

## Customer Services: Know or Notify

At Fulfilment Plus we are committed to delivering a premium customer service experience for all of our customers, we believe that good customer service builds trust, which helps deliver success for all parties.

While we want to ensure that we are delivering a premium customer service model, we also want to help keep costs down for our customers. Our customer service model is split into two paths, which we call KNOW or NOTIFY. If you want to KNOW something, you can use our portal which has a large volume of info and is self service. If you need to NOTIFY us of something, then contact our Customer Services Team through our ticketing email. With this model in place we use it to plan our resourcing within our Customer Services team and our pricing for customers.

Here's how you would use our KNOW or NOTIFY CS model

