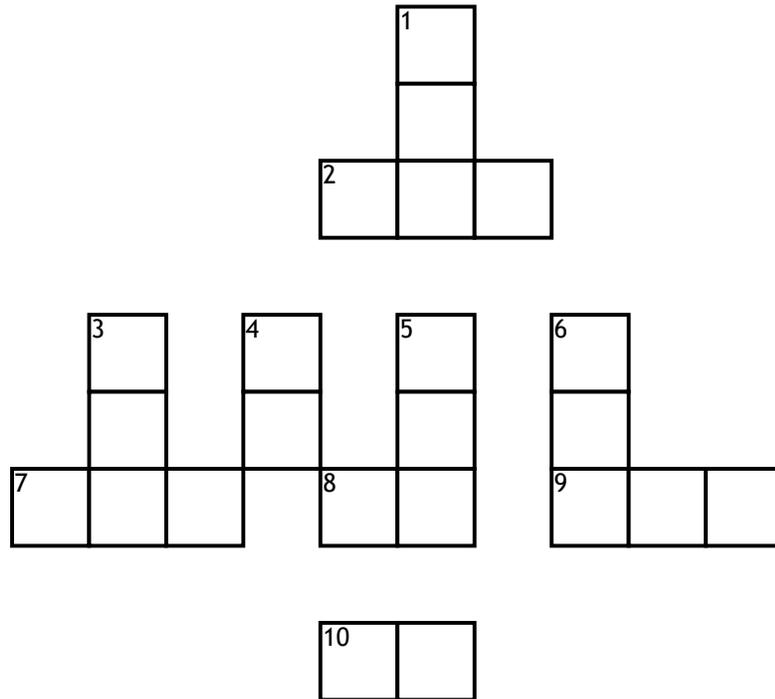


Name: _____

COE Follow-up Crossword: Enter the correct follow up code per item below.



Across

- 2. Which follow-up is used for a back-order?
- 7. Damaged by warehouse-Coffee Sleeves, dissatisfied customer
- 8. Which follow-up do you use for missorts?
- 9. What is the follow-up code for every order?
- 10. Wrong Items: CRC/BTQ Error

Down

- 1. Order shipped to the wrong address, follow-up _____ is entered into nessoft.
- 3. Package damaged by carrier, customer dissatisfied
- 4. Customer calls in to track an order and is not dissatisfied, what follow-up could should you use?
- 5. Carrier Lost Package, enter follow code ____.
- 6. Expired Coffee: Dissatisfied