local florist**
      - Follow directions on next slide
  4. **Refund money back**

**Step 3**
- **Follow Back Office Process**
If you have to find replacements at a local florist...

Email/Slack Cindy or Spencer the following info then we can call and pay

- The Florist’s Business name: Katie’s Fresh Flowers
- Florist’s phone number: 501-854-6687
- Who did you talk to at the shop?: Katie
- Member's name: Sarah Strickland
- Name order is under at florist: Gary Strickland
- Pick up or delivery: Delivery
- If delivered, address: 225 Lauren Lane, Destin, FL 12345 *gate code* 33542
- Desired pickup/delivery time: before 12pm
- What and how many flowers: 100 white roses
- Cost: $500 + $50 delivery fee
# Seasonal items

<table>
<thead>
<tr>
<th>Product</th>
<th>Item#</th>
<th>Season/Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seeded Eucalyptus</td>
<td>980061582</td>
<td>August - April</td>
</tr>
<tr>
<td>Cupped Eucalyptus</td>
<td>980110098</td>
<td>April - July</td>
</tr>
<tr>
<td>Silver Dollar Eucalyptus</td>
<td>980110097</td>
<td>September - April</td>
</tr>
<tr>
<td>Diamond Silver Dollar Eucalyptus</td>
<td>980061581</td>
<td>August - April</td>
</tr>
<tr>
<td>Willow Seeded</td>
<td>980110096</td>
<td>April - June</td>
</tr>
<tr>
<td>Premium Baby Blue</td>
<td>980110095</td>
<td>Year Round</td>
</tr>
</tbody>
</table>
Now for the back office part, let’s get started!

- Below you will find how to create and send emails thru outlook and Right Now.
- How to attach and view pictures
- How to save and send those pictures to the suppliers
- How to resolve and close incidents
Quick Links in AAC

• You will need to access your outlook in order to receive updates and delay lists for vendors.
• You will respond to the whole distro by replying to all, to let your team mates know what you are doing.
• Example: Vendor sends a lists of delays and members need to be called.
• Vendor emails that an address is wrong or that a substitution needs to be made

Links you will need
• Outlook
• Cashstar
• FedEx
• UPS
• OMS
Your queue
Working Incidents – Example 1 Cancel

Open incident and review issue
Make sure you check Member incident History for other open tickets that another agent may be working before taking this incident over.
Example: Mbr wants to cancel order

- Check order to see if it is in order created status or shipped.
- If, in OCS and the delivery date is at least 5 days out, email vendor.
- Forward the request to the vendor
- Use PO numbers and not order numbers
- Document in RN that you have emailed which supplier
Working incidents – cancel order

Make sure you always check for an incident number in CSC
Always put your incident number in CSC
Drop the add box down and click on respond. Type your message and then click save and close at the top of the page.
Working Incidents – Example 2 Replace

Once you receive the images from the member Forward the incident to the vendor and click the images, (see arrow) (email found on list)

Add your notes as to why the replacement or credit if member no longer can use the flowers or has to get them from somewhere else.

Make sure you leave the status in response sent and not resolved

Once they reply, it will come back assigned to you
Let’s help some members!

- Floral incidents should never be older than 48 hours
- Document all communication between you and the floral vendors in your RN ticket
- Always follow up with the member by phone first if VM, and then email
- Keep in mind, just bc the vendor does not give us credit does not mean we wont give our members a refund
- Always check for other open tickets and if there are then close them when you close yours
Floral Vendors- See AAC #1159 for a list of Floral Vendor contact information and 514 for general floral information and a copy of this training guide.
Now for the fun part, let’s do Axonify!
Questions?

Home Office Contacts:
Buying Team for Supplier issues contact spencer.beck@samsclub.com and wendy.castillo@samsclub.com
For MRCP and order help - cindy.gray@samsclub.com ; laura.marshall@walmart.com