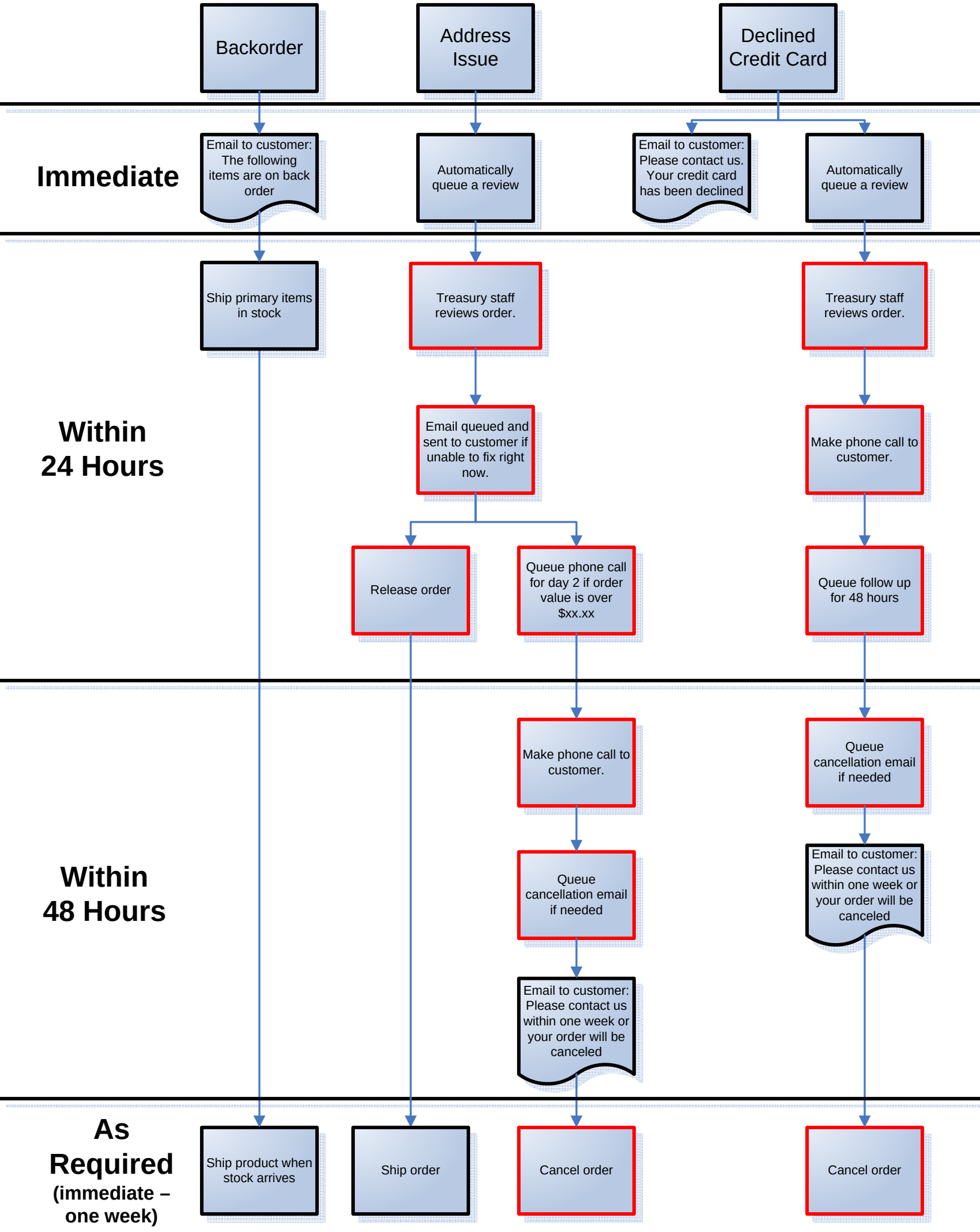
Backorder
Address Issue
Declined Credit Card
Immediate
Email to customer: The following items are on back order
Automatically queue a review
Email to customer: Please contact us. Your credit card has been declined
Automatically queue a review
Within 24 Hours
Ship primary items in stock
Treasury staff reviews order.
Treasury staff reviews order.
Email queued and sent to customer if unable to fix right now.
Make phone call to customer.
Release order
Queue phone call for day 2 if order value is over $xx.xx
Queue follow up for 48 hours
Within 48 Hours
Make phone call to customer.
Queue cancellation email if needed
Queue cancellation email if needed
Email to customer: Please contact us within one week or your order will be canceled
Email to customer: Please contact us within one week or your order will be canceled
As Required (immediate – one week)
Ship product when stock arrives
Ship order
Cancel order
Cancel order