



The 15-Minute Inbox Setup That Ends “Where’s My Order?” Chases

Every “where’s my order?” email gets caught, owned and answered the same day, with the team and email you already have. No new software. Set it up once, then run it every day.

Set it up once

STEP 1

Catch them

Make an inbox rule: if the subject or body contains any of these, copy it to a folder called Where’s My Order.

order status · where is · ETA · tracking · ship date · PO#

Outlook: Rules > New Rule. Gmail: Create filter > Apply the label.

STEP 2

Give it one owner

One person checks the folder at 10am and 3pm, every working day.

Owner

Backup

STEP 3

Reply the same day

Answer within 4 business hours with one of the three replies below.

If an order slips, send “Delayed” before the customer asks. Customers forgive a delay they hear about from you. They are far less forgiving when they have to chase you for it.

Copy-and-paste replies

ON TRACK

Hi [Name], your order [#] is on schedule to ship **[date]**. I’ll send tracking as soon as it leaves.

DELAYED

Hi [Name], your order [#] is running late. The new ship date is **[date]**, because **[reason]**. I’m sorry for the change, and I’ll tell you right away if anything moves again.

CHECKING

Hi [Name], got your note. I’m confirming the status of [#] now and will have an answer for you by **[time] today**.

Every Friday: count the second asks

How many customers had to ask twice? That’s the number to drive to zero.

WEEK OF	ASKED ONCE	ASKED TWICE OR MORE	GOAL
			0
			0
			0

That’s one kind of email handled. Want to know how many customers are waiting on everything else, and which orders will be late before they call?

Book a free 45-minute Inbox & Late Orders Check: **(728) 233-1224** · info@oceanstonesystems.com