



THERMTECH

HEAT TREATING SPECIALISTS www.thermtech.net

P 262 549 1878

F 262 549 4320

OPERATING 24 HOURS PER DAY - 7 DAYS PER WEEK
301 TRAVIS LANE WAUKESHA WI 53189



CUSTOMER SERVICE

CUSTOMER SERVICE GROUP CUSTOMER LINE: 262.549.1878 or 1.800.752.6917 E-MAIL: csr@thermtech.net

ThermTech has implemented a Customer Service Representative (CSR) Group to manage communications. This group is responsible for phone enquiries to provide answers and solutions to order details. The goal of the CSR is to facilitate timely responses and improvements to overall communication.

The CSR's handle e-mails similar to a phone call if that is an easier means of communication.

E-mail to: csr@thermtech.net

Our CSR Group is facilitating all requests such as the following:

- Are my parts done? Checking on the status of a Purchase Order.
- Needing to arrange a pick-up.
- Wanting to know the furnace schedules.
- Routing calls for quotes and pricing.
- Facilitating customer needs for technical advice.
- The ability to e-mail Certifications and Shippers.
- Answering questions about ThermTech capabilities.
- Creating access to the Customer Portal.
- Expedite Requests
- Invoicing Questions

RECEIVING DEPARTMENT

ThermTech's trucking department needs Purchase Orders with the work to appropriately receive product. Purchase orders that can be submitted ahead of time can be e-mailed to: shipping@thermtech.net

SALES DEPARTMENT

Quote requests can be submitted to: sales@thermtech.net

