Dialog

Library - Sales Project Task / Task - PTL 8.0 Convert Bid to Job / Type Doc – Dialog 01 / Title – When do you need your stone?

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When time is an issue for the customer, they should know that the best chance they have to get their stone on time is to place the order as son as possible.

A customer with a urgent need for delivery very quickly
Rep: We are scheduling production for several jobs. I know time is tight on your project, and I want to give you a chance to get your stone as quickly as possible. If you can get your bid signed and returned to us right away, along with the initial payment, we can get your production scheduled. We have another project that is being held up, waiting on the return of approval documents. We may be able to push your project ahead of that one, if you can get the paperwork back to us.

A customer that is holding onto their approval documents
Rep: Your project has a window in our production schedule that will be passing us by, if I don't have the documents we've submitted to you approved and returned. I know you want to examine your cast stone order very closely, and consider all your options, but if the project isn't ready to go when the time comes, other projects may move ahead of you. I cannot guarantee the projected delivery date unless the documents are here by XXX.

A job has been held up, so another customer may take his production slot
Rep: I wanted to let you know that I may have an opportunity to move your production schedule forward. We have another project that is being held up, and if you can get us your approval documents returned along with the agreed upon payment, we can get your stone into production, and out the door sooner than we expected.