Support Playbook

How the support desk answers the questions that come in most often.

- Answering a 'where is my order' mail
- Escalating a failed payment

Answering a 'where is my order' mail

1. Search the order by e-mail address or tracking code.
2. If the state is **Shipped**, send the tracking link from the order page — do not retype it.
3. If the state is **Paid** and the order is older than two working days, flag it to the warehouse channel.
4. Always end with the expected delivery window, not a promise of a date.

Escalating a failed payment

A payment that fails three times locks the cart for an hour.

- Check **Payments → Failures** for the provider's message before you reply.
- A *do not honour* result is the customer's bank; ask them to try another card.
- A *configuration* result is ours; raise it with the on-call engineer straight away.