



CSO Customer Service Outsourcing

Giving voice to your brand.

CSO is a complete, personalized customer outsourcing service that covers all processing steps, from the first call with the customer right up to collection.

Acting as the interface in between your customers and all the different departments of your organization (factories/technical department/administration/sales force), we handle every customer contact efficiently and effectively, giving your customers an unparalleled customer service experience.

PBS provides superior outsourced customer service solutions allowing for capitalization on all customer contact:

- **Reach new markets on your own,** focusing only on your sales force while PBS takes care of all the back office and helpdesk tasks. Forget about distributors or joint ventures. We actually support key geographic locations such as France, Spain, Italy, Portugal, Andorra and the Maghreb.
- **Because everyone deserves to be addressed to in their own language.** Along with multilingual capability and experience in international and multicultural contexts, our professionals are fluent in the primary language of your customer and also have extensive knowledge of local customs and culture.
- **Many voices in one direction:** offering a single point of contact for your customers, we manage the issues related to all the different departments of your company.
- **We become an extension of you,** as our qualified, experienced professionals will be able not only to solve the problems of the customer, but also be sensitive to the things that aren't said, establishing the level of urgency, the timetable and the specific tasks to be accomplished.
- **Human resources to cope with issues:** Our assets are reactivity to deal with priorities and emergencies, autonomy, adaptability, polyvalence and years of experience in providing services.

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01

Handling of calls and client orders



- Information on availability of articles, prices and delivery deadlines
- Quotations
- Consultation regarding order status
- Technical queries regarding products
- Sending of samples
- Information on new products
- Credit risk management

02

Order processing



Thanks to remote access to the sales management of your ERP, we are able to receive and process orders (e-mail, website, B2B, B2C, etc...) and carry out any necessary modifications.

We are SAP users but we also adapt to any other systems.

The permanent contact that we maintain with the production and logistics services allows us to handle any kind of requests, including any possible claims that may arise.

03

Transport and handling of exports



Thanks to our coordination with forwarding agents, we monitor deliveries in the following way:

- Requests for quotations from forwarding agents
- Resolution of any issues with deliveries (delays in delivery/partial delivery/incorrect delivery/differences in quantities/damaged goods)
- Handling of refused goods.

Our knowledge of international trading processes allow us to prepare all of the commercial and export documents and files necessary for correct shipping, in accordance with the regulations and requirements of the country of destination (pro-forma invoices, final invoices, shipping instructions, delivery notes, forms EUR1, ATR, CMR, and certificates of origin).

We also contact financial institutions for the processing of letters of credit and any other means of payment.

04

Invoicing process



- Preparation, printing-out and sending of invoices
- Application of discounts and rebates for sales volumes
- Requests for credit notes

05

Collections

- Analysis of client accounts in relation to credit limits and coordination with the accounting department
- Sending of notifications of invoices due for payment
- Follow-up and handling of collection from clients