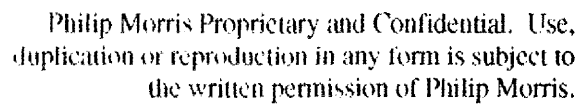
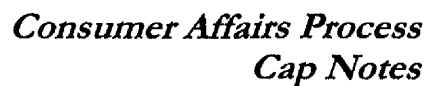


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Source: <https://www.industrydocuments.ucsf.edu/docs/hgpm0177>

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CAP Notes and Presentation Update:

Date May 23, 1999

Teams:

Each team to provide an org chart that includes names, function and basic contact information:

NYCA

- Management - D. Ferry, R. Diggs, N. Zimbalist
- Specialists: J. Torres, I. Schleimer, 2 others
- Call Center - 8 temps (Require Specialist signoff on Requests to Fulfillment Vendors)

Fulfillment

- Telemarketing - Primary - W. Simmons - Backups - H. Rick, C. Stanvick
- Fulfillment - Primary - M. Ferguson, Backup - S. Lerry

EDS Phoenix - Call Handling

- CA - 10 people, special handling, self sufficient independent body
- Claims - 15 people to 30 (15 temps), operational handling of researching requests and returns
- Call Center handles the regular calls - Rest of group to handle day to day responsibilities.

EDS - Des Moines - Distribution and Fulfillment

- Primary - T. Christiansen, Backup - K. Sparks
- Warehouse groups handle PIB and Marlboro separately.

Image Entry - Order handling, transactional database. (Activities fit in-between Centrobe TM in AZ and Centrobe Fulfillment in Des Moines)

Consumer Affairs and Claims Research - Primary Contacts - Julie Isaacs, Malena Mullins, Backup - Carolyn Shears, Sandy Thompson

NOTES

Replace w/

1. FF Chart → Chris S.

2. NYCA "

3. IE Chart

4. Centrose TM → Lisa M.

5. Centrose DM

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Top 5 Issues affecting current CA:

NYCA

1. Communications – Collectively good with Centrobe, unsure of how to utilize Image Entry. Seems to be response issues (example of PIB), lack of clarity on correct contacts and responsibilities.
2. Red dots from Image Entry, a lot of mail being generated?
3. Timeliness of communication or response.
4. Resolution of situations - deemed resolved since consumers did not respond. No consumer reply equals resolved at the moment, which should not be the case.
5. Information being communicated to consumer is not accurate, repeatedly. Concerns over proofing of GIDs.

NOTES

this to merge all together
and "TOP 10".



EDS (Centrobe)

1. Communications - making sure reps are fully aware of consumer information from Image Entry. Transmission of updated information for tracking a customer's log and actions taken. Timely and accurate information in the system for reps usage with handling customers.
2. Closure of situations - 3K special orders handled to date. Request for action and the confirmation of action(s) taken.
3. Inconsistency of information, lack of understanding of medium used for refunds and that the communication is quick and easy to understand. Definition of terms needed.
4. Undeliverables - something is needed to show the reason or why something is undeliverable in a customer's record. Specials are manual and not entered in the system. Information is not available in the system.
5. Frustration of responding to customer actions without timely, accurate response from key players.

N O T E S

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Image Entry

1. Communication - lack of history of customer records.
2. Lack of clarity around roles and responsibilities for actions.
3. Reporting issues and communications for specials. Verbal is not structured enough. Need a tracking system. Too easy to forget or miss an action. Need understanding of when something is really acted upon. Who are the backups? What is the availability of these contacts? Just because an email or call has been made, does not mean it has been picked up or acted upon. Need to make sure that there are backups in place and multiple people used as contacts.
4. Need announcement of contact person so people are aware of the correct channels and not to double-up on actions or not provide information to the correct person. Doubling up on emails is frustrating, because it could have already been handled and the correct contact person was not aware.
5. Need to include all information in a reply, multiple emails are causing confusion and information is not all in the same place. Need to put together responses that will include the correct information that so person sending the request will not need to ask further questions. All data needed should be included.
6. Power to Please, consumers are getting double communications. Letters are not seen in the system. Reps do not see the Power to Please actions.

N O T E S



PM Fulfillment

1. Consistent terminology
2. Use of tracking number? Case ID#?
3. Consistent Spreadsheet template? (NYCA and TMCA)
4. Detailed action requested (in spreadsheet)
5. Timeline for completing action
6. Transaction list by vendor (Who does what, When does handoff happen)
7. Ruleset for Actions/Controls
8. Ruleset for Research

N O T E S



EDS – Phoenix currently has no way of knowing whether a government ID is invalid, or if smoker has checked the other's box, or if order has a check hold. Image Entry to begin transmitting to Centrobe/EDS ineligible codes for these conditions within two weeks. "Resolved"

Image Entry and Centrobe/EDS (DM) need to define contacts, timeline for problems with transmission of files, follow-ups, and action plan leading to resolution. Need to include NCSS file loads and Image Entry to Centrobe/EDS file transmittals.

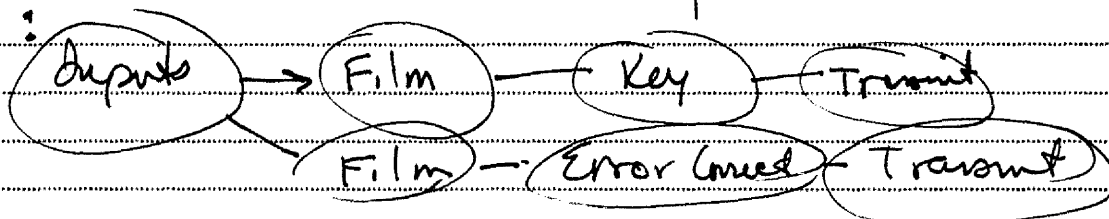
CA processing – Tracking capabilities need to be put in place i.e. microfilming. NYCA keeps copies of all GIID's on file.

IE cannot see NCSS. IE researches by looking at check log to see if refunds have been sent out. IE to provide monthly check log (spreadsheet) to NYCA and Centrobe/EDS (AZ) to allow sorting through check log to find if consumers have been issued a refund. IE to send log monthly to NYCA, PMFF and Centrobe/EDS (AZ).

NOTES

- Replace w/
- 1) Standardized ~~Timeline~~ – Daily Processing Cutoffs
 - 2) Response Cycle Time – Tier 1
Tier 2

- 3) Outline of the records management process
- Tier 1 – Hand copy after action taken
- Tier 2 – Hand copy before " "





EXAMPLES OF SCENARIOS

I received my order and I send everything back – all system oriented
My order is on hold for Gov't ID – Phoenix does call sheet and sends to Image.
Des Moines does not generate invoices.

CALL SHEETS

Currently all orders where have not been sent to Des Moines, handled on a call sheet.

IE microfilms all re-key call sheets. IE looking to have entire CA group to handle all CA questions and concerns to key order etc. Has already set up CA PO Boxes for reships.

EDS to investigate if call sheets can be sent electronically to IE, currently sent by fax. IE handles call sheets outside of the system and relates to an account number but there is no record of what occurred in either system.

EDS tries to identify status of order – i.e. send miles back, send money back etc. on call sheet.

Currently a return or on backorder status are the only instances that will generate a transmission.

N O T E S



REFUNDS

PM next step - - refund letters need to be developed and included with specific program information.

M99 and M2000 refunds should not be on call sheets outside of system. IE and EDS to investigate ASAP. IE and EDS both should reflect order information.

Ruleset for Refund Checks -

Centrobe/EDS and NYCA will identify to Image Entry if the refund request is first time, second time or third time.

Second requests will be sent out signature required by Image Entry.

Ruleset to be put in-place at Centrobe/EDS (AZ) - Second refund request can not be forwarded to Image Entry for a specific time period (14 days). Third requests will require Image Entry to research whether check has been cashed. Centrobe/ EDS (AZ) will review monthly check log from Image Entry to determine if refund check has been cashed prior to sending second or third refund request on to Image Entry.

NOTES

F Lowcharts

- Chris F/u w/Hugh

→ Team to validate & revise



Step 1 – Move presently manual refunds into a spreadsheet that will be sent to Image Entry on a daily basis, if can be taken out of the spreadsheet and put into system, then will be mailed back if not it will be keyed. There needs to be a naming convention used for tracking related to the tabs or the name itself. Need to make sure that the spreadsheet is sent at night in order to make sure that IE has enough time to process the requests. All responses will be confirmed. Identification of refund request to check to see if there was a previous check requested. Reactivate spreadsheet and confirm receipt - Also need to establish RUD column with these requests. Need two columns, one is a claim RUD for the consumer and one for refunds and RUD for miles.

CSR ruleset - If a first time request and checked history, then check the monthly log to see if it is a recently sent (14 day limit) request. If a third request is needed, research is required. Both miles and money needs to be included in spreadsheet. Need to review scripting in order to communicate with consumers. Spreadsheet will include number of contacts, requests and submissions. This would include aging off the refund request. So can communicate to request a refund or naturally age off.

Need to identify M99 or M00 programs. Also need to identify items numbers and quantity that consumer wants a refund for. Need feedback from spreadsheet from Image Entry. If the consumer received an ineligible letter and the consumer states that they want a refund, request and reason will be in EDS system and then the action will be in the IE system. Responses need to be confirmed.

Step 2 – PM letter for check cashed date, check number and amount.

NOTES

[illegible]



RESHIPS

Do not fall outside of the system – no spreadsheets are required. All M00 are handled in the system. Image Entry to research how they send GIID to database. Need to request action and resolved within a 5 day window. Currently sampling for tracking NIS. Check-holds are being matched up with NIS spreadsheet for research.

If a consumer receives ineligible letter and does not want to send it back, they are refunded. However, EDS – Phoenix must let IE know to take them off the system so they are not aged off and refunded again.

EDS – Phoenix to research how an account gets a G.

IE to give contact name for research requests for NIS.

EXCHANGES AND NIS EXCHANGES – W/ PROOF OF PAYMENT AND GIID

Report responses from consumer and resolutions. Image Entry, MRTK (Mail Room Took Kit address cleanup).

REFUND REQUEST

Processed daily by IE, order sent to EDS same day?

NOTES

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GIID INELGIBILITY CHANGE

(KEEP IN MIND AND REVIEW WITH SCOTT)

Processed via 'CA' resubmission, daily

PM follow-up, need to look into adding to database under conditions Solicited Ids and unsolicited Ids, turn into "add me" specific to program. Need to communicate to consumer that they need to submit GIID for each program except for GEAR00. For address changes, need to key address change, but still need to send change of address letter and then place hold on order and submit re-ships with new address or re-key. Need to include NYCA in process. At this time actions are not in the IE system. The actions need to be keyed and microfilmed. Need to pre-clear it through IE or EDS. Need business rules and form for NYCA to use. Specials need to go through the system.

RUDS – INELGIBLE LETTERS, REFUNDS, RESHIPS/REPLACEMENTS

Ineligibles identify by spreadsheet with RUD codes across all 3 types.

RE-SEND INELGIBLE LETTERS

Currently "Power to Please" spreadsheet. IE does have the ability to reprint original letter and re-send. IE owes group the date when they can reinstate the old way of doing it. The PTP spreadsheet needs to be updated and EDS needs to provide product code to IE. Need to define rules and steps for IE on process. IE needs to know when GAVF letter comes back to Phoenix. IE to send Business Reply envelopes to EDS – Phoenix w/ IE address?

N O T E S



CA SPECIALS AND ESCALATIONS

CA will follow business as usual.

Tier 1 new order, 24-hour turnaround. Immediate action and use currently process and Tammy is notified. Outside of the system, and then document on back-end.

Tier 2 Specials that have been communicated to the consumer that it will take 5 business days and IE will release these specials (need cut off time). Includes all error corrections. NYCA and EDS CA to provide documentation to IE. Need to invoice and setup separate CA marketing program.

Tier 3, normal process, QA cleanup.

Tier 1 – NYCA notifies EDS – Urbandale and then sends information to IE who updates EDS – Phoenix

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Short Term

1). NYCA – Business as Usual

EDS – Phoenix – Spreadsheets send to Image and returned back.

Spreadsheets sent by end of day so IE has in morning

Need scenarios for each tier.

Phase I process – across groups, what we will be doing now ASAP.

48 hours, 5 days in consumer, ship in 5 days, regular system.

Across page 17. Short term process to be and then for phase II what the proposed processes will be.

Conference call for the first week of June. Need process documented in hands for next week.

Phase II process – potential issues, what is doable and not doable.

Tuesday at 5:00

N O T E S

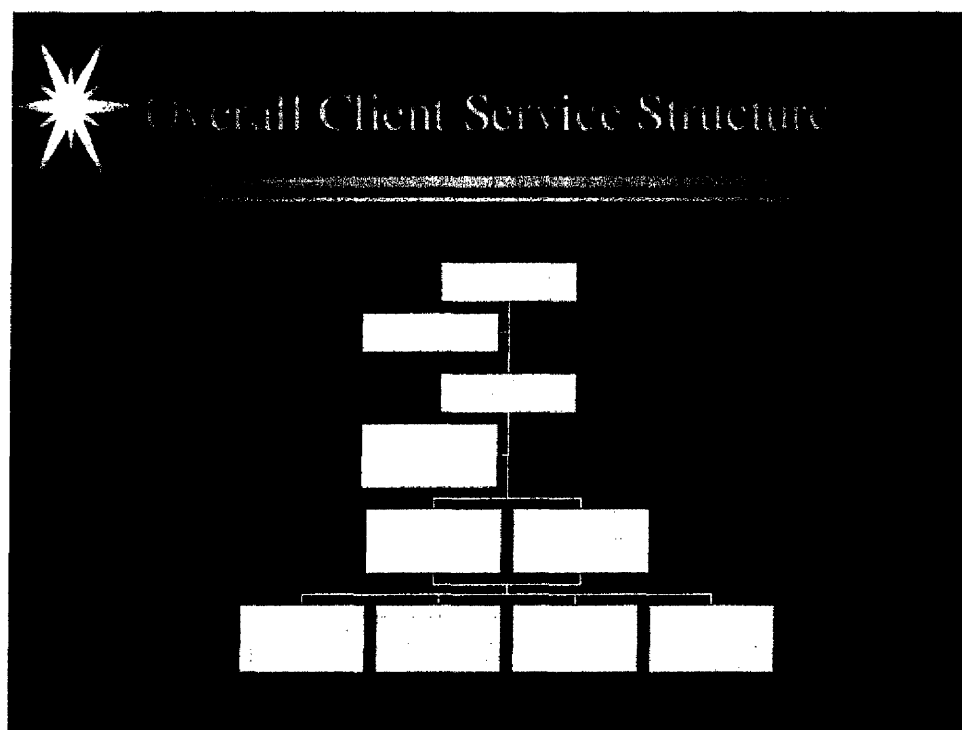


IMAGING AND DATA CONVERSION SERVICES

Image Entry



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NOTES

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Consumer Affairs Procedures

This document is in response to Philip Morris' request for new Consumer Affairs (CA) procedures from *Image Entry* of the Tier 1 Consumer Affairs issues and/or requests. These procedure enhancements will subsequently allow *Image Entry* to be more responsive to all CA requests for Philip Morris consumers.

Introduction

Image Entry understands the paramount importance of providing excellent customer service to Philip Morris consumers. Through decisive, flexible policy-making *Image Entry*'s Client Services department will be successful in adapting to the demands of the numerous current PM initiatives as well as the challenges of the upcoming migration project. To achieve this level of success, *Image Entry* has developed better procedures and added resources.

The current Consumer Affairs process has proven to be slow and problematic, often leading to numerous inconsistencies, redundancies, and errors in information distribution. This report lists the proposed *Image Entry* process and procedures.

Approach

Image Entry's primary objective is to provide a mechanism for automating the CA process and providing an audit trail for change requests received and made to an order/account. To that end, a new Consumer Affairs utility, called CAU, has been designed that will allow this to happen. Currently, this new code is in a testing mode and should be ready no later than June 30th.

It should be noted that *Image Entry* developed the attached procedures only after in-depth conversations with staff from Philip Morris Fulfillment and Consumer Affairs, EDS, and our own internal IT Department. We carefully looked at the shortcomings of the existing process and identified the areas we needed to shore up. In-depth discussions with our developers have resulted in the new CA automation implementation.

N O T E S

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About CAU

Image Entry recognizes that system functionality of the CA process is critical. While migration system functionality will allow for future development of a feature-rich utility, *Image Entry* feels the immediate CA process objectives can be accomplished with a new program, Consumer Affairs Utility (CAU). This proposed Consumer Affairs utility will accomplish the following tasks:

- ❖ *Provide for secure on-line corrections.* Limited access will be granted to consumer order/account information. Access will be limited by system log-in passwords; these passwords will be maintained exclusively by Client Service Managers. A list of passwords and issue dates will be kept by the CS manager. To further enhance security of the customer data, individual system network-based paths will be established only for those individuals with a need to the data. A log can be maintained of any changes to the network path structure; changes to network structure can only be approved by Mike Burns, IS Manager, and Chris Deaton, Executive Vice President. Mike Burns is the only individual that will implement such change requests.
- ❖ *Provide an accurate audit trail of changes.* It is important that a history of the consumer's record be maintained. To that end, a history file will keep all original information for a particular consumer's record as well as any update or changes to this record.
- ❖ *Systematic creation of transmission records.* As a part of standard system functionality, the CAU will create the four record formats needed for transmissions. These formats include the 240 and 650 records to EDS; MSA record; and the PM database record.
- ❖ *Provide for immediate processing and system release of order.* As previously stated, standard system functionality allows a Client Services Analyst to have the remote capability to make necessary changes/updates to the consumer's record. As an added feature to this standard functionality, this record will automatically update the customer history and process automatically in the system. All necessary output records will then be systematically generated.

NOTES



As previously mentioned, it is *Image Entry's* goal to get CAU in place as soon as possible. Code testing is critical to the success of the program and should not be rushed. However, we will implement as soon as possible and all efforts will be given to implement prior to June 30th.

It should be noted that resources are being reallocated to implement CAU immediately—personnel as well as assets. A search for additional Client Service Assistant Analyst and Research Clerks are underway; two existing employees have already been identified by Image Entry Human Resource staff. Both these individuals are familiar with the PM business flow, and are excited about new opportunities within Client Services.

Assets are also being acquired and re-deployed for quick implementation of CAU. Due to the technical system requirements new PCs are being purchased to give quick system response. Additionally, adequate network infrastructure is being re-deployed and reallocated to Client Services to ensure fast connectivity to Knoxville and the database. These infrastructure and resource changes will be completed by June 19th or sooner.

Summary

Image Entry has decided to combine phase one and phase two processes, thereby allowing for a quicker implementation of systematic CA processing. We felt that it was important to get the entire system in process as soon as possible, and feel our plan allows that to happen.

However, a proper interim process is critical to keep CA processing current. Therefore, in the interim (prior to June 30) *Image Entry* will utilize the additional asset and personnel resources to accomplish daily CA processing. Not only will CA processing be a "London" priority, but will also be a priority for Knoxville daily processing as well.

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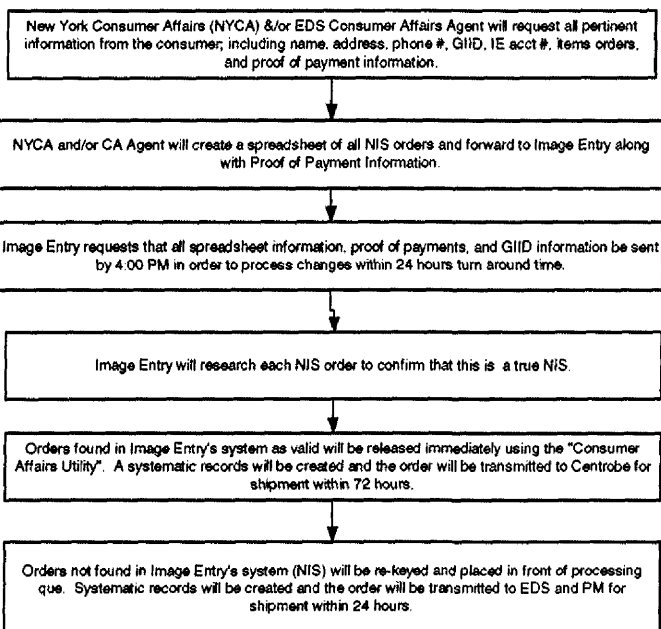
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Consumer Affairs Procedure

Tier 1

Not in System Order (NIS)



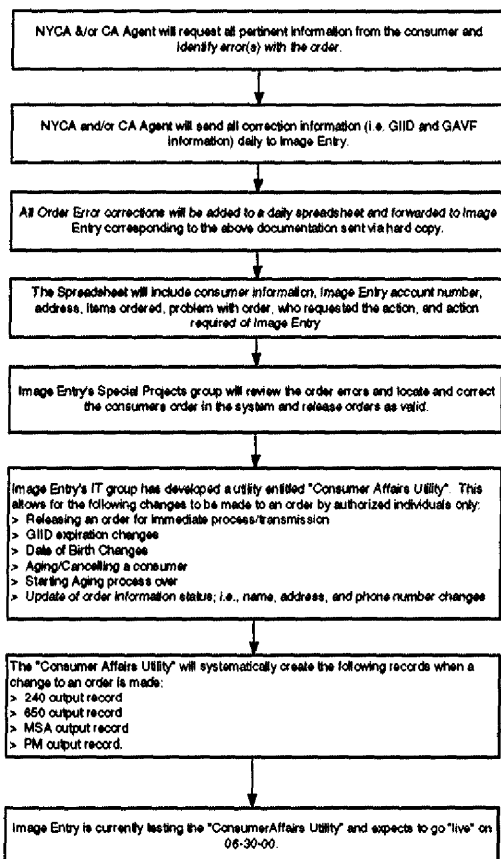
NOTES

Team ?'s on process



Consumer Affairs Procedure

Tier 1 Order Error



NOTES

Team ?'s on process



Des Moines



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Deb From
Deb.From@centrobe.com
(515) 251-7170

Stacee Nissen
Stacee.Nissen@centrobe.com
(515) 253-0838

Marilyn Hamilton
Marilyn.Hamilton@centrobe.com
(515) 253-8364

N O T E S

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Phase 1 -

Specials :

- The special request form along with the spreadsheet are faxed daily to EDS Des Moines. The Request come from New York CA and EDS Phoenix CA.
- The special request forms are received at EDS Des Moines and the orders are shipped within 24-48 business hours.
- EDS Des Moines faxes daily to EDS Phoenix tracking numbers matching the specials request forms.
- EDS Des Moines keeps a log of all tracking numbers and the date the order was shipped to the consumer. This log is maintained for EDS Phoenix CA and New York CA.

NOTES

Flow chart

Ed B



Phase 2 -

Tier 1

▪ **Special(HOT)**

- The special request form along with the spreadsheet are faxed daily to EDS Des Moines from EDS Phoenix and New York CA.
- The special request forms are received at EDS Des Moines and the orders are shipped within 24-48 business hours.
- EDS Des Moines keeps a log of all tracking numbers and the date the order was shipped to the consumer. This log is maintained for EDS Phoenix CA and New York CA.
- Backend information should be sent to Image Entry

Tier 2

Special

- The order will be keyed and transmitted by Image Entry for account documentation and shipment
- Image Entry will key the order within 24 hours upon receipt.
- EDS Des Moines will have the order print first and the order will be shipped 48-72 hours. The order will still be shipped out Fed-Ex with tracking information maintained on a log sheet.

NOTES

Flowchart

EDB



Phoenix



2080652584





Consumer Affairs

Roberta Garcia
roberta.garcia@centroba.com
(480) 598-4582

Cheryl Mullen
cheryl.mullen@centroba.com
(480) 598-4760

Jackie Carley
jackie.carley@centroba.com
(480) 598-4732

June 5, 2000

NOTES

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Consumer Affairs

Functions

- **Escalated calls from Marlboro Customer service**
- **Key specials for NYCA and Phoenix CA with no invoice in order to document NCSS**
- **Red Dot correspondence report:**
 - If the consumer has threatened to contact the BBB, attorney general, media or an attorney, the account is handled by Phoenix CA and a report on how the issue was resolved is forwarded to NYCA within 24-48 business hours.
 - If the consumer has already contacted the BBB, attorney general, media, or an attorney a written report about the account or issue is sent to NYCA within 24-48 business hours.

June 5, 2000

N O T E S

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Consumer Affairs Process
EDS - Phoenix

No.	Prog	Req	EDS Acct #	HE Acct #	Name	Address 1	Address 2	City	ST	Zip	Phone #	Req QID LTR for Reship	Req QID LTR for Replace	Req QID LTR for Exchange	Req QID LTR for Damage	Req COA Letter	Req Refund #	Req Refund Miles / Item #	Req Pull Original Order
1																			
2																			
3																			
4																			
5																			
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1st Req-Send Letter or Refund Regular USPS
2nd Req-Send Letter or Refund Sig Required (EDS will Verify if Money Refund has been Cashed)

NOTES

Is this "Master Template" for
TMCA & NYCA.



Phase 1 - Current Consumer Affairs Procedures

Special for M99 good order (replacement, reshipment, act return, pick error and exchanges):

- A CA Agent fills out a special request form including the consumer's name, address, phone number, NCSS account number, items and reason for the special.
- A copy of a valid GID and G-AVF are attached to the special request.
- The original GID and G-AVF letter are forwarded to Image Entry.
- A spreadsheet is created daily with the consumer's name, NCSS account number, method of shipment, and name of person requesting the special.
- The EDS CA Supervisor reviews the special requests and spreadsheet.
- A comment is documented in contact history stating a special order was requested and advising the consumer to allow 5-12 business days to receive the order. (Consumer is informed by CA agent when to expect delivery of their items)
- The special request form along with the spreadsheet are faxed daily to EDS (Des Moines).
- The special request forms are received at EDS Des Moines and the orders are shipped within 24-48 business hours.
- EDS Des Moines faxes daily to EDS Phoenix tracking numbers matching the specials request forms.

**EDS has not completed specials for the M2000 promotion.

Special for Order Errors

- EDS does not ship orders to consumers with any order errors. For example, consumers who have not submitted a valid GIID.

N O T E S

Flouclats

ED B

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Special for NIS orders

- A proof of payment letter and G-AVF letter are sent to the consumer.
- Upon receipt of the proof of payment, the original order form is obtained by researching the microfilm index number located on the back of the consumer's canceled check or money order.
- Using the microfilm index number, research is completed in NCSS to locate the consumer's order.
 - If the consumer's order is found, the consumer is contacted by CA and given the order status.
 - If the consumer's order is not found in NCSS using the address and phone number or the microfilm index number, the order is specialied as normal.
- A CA Agent fills out a special request form including the consumer's name, address, phone number, NCSS account number, items and reason for the special.
- A copy of a valid GID, G-AVF, original order form and proof of payment are attached to the special request form.
- The original GID, G-AVF and proof of payment are forwarded to Image Entry.
- A spreadsheet is created daily with the consumers name, NCSS account number, method of shipment, and name of person requesting the special.
- The EDS CA Supervisor reviews the special requests and spreadsheet.
- A comment is documented in contact history stating a special order was requested and advising the consumer to allow 5-12 business days to receive the order.
- The special request form along with the spreadsheet are faxed daily to EDS (Des Moines).
- The special request forms are received at EDS Des Moines and the orders are shipped with in 24-48 business hours.
- EDS Des Moines faxes daily to EDS Phoenix tracking numbers matching the specials request forms.

N O T E S

Flow chart (EDS B)



Phase 2 - Consumer Affairs Specials

Tier 1

Special for good order (replacement, reshipment, act return, pick error, NIS and exchanges):

- NYCA or CA Agent will fill out a special request form including the consumer's name, address, phone number, NCSS account number, Image Entry account number, items and reason for the special.
- The original GID's and G-AVF's will be sent, Federal Expresses over night mail, daily to Image Entry.
- The special request will be added to a spreadsheet daily.
- A spreadsheet will include the consumer's name, NCSS account number, Image Entry account number, address, items and who requested the special.
- EDS will e-mail the special spreadsheet nightly after 4:00pm Eastern Time to Image Entry.
- A comment will be documented in NCSS contact history stating a special order was requested and advising the consumer to allow two business days to receive the order.
- The order will be keyed and transmitted by Image Entry for account documentation and shipment.
 - Image Entry will key the order within 24 hours upon receipt.

NOTES

Flowscharts (KOB)

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Tier 1

NIS Orders

- A proof of payment letter and G-AVF letter are sent to the consumer.
- Upon receipt of the proof of payment, the original order form is obtained by researching the microfilm index number located on the back of the consumer's canceled check or money order.
- Using the microfilm index number, research is completed in NCSS to locate the consumer's order.
 - If the consumer's order is found, the consumer is contacted by CA and given the order status.
 - If the consumer's order is not found in NCSS using the address and phone number or the microfilm index number, the order is specialed as normal.
- NYCA or CA Agent will fill out a special request form including the consumer's name, address, phone number, NCSS account number, Image Entry account number, items and reason for the special.
- The original GID's, G-AVF's and proof of payment will be sent, Federal Express over night mail, daily to Image Entry.
- The special request will be added to a spreadsheet daily.
- A spreadsheet will include the consumer's name, NCSS account number, Image Entry account number, address, items and who requested the special.
- EDS will e-mail the special spreadsheet nightly after 4:00pm Eastern Time to Image Entry.
- A comment will be documented in NCSS contact history stating a special order was requested and advising the consumer to allow two business days to receive the order.
- The order will be keyed and transmitted by Image Entry for account documentation and shipment.
 - Image Entry will key the order within 24 hours upon receipt.

NOTES

Flow charts

W.B.



Tier 2

Special for good order (replacement, reshipment, act return, pick error, and exchanges):

- A CA Agent will fill out a special request form including the consumers name, address, phone number, NCSS account number, Image Entry account number, items and reason for the special.
- The original GID's and G-AVF's will be sent, Federal Expresses over night mail, daily to Image Entry.
- The special request will be added to a spreadsheet daily.
- A spreadsheet will include the consumer's name, NCSS account number, Image Entry account number, address, items and who requested the special.
- EDS will e-mail the special spreadsheet nightly after 4:00pm Eastern Time to Image Entry.
- A comment will be documented in NCSS contact history stating a special order was requested and advising the consumer to allow five business days to receive the order.
- The order will be keyed and transmitted by Image Entry for account documentation and shipment.
 - Image Entry will key the order within 24 hours upon receipt.

NOTES

Flowchart (GOB)



Tier 2

Special for Order Errors

EDS does not ship orders to consumers with any order errors.
For example, consumers who have not submitted a valid GIID.

Tier 2

NIS Orders

- A proof of payment letter and G-AVF letter are sent to the consumer.
- Upon receipt of the proof of payment, the original order form is obtained by researching the microfilm index number located on the back of the consumer's canceled check or money order.
- Using the microfilm index number, research is completed in NCSS to locate the consumer's order.
 - If the consumer's order is found, the consumer is contacted by CA and given the order status.
 - If the consumer's order is not found in NCSS using the address and phone number or the microfilm index number, the order is specialied as normal.
- NYCA or CA Agent will fill out a special request form including the consumer's name, address, phone number, NCSS account number, Image Entry account number, items and reason for the special.
- The original GIID's, G-AVF's and proof of payment will be sent, Federal Express over night mail, daily to Image Entry.
- The special request will be added to a spreadsheet daily.
- A spreadsheet will include the consumer's name, NCSS account number, Image Entry account number, address, items and who requested the special.
- EDS will e-mail the special spreadsheet nightly after 4:00pm Eastern Time to Image Entry.
- A comment will be documented in NCSS contact history stating a special order was requested and advising the consumer to allow five business days to receive the order.
- The order will be keyed and transmitted by Image Entry for account documentation and shipment.
 - Image Entry will key the order within 24 hours upon receipt.

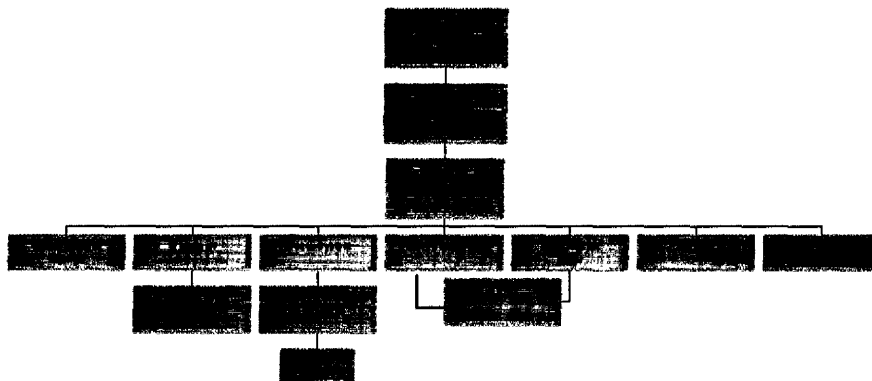
NOTES

Florschat (EOB)

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Claims Functions



June 5, 2000

NOTES

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Claims Procedures

M99 orders and consumer is "non-G":

Three weeks after COM date - consumer claims non-receipt of an item/order or a returned item for exchange:

- Call sheet is created for research. After the research, the information will be placed in the spreadsheet and forwarded to Image Entry, listing the missing item(s) - Advise consumer to expect the letter in 3 weeks or less
- Consumer calls after 3 weeks - EDS sends a spread sheet to Image Entry - Advise consumer letter will be mailed in 5 business days or less
- EDS calls consumer once spread sheet shows letter was mailed by Image Entry - we outbound call consumer to inform them the letter has been mailed
- Consumer calls after two weeks - EDS send a 2nd request through spread sheet to Image Entry - Advise consumer the letter will be sent via FedEx
- EDS calls consumer once 2nd request spread sheet shows the letter was sent by Image Entry - we outbound call consumer to inform the letter has been sent
- Image Entry is supposed to key in the item(s) when the GIID is received (valid or invalid).

M99 orders and consumer is "G":

Three weeks after COM date - consumer claims non-receipt of an item/order or a returned item for exchange:

Item(s) is replaced or re-keyed through NCSS

NOTES

Flowcharts (EDS)

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M99 Not In System (NIS) orders and consumer is "non-G":

Three weeks after consumer says they have mailed their order, the CSR tells the consumer if a letter needs to be sent after additional research is completed, the letter will be sent within four weeks or less:

- Call sheet is created and EDS claims team reviews to verify if order is NIS
- If the order is found, a call is made to the consumer providing the ship date
- If order is NIS, a letter is mailed to consumer with the list of the items and for the consumer to provide their proof of payment and GID
- EDS receive Proof of Payment and GID from consumer
- EDS reviews Proof of Payment to try to find the order on microfilm.
- If unable to find, the order, including the GID information, is forwarded to Image Entry for data entry
- The information will also be placed in the spreadsheet and forwarded to Image Entry so they can have verification of how many Proofs of Payments they will receive.
- If found, EDS takes the appropriate steps to make sure the order is sent to the consumer (i.e. address correction)

NOTES

Flowcharts (EDS)

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M99 Not in System orders and consumer is "G":

Three weeks after consumer says they have mailed their order, the CSR tells the consumer if a letter needs to be sent after additional research is completed, the letter will be sent within four weeks or less

- Call sheet is created and EDS claims team reviews to verify if order is NIS
- If the order is found, a call is made to the consumer providing the ship date
- If order is NIS, a letter is mailed to consumer with the list of the items and for the consumer to provide their proof of payment
- EDS receive Proof of Payment and GID from consumer
- EDS reviews Proof of Payment to try to find the order on microfilm.
- If unable to find on microf, the order is forwarded to Image Entry for data entry.
- The information will be placed in the spreadsheet and forwarded to Image Entry so they can have verification of how many Proofs of Payments they will receive.
- If found, EDS takes the appropriate steps to make sure the order is sent to the consumer (i.e. address correction)

NOTES

Flow charts (EOB)

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