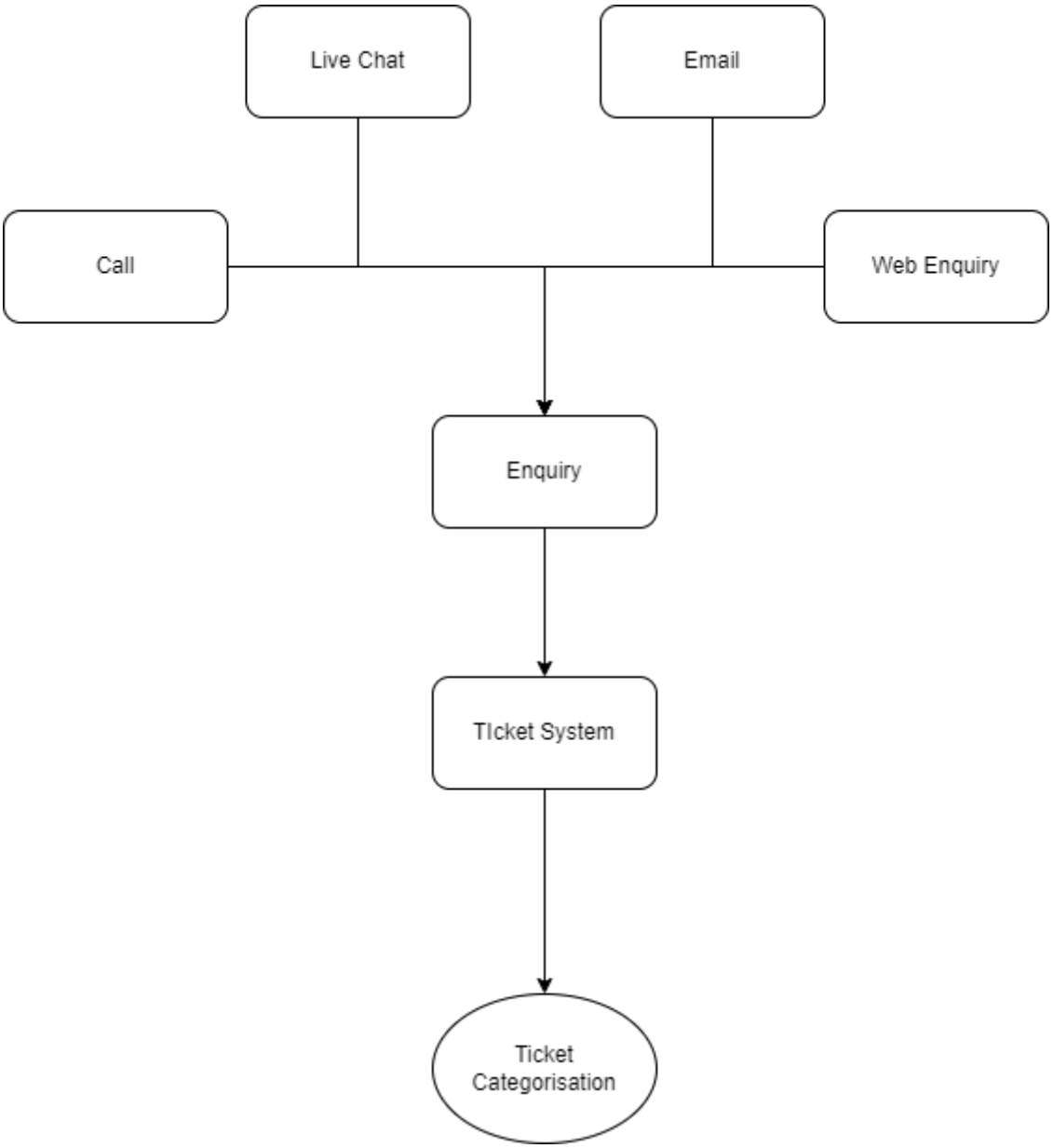
8.2 Customer Requirements

Customer Determined Requirements

Upon receiving an enquiry or order the Customer Service staff will generate a Quotation, if the quote is beyond the scope of the standardised products in the system the CS staff will consult with the Sales Director who will determine the exact requirements from the customer to ensure that the Company can meet the requirements

If there is any ambiguity about either the quotation or order the issue will be resolved by the Sales Director or nominated person with customer before proceeding with the process.

Process Sources



Ticket Categorisation

Tickets can be categorised as...

- Sales Enquiry
- Artwork
- Order Tracking
- Compliant

Each ticket categorisation has it's own process channel.

Zammad Ticket System

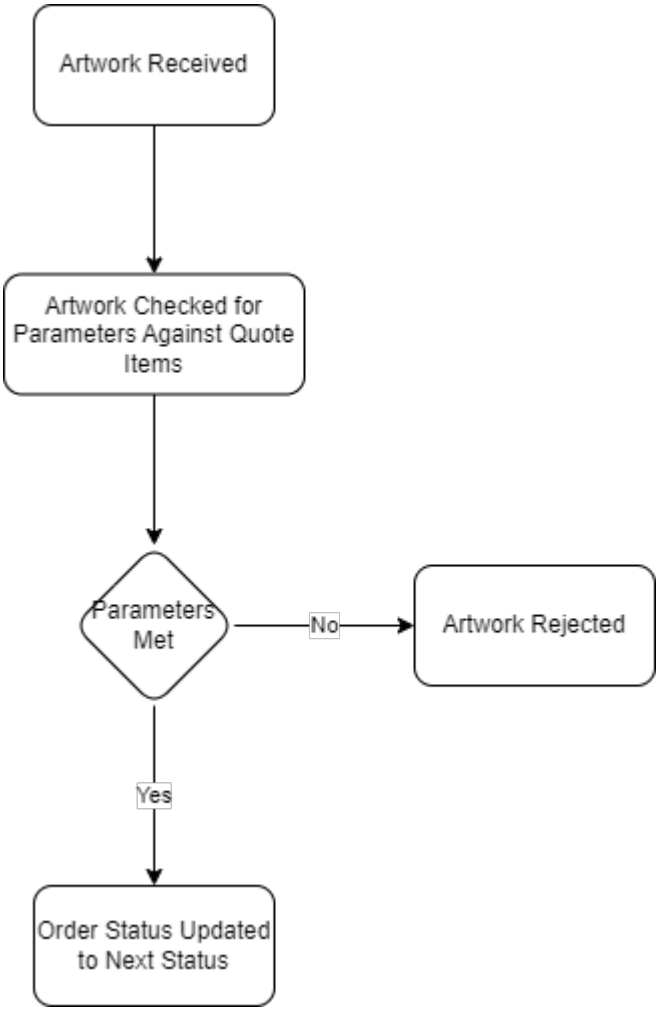
Zammad Ticket Systems tracks

- Customer Details
- Interaction Dates

- External Communication
- Internal Communication

Ticket system is reachable at https://cs.maticmedia.co.uk/

Artwork Processing



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