Distribution Of Faxes

When we get a fax through the fax machine it may be for a payment for a proforma/quote or for a payment for a account customer.

If it shows PRO**** or QUO****, they are paying for a proforma or quote.

If the fax is for a payment for a proforma/quote you need to make 2 copies, stamp 'copy' on one and place in Helens tray, you then need to find the correct proforma/quote in the appropriate file and process as per the order processing procedure.

In the payment details box on the fax, if the payment shows IN***** this means that they are an account customer.

If a fax is for an account customer who has made a payment, put the fax into Helens tray in the office.

If we get a fax for advertising put in appropriate persons tray as per Who's Who guide.

If your unsure of any faxes that come through, ask a team member.

