

WHO TO CONTACT?

CONTACT NUMBERS

- Resolution Care – (888) 490-4321
- Lowe's Dedicated Team – (866) 389-8468
- Lowe's Water Heater Team – (844) 225-1843
- Damage Claims Team – (844) 294-5211

SCHEDULING CONFLICTS/OUT OF AREA

Orders scheduled for today/tomorrow – Chat or Call into Resolution Care

Orders scheduled for future dates – Update the job status in DOLI to “Needs Installs inc Action – Declining order – see notes”

If a customer requests to reschedule – Chat or Call into Resolutions Care

CANNOT ROLL ON A JOB

Orders scheduled for today/tomorrow – Chat or Call into Resolution Care

Orders scheduled for future dates – Update the job status in DOLI to “Needs Installs inc Action – Declining order – see notes”

If there is an issue with the job preventing you from rolling on the job, Chat or Call Resolution Care or your Market Manager.

EQUIPMENT ISSUES AT CUSTOMER HOME

Chat or Call Resolution Care from onsite

Return all uninstalled product to the pickup location within 24 hrs.

Customer signature is required on the *Onsite Checklist* form and any Client Specific forms.

Best Buy: Servicer must upload a photo of the equipment issue.

Electrolux: Servicer must upload a photo of the damaged item and the serial tag of the damaged item.

SCOPE NOT COMPLETE / PARTIAL COMPLETES

Best Buy / Lowe's: Chat or Call Resolution Care from onsite.

Other Clients: Update the **Complete** step in the **Mobile App**: Select **Partial Complete, Equipment Problem, or Equipment Returned, if product needs to go back to the pickup**, and notate accordingly.

Customer signature is required on the *Onsite Checklist* form and any Client Specific forms.

DELIVERY ONLY

Best Buy / Lowe's: Chat or Call Resolution Care from onsite.

Update the **Complete** step in the **Mobile App:** Select **Equipment Problem** and notate accordingly.

Customer signature is required on the *Onsite Checklist* form and any Client Specific forms.

PICKUP ISSUES

In Mobile App, update the job under **Equipment Pickup**. Chose **Equipment Pickup** from the drop down for that job, and then mark each product as **Picked Up** or **Not Received**.

Notate the details of the pickup issue.

Servicer contacts the customer and makes the customer aware that either the store or Installs will contact customer for reschedule once product is available.

If we are performing a partial pickup, Chat or Call Resolution Care from the pickup location to have the order updated in DOLI.

ADDITIONAL SERVICES/PARTS AT CUSTOMER HOME

Chat or Call Resolution Care from onsite prior to performing any additional services

If the customer needs parts or custom labor, servicers may sell directly to the customer and notate the sale in the "Additional Charges" section of the *Onsite Checklist*.

Lowe's: No servicer may take direct payment from any customer for any reason. Chat or Call Resolution Care for any additional parts or labor requests.

MISSING/WRONG SKUS ON ORDER

Chat or Call Resolution Care from onsite at the customer's location before performing any additional/missing services.

If prior to the scheduled appointment, reach out to your Market Manager.

CUSTOMER NOT HOME

Notate in Mobile App, and update the **Onsite Step;** select **Customer Not Home**

SITE NOT READY FOR INSTALLATION

Best Buy / Lowe's: Chat or Call Resolution Care from onsite.

Update the **Onsite** step in the **Mobile App:** Select **Equipment Problem, if product needs to go back to the pickup, and Site Not Ready, if we are leaving the items onsite.** Notate accordingly.

Customer signature is required on the Onsite Checklist form.

TRIP CHARGES/JOB RATES ISSUES

Reach out to your Market Manager prior to the appointment date.

For same day issues, Chat or Call Resolution Care for order updates.

DOLI HELP/ISSUES

Reach out to your Territory Relationship Agent (TRA) or Market Manager for initial assistance.

If TRA or Market Manager cannot resolve the issue, the TRA or Market Manager should either refer the issue to Service Desk or advise the servicer to reach out their usual provider for technology assistance.

MOBILE APP ISSUES

Reach out to your Territory Relationship Agent (TRA) or Market Manager for initial assistance.

If TRA or Market Manager cannot resolve the issue, servicer should email mobileapp@crst.com and include details such as the job numbers of affected order and screenshots of the issue.

PAYMENT QUESTIONS

Reach out to your Territory Relationship Agent (TRA) or Market Manager for questions about requirements or help with paperwork.

If you believe there is a payment error or have questions about a payment, email accountingbuffalo@crst.com.

Accounting will also reach out to servicers regarding errors on submitted paperwork.

DAMAGE CLAIMS

Take photos of damage at the customer's home – including any pre-existing damage to the site.

To report damage from a customer's home, Chat or Call Resolution Care from as soon as possible.

To follow up on an open damage claim, call the Damage Claims dept. at (844) 294-5211.