

## **Customer Did Not Receive Their Emailed Invoice - Procedure**

For some customers, they feel that they must have a printable or printed receipt immediately after service. If the Customer or our follow-up company contacts us because they have not received a receipt:

### **1 Email it again immediately.**

Tell them you will resend it now. Send it while still on the phone and ask them if they received it.

If they cannot check it right now, set a reminder for yourself to call them the next day and ask if they received it.

Ask them to please check their spam folder.

If they find it in their spam folder, ask them to mark the email as NOT SPAM so it will come through correctly in the future.

### **2 Text immediately.**

If you have no success with email, offer to text the invoice to them while still on the phone and ask them if they received it.

### **3 Print: Deliver or US mail.**

If you have no success with email or texting, print the invoice.

If the Customer is within ten minutes from the shop, have someone from our shop deliver it to their front door.

Place it in the US Mail if it takes more than ten minutes.

Set a reminder to call them three business days later to verify that they received it.

### **4 Finish it.**

Continue to pursue it as needed until they verify that they have received it.