

IS THIS A **SALES** QUESTION OR OPPORTUNITY?

NO

IS THIS AN **ACCOUNTING** QUESTION OR ISSUE?

NO

IS THIS AN **E-COMM** QUESTION OR ISSUE?

NO

IS IT **ANYTHING** ELSE?

YES

YES

YES

YES

RSM

BILLING ANALYST

COMMISSION MANAGEMENT

E-COMM CSR

ACCOUNT MANAGER
ORDER MANAGEMENT
INVENTORY QUESTIONS
ORDER/PROOF STATUS
RETURNS/QUALITY
AT-ONCE PURCHASING
RECTIFY BACKORDERS
AP VOUCHER/OSNI
TRIAGE SUPPORT
ORDER & OPS LIAISON

SALES ONLY

OTHER

COMMISSIONS

ANY E-COMM QUESTION

ART

TRAINING

SUPPLY CHAIN

PRODUCTION/WAREHOUSE

Partnership Offers
Sales Strategy
New Acct Targets
Market Travel
ASP Presentations
Contracts

Payments/Prepayments
Credits
Account Set-up
Terms/Tax Status
Delinquent Acct
Customer AP Contact

Commission ?s
Chargebacks
Clawbacks
Margin
Collected Sales

Store Set-up (OMG & 24/7)
Store/Price Changes
OMG/ 24/7 Sales Reports
PLC Offers
Other Direct EW Offers

Art Issues
Art Process Questions
Licensing /Royalties

Sales Academy
New Rep Questions
Policy & Procedure Q's
FDM4 Troubleshooting
Help Center

New Vendor
New Product
Inventory Discrepancy
Missing Items
Missing Colors/Sizes
Cost Adjustments

Rush Requests
Status Updates
Production delays
Shipment updates
Warehouse Issues

COMMISSIONS ?

ACCOUNT MANAGER WILL ESCALATE