



HOISTS CRANES PARTS MODERNISATION SERVICE

Customer Services Parts Bulletin.
New Enquiry Management System Launch.



EXPERIENCE THE DIFFERENCE

Morris Material Handling new inquiry handling tool.

I am very happy to announce UK Parts will introduce a new Inquiry Handling Tool that we will be taking into use shortly. Worldwide implementation will be on 23rd March. The new practice will bring some changes and those of most substance we want to inform you now briefly.

- 1) The current Sales@ukpartscentre.co.uk will remain and you should use it as before. When sent you will get automatic email reply to every request by return together with specific **service id**. This service id should always be mentioned in email **subject line** as reference when contacting us in regards of the inquiry. From this mailbox all inquiries are transferred automatically to our inquiry handling program / team.
- 2) If the inquiry does not need any additional information from you our offer with **MQ-number** comes in due course and the specific case is closed from UK Parts side.

If additional information is needed it is asked by email through the enquiry tool that includes **service id and the name of the person in charge**. You must reply to this email with **reply command** and not by using the persons own email address. This ensures that all the correspondence of the subject will be saved under the issued service id.

- 3) If the inquiry turns into an order you are asked to send it to the **NEW** Orders@ukpartscentre.co.uk email address. In your order you are asked to mention both the **MQ-number and the service id**. By doing this it helps us in tracing the case and thus speeds up the process when related documents can be found at once.

In this context we would like to remind and emphasize once again the importance of providing us the products serial number or job number that enable fast and efficient handling of the inquiry!

We look for your support and cooperation when taking the new tool into use. For possible teething problems in the beginning we ask for your patience, in long run this will definitely improve our response time and ultimately end customer service. For any questions or comments please, contact Derek Bradshaw, Customer Service Manager or Myself.

- 1) Send all inquiries to: Sales@ukpartscentre.co.uk and not to personal email addresses.
- 2) Always include service id in email subject line.

Finally as a reminder we do operate 24/7hrs 365 days of the year with an out of office hours **Emergency Number** supported by one of the team. Contact Number is :- +44 (0) 7717 344915