



ORDER ENTRY & PROCESSING

Professional Agents Will Answer Your Line And Take Orders For Your Products Or Services.

How It Works

The Connection. We work with all major long distance carriers to determine the best way to route your calls to our center. We provide separate local or nationwide 800 numbers. If you already have an established telephone number, we can use that number to take all calls, overflow calls, or calls on evenings and weekends. MMC Communications offers 24 hour inbound communication services individually designed to maximize your direct marketing program. At the heart of MMC's quality support services lies an innovative transaction processing system driven by custom software. Each computer screen automatically displays your greeting, custom on-screen scripting, product description, pricing, tax schedules, and other information. The crucial components for accurate and professional order processing are built into our system.

Custom Design. We begin with a blank screen and custom design your program. Together, we determine the data that you expect to receive. Using our combined experience in this area, we will compose a screen that will ensure that our Agents are asking the appropriate questions in the most efficient manner.

Scripting. We provide on-screen call scripting and database viewing. This allows the Agent to obtain pertinent information to secure the order. The Agent asks the right questions to get the response you want. Additionally, the Agent is better able to get the information and documentation necessary to fulfill the order. On-screen database viewing is important to accurately give product descriptions and specifications. Availability of inventory, model/sku numbers, color, size, price, and delivery schedules are readily available to the Agent. We can even scan in a picture of your product or catalog so that the Agent can describe the product to the caller.

Web Page. We can pop your web page or a back page created specifically for your data entry. When your call comes to an Agent, your web page is displayed ready for data entry. This provides immediate data retrieval through the Internet.

Call Distribution. All incoming calls are handled using our digital automatic call distribution (ACD) system. As incoming calls enter our system they are distributed to the appropriate Agent. Calls can also be directed to automated call screening equipment (voice mail) ensuring the most cost effective method of processing calls.

Credit Card Verification. We can provide credit card verification and authorization. Processing credit information is very sensitive and must be handled accurately and confidentially. When the Agent enters the credit card number, the computer immediately calculates the correct algorithm to insure that it's a proper card number. The number is then masked so that it is only visible a few seconds. Our system also checks to make sure that the card has a valid expiration date. In many cases, it is appropriate to secure an approval code while the caller is still on the line. This is done in the background while we are processing the call, and the purchase amount is removed or held from the caller's account while they are still on the line. You have access to those funds the next business day. If the purchase is not approved, we can request an alternative card or suggest they mail a check. We utilize IC Verify software to process credit card transactions. IC Verify is the leader in microcomputer-based credit card authorization point of sale software. IC Verify virtually turns each AGENT station into an authorization terminal.

Labels, Etc. Just taking the orders isn't enough, you may need to follow-up the order with a thank you letter, or you may want us to produce the mailing label to be used in getting the product to your customer. We can produce mailing labels; follow-up letters, invoices, and inventory pull tickets.

Import/Export. We can import and export data to and from our system using a variety of file formats including quote comma delimited, fixed length, and DBF.

Reports. We can provide a variety of reports on a daily, weekly or monthly basis. These reports can be customized to fit your specifications. We can provide reporting on any information given to our Agents. This data can be sent directly to you, your fulfillment house, marketing agency, or wherever you specify. Different report formats can be sent to each recipient. These reports can be faxed, e-mailed, downloaded or provided on diskette.

Back-up Power. We have an on-line uninterrupted power source and generator backup to ensure fault protection should power be interrupted. Although no one wants to talk about mechanical failure or electrical power outages, these do occur. Most of our computer and telephone switching equipment is modular in design so that equipment malfunctions can be isolated and quickly repaired using spare parts. We keep a complete inventory of spare parts on site for immediate use. A trained Supervisor is always on duty and our management and technical staff is on-call 24 hours a day for these types of emergencies. In addition, we receive 24-hour support from all of our hardware and software suppliers.

Service Rates. We would be pleased to provide you with a proposal based upon your specific application.

Act Now

For more information on how Order Entry & Processing can help you, call **800-937-5996** or visit us at **www.mmc-net.com**