Customer

If a customer I call gives or tells me a new email address but without customer name do I do the Add New Customer to Company Procedure?

When a customer you are calling or speaking to provides you with a new email address to send promotional information or an email to but does not provide you with a name to address the email you are to do the following:

1. First you should always ask the person you are speaking to for the name you should write on the mail to professionally address that person. This is always a smart way to obtain the name. If you then have the name you can proceed to Add New Customer to Company.
2. If you still are not given a name continue with adding New Customer to Existing Company.
    1. Add the new email address in work email.
    2. And for the Contact Name, write something general or generic. For example:

        1. You can write ***first name field:*** New Contact and ***last name field:*** the company name.
        2. You can write ***first name field:*** Dear Sir Madam and ***last name field:*** the company name.
        3. You can write ***first name field:*** TBA and ***last name field:*** the company name.
            1. TBA means to be announced.
        4. You can write ***first name field:*** Info Email and ***last name field:*** the company name.
        5. You can write ***first name field:*** Secretary Email and ***last name field:*** the company name.

Attached files:

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