

# Order Satisfaction Line

How well a problem is resolved is one of the key factors in how satisfied customers are with your service. When there's a question about a check order, or checks need to be replaced for any reason, Deluxe can handle the entire process on your behalf—in a way that maximizes the customer experience.


Deluxe offers the option of having your customers call us directly on the Order Satisfaction Line to resolve questions and expedite reprint requests. This saves your staff time, and enhances client satisfaction by connecting them directly with a check expert who can resolve their situation quickly and courteously.

*We offer the most extensive no charge/re-run policy in the industry: All improperly printed, encoded or generally unacceptable orders are reprinted by Deluxe at no charge—regardless of where the error occurred.*

– Deluxe 100% Satisfaction Guarantee

*“Customers who have minor problems that are promptly and effectively handled are more loyal than customers who never have a problem.”*

– Federal Benchmarking Consortium

 **Let Deluxe handle order resolution and free up your staff to focus on what they do best.**

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## Your Priorities

- Reduce the cost of processing reprints
- Provide customers with outstanding problem resolution
- Maximize operational efficiency

## Key Benefits

- Resolves reprint issues quickly and conveniently
- Saves your staff time
- Enhances customer satisfaction

## How it Works

1. When customers have a question about their check order or need to request a reprint, they can call the Order Satisfaction Line directly.
2. That toll-free phone number is promoted visibly in the check package, eliminating the need for your staff to spend time fielding order resolution calls.
3. A friendly Deluxe associate resolves the issue for the customer, issuing a replacement order as needed and re-shipping it to the customer promptly.
4. This service carries a small charge per order, which is invoiced to the financial institution on a monthly basis.

LEVERAGE CHECKS

For more information, contact us at 1-888-633-5893 or contact your Deluxe Account Manager.

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