



Improve Customer Service for Non-Stock Orders

Most building material dealers struggle to provide superior customer service for non-stock item orders. Communicating the status and location of the order between team members is difficult, which makes keeping your customer informed nearly impossible.

The Special Order Tracker automatically sends communication to you customers which eliminates calls from customer inquiring about the status of their order.

The Special Order Tracker is an easy to use web-based tool that enables your team to centrally keep track of the status and location of orders while automatically informing your customers of status changes. When the receipt date changes or the order is received an email or text message is sent to the customer with the status change and next step.



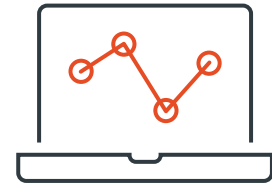
Order Status and Location

The Special Order Tracking system is simple to use for everyone on your team. When new information about an order is received simply update the record. With the records in a central place all team members can reference the status of each order.



Proactive Communication

When an order status changes and your customer needs to be updated the Special Order Tracker sends an automated message to the customer. The message includes the new information along with the next step in the process.



Happy Customers

Your customers will appreciate timely, relevant communication via their preferred method (text or email) of their order status. With the customers fully informed it reduces calls and trips out in the yard to locate an item and the order status.

To learn more about VyCo's Special Order Tracker and how you can eliminate inquiry calls from your customers send us an email at Hello@VyCo.com or visit us on the web at <http://www.vyco.com/>