



The Process...

Orders are placed on the client website by consumers or entered in our systems by SYKES telesales agents. Payment verification and authorisation occurs via SYKES systems on a real-time basis and is instantaneous to the consumer.

Credit approved orders are then made available to our Fulfilment Centre and products are batch picked from the warehouse and then prepared for despatch by Post or Courier as designated in each order.

A full range of returns solutions enable customers to quickly and easily return faulty products, with order status, ship dates and consignment numbers all immediately visible to SYKES agents to assist with the efficient handling of customer queries.

Benefits of outsourcing to Sykes...

- Expert solutions that deliver value for money
- Extensive experience/knowledge of outbound and return delivery options to minimise costs
- Process improvements; reduced lead-times and cost efficiencies
- Reliability, dependability and consistency / enhanced customer satisfaction
- Flexibility and scalability / ensuring we achieve service levels even at peak times of activity
- Quality Assurance: ISO 9001:2008
- Information Security: ISO/IEC27001:2005
- Environmental Systems: ISO14001:2004

"I am pleased that our relationship with SYKES has continued to deepen as the team continues to deliver innovation and service excellence to our customers"



Ann Salmon, Regional Service Delivery Manager

Kodak is the Market Leader in providing photographic products and services to consumers and commercial customers around the globe for memories, entertainment and information.

As a client of SYKES since the early 1990's, the customer support and fulfilment requirements have continued to evolve and expand from the original remit.

At present, SYKES converses with Kodak customers in 14 European languages and ships Kodak products to more than 40 countries throughout the EMEA region.

Services Provided

- Multi lingual Pre-sales / Post-sales Customer & also Technical Support
- Credit / Debit card Authorization & Verification
- Multi currency Payment Processing
- VAT / Financial Reporting
- Refund Handling
- Pick, Pack & Delivery
- Returns Management
- Inventory Management
- Stock Replenishment Planning

Features

- Quality consistency & reliability
- Tailored solutions
- Scalability / Adaptability
- Cost reduction / Service enhancements