

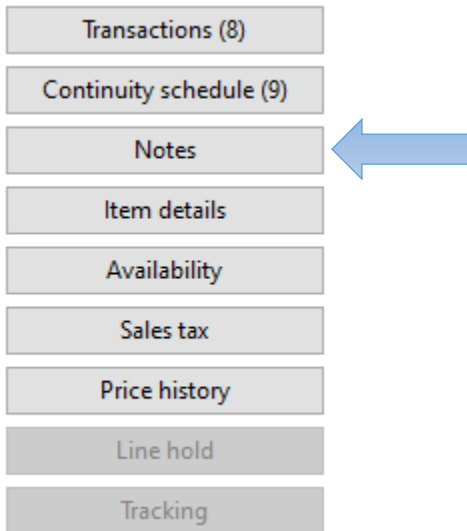
EXISTING BUSINESS ACCOUNTS



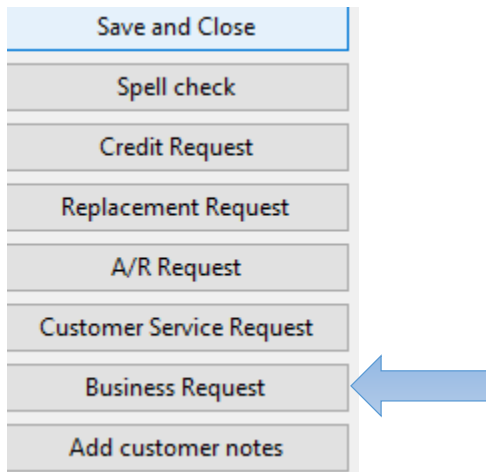
Hale Groves has a fully staffed Corporate Gifts Department who handle Business Clients' orders, quotes, replacements and all other Customer Care functions. The real benefit to our Corporate Clients is that they have an Account Manager assigned to their specific account so we're building a relationship of trust and good will during a very busy time. If their particular Account Manager is unavailable, one of our other Account Managers will assist them.

If you receive a phone call or email and this is a pink boxed Business account and the Corporate Gifts Department is not available, you need to do a Business Request **not** a Customer Service Request. You can also give them the Corporate Gifts phone number 800-356-7264 or they can email them at [corporategifts@halegroves.com](mailto:corporategifts@halegroves.com).

Click on Notes



Click on Business Request



\*Type in Account#, telephone number and description

Screenshot of the 'Add Request...' dialog box. It contains fields for Customer account, Telephone, Request Type (set to Business Request), and Follow-up date. A large text area is provided for the Request Description. A note states '( NA ) = Not available for requests that are not a specific relation to an order or package.' Buttons for OK and Cancel are at the bottom.

### \*NEW BUSINESS ACCOUNTS

If you receive a phone call or email and they have a Company Name, but are not in DAX, please use Customer Acct#30435295140 to put your Note into a Business Request. The Team checks this workbench many times a day and you can advise Customer that a Corporate Gifts Specialist will return their call promptly – usually within the same day. Put in as much detail as you can regarding the purpose of their call (i.e. Caller's Name, phone, email, item, #pkgs, arrival date, etc)