

Basic Telephone Training

Telephone Lingo

Answering the Phone:	<i>"Thanks for calling Frontier, <u>(name)</u> speaking. How can I help you?"</i>
Transferring a call:	<i>"Let me transfer you to <u>(name)</u>, their extension is <u>(ext#)</u>, I'll transfer you now."</i>
Picking up a transfer:	<i>"Good afternoon/morning/evening, <u>(name)</u> speaking."</i>
Putting on hold:	<i>"I'm sorry, can I put you on hold for just a moment please? Thank you." <i>Tell them why you need to put them on hold if possible.</i></i>
Picking up from hold:	<i>"Thanks for holding..."</i>

PARS Check Phone Calls

Ask for the PARS number and search for it in Visual Importer to check the Status.

File is Accepted:	<i>"You're good to go at <u>(port of crossing)</u>."</i>
File is Rejected:	<i>"The file was transmitted but is currently in rejected status. We will correct the issue and re-transmit as soon as possible. Please check our website for status updates or call back again before crossing the border."</i>
File is Transmitted:	<i>"Your shipment has been sent to customs, and we're just waiting for a reply. Please check our website for status updates or call back again before crossing the border."</i>
File is not Transmitted and no notes:	<i>"We have received your paperwork. It has not been processed yet but everything looks good. Please check our website for status updates or call back again before crossing the border."</i>
File has Notes that something is missing or wrong:	<i>If you know what is missing or wrong, ask for the missing information or discuss the problem with the caller. Give the necessary information to the person working on the file so they can finish it. If you're not sure what is wrong, transfer the call to the person or team working on the file so they can discuss it with the caller.</i>
Driver is waiting or about to cross:	<i>Tell them we will work on the file right away and offer to take their number so we can let them know as soon as it's ready. Tell the person or team working on the file that the driver is waiting or crossing soon and give them the driver's number to call once it's accepted.</i>
File is not in the system:	<i>Ask who the shipment is for and if you don't recognize the name, look it up in Trade Partners to see if it is our client and check which team it's assigned to. Ask when they emailed the paperwork and look to see if we have received the email, or transfer to the team to ask if they received it. If we have received the email, take a quick look at the paperwork to make sure everything we need is there, then tell them we are working on it and to check back again later.</i>
Client does not exist:	<i>Ask for other parties involved in the shipment (who is the shipper, consignee, purchaser, etc), and check all of those names in the Trade Partners. Ask when they sent the email and check to see if we received it, then look at the paperwork to see if there is anything recognizable on it that they may not have mentioned. Put the caller on hold and check with your teammates to see if they recognize it, since some clients will go by different names. If none of the names are recognizable to anyone, let the caller know that this is not for Frontier to clear. If we did not receive the paperwork, let them know that we do not recognize it as one of our clients, but offer that they can send the paperwork to us and we can take a look to make sure.</i>

PAPS Check Phone Calls

We do clear PAPS shipments as well, in our office in Seattle, WA. Occasionally you will get a PAPS check call, and you just need to re-direct them to call the Seattle office (206-246-6580) or email the PAPS team (paps@frontierscs.com).

PARCEL Check Phone Calls

We also move freight for certain clients, so you may receive calls about tracking shipment deliveries. If these calls happen on the weekend, just say that department is currently closed and ask them to call back on Monday to check on their shipment. During the week, if you're not familiar with tracking procedures, transfer the call to our customer service team and they will take care of it.

Other Phone Calls

Most of the phone calls we receive are PARS checks or Parcel checks, but you may occasionally get other calls. If they do not specifically ask for someone's name, try to find out which client they are calling about and then transfer to the appropriate person or team. If there is a call you are unsure of what to do with, ask them to hold and then ask a teammate or manager for help.