

Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
<p>Travel pay for Louisville/Lexington/Elizabethtown, KY Markets that do not have perminant coverage for Best Buy and Electrolux. Burtons for Elizabethtown. App Waters in Lousiville/Lexington. Edwards in Lexington. Citywide doing ELUX</p>	<p>Reached out to all current installers within my market to see for suggestions of anyone that can cover that area. Sent a recruitment request and started spot recruitment in the meantime</p>
Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
<p>Travel pay for Johnson City/Kingsprt/Bristol, TN market for Best Buy and Electrolux. Historically pay provider to travel from Knoxville.</p>	<p>I have talked to servicer about setting per day rate and volume to eliminate mileage on individual jobs- still neogotiating. Volume doesn't support a full-time crew in the area, but if we can lock in a team to cover 2 days a week, it would reduce cost.</p>
Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
<p>Validate and Negotiate Trip Charges</p>	<p>SMITH CONSTR. (41566) is only in Memphis for BBY AI - Mileage requests are expected, but validating the mileage and asking whether they are out there for the full day has allowed some reduction.</p>

Steps Taken to Reduce Cost (Long Term)	Weekly Cost
Same a short term, Recruitment was opened on 10/7/21 as priority 1.	Varies but on average 3000-4000/week
Steps Taken to Reduce Cost (Long Term)	Weekly Cost
Requested recruitment to be opened for that area. Recruitment was finally opened on 10/7/21.	Varies depending on miles but on average \$1000/week
Steps Taken to Reduce Cost (Long Term)	Weekly Cost
Ex: Albert requested \$275.00 Trip for a job where total travel including pickup was 159 miles. Talked it down to \$200.00 since it was only job that day.	Saving roughly \$50.00 per Trip 2-3 time per week

Immediate Weekly Savings	Long Term Weekly Savings
\$0.00	3000-4000/week
Immediate Weekly Savings	Long Term Weekly Savings
\$0.00	\$1000/week
Immediate Weekly Savings	Long Term Weekly Savings
\$150.00	\$150.00 per week / \$450.00 per month

Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
<p>Focusing on eliminating multiple wasted trips, calling to verify replacement units are in or requested work has been completed before allowing a rescheduled order to remain on the board.</p>	<p>When I see trip charges for wrong size, damaged, or no unit I make a note of it and try to follow up to make sure units are in or the customer has had required work completed prior to us rolling on a job again.</p>
Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
<p>Revisit tickets</p>	<p>Partnering with IST and Call center to make sure Revisit jobs hav the correct trip charges added to them before we roll, reducing requests for CRST paid charges.</p>

Steps Taken to Reduce Cost (Long Term)	Weekly Cost	Immediate Weekly Savings
<p>Being proactive and having the providers recognize these orders as having an issue beforehand and making sure to touch base with the customer or client to ensure we can roll on next scheduled date means that we are avoiding Appearance Fees and wasted Mileage charges.</p>	\$150.00	\$150.00
Steps Taken to Reduce Cost (Long Term)	Weekly Cost	Immediate Weekly Savings
<p>Educating servicers on how to tell a Revisit / Service Call from an installation order so they can review things are in order before the appointment and we can fix them with IST/call center</p>	\$190.00	\$190.00

Long Term Weekly Savings
\$600.00
Long Term Weekly Savings
\$760.00

Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
Decrease the amount we are paying for treadmills - largest cost with A103346	Talking to Best Buy about having servicer pick up treadmills from main Distribution Center as apposed to selling store, to reduce mileage. Also asking the servicer to reduce the rate amounts on bicycles and small treadmills by \$50 per unit
Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
Paying additional rates for TVs 82" +	Moving existing jobs to teams with larger trucks where possible. If a team needs to rent a truck, arraign as many large TV jobs on the same day as possible to get the most for the charge.
Opportunity Identified	Steps Taken to Reduce Cost (Short Term)
Eliminate or reduce mileage for out of area.	Adding more booking rules to put multiple clients areas together on specific days, Reviewing servicer's scheduled jobs and try to group jobs in the same area on the same days to reduce cost.

Steps Taken to Reduce Cost (Long Term)	Weekly Cost	Immediate Weekly Savings
<p>Recruiting a new team in to take over treadmills at a better rate. Have interviewed another servicer that will do treadmills for \$200, they are in the paperwork phase. We are waiting on proof of insurance, plan to start 2nd week of March</p>	<p>\$2100-3500</p>	<p>\$300-500</p>
Steps Taken to Reduce Cost (Long Term)	Weekly Cost	Immediate Weekly Savings
<p>Talking to Best Buy about covering some of the additional cost because screen size keeps increasing out of our control</p>	<p>600-800</p>	<p>200-300</p>
Steps Taken to Reduce Cost (Long Term)	Weekly Cost	Immediate Weekly Savings
<p>Add an additional provider to the market for Elux and American Freight to free up BBY Primary for more volume.</p>	<p>100-200</p>	<p>50-100</p>

Long Term Weekly Savings
\$900-1500
Long Term Weekly Savings
200-400
Long Term Weekly Savings
50-100

Opportunity Identified

Des Moines- A502890 Servicing market out of Cedar Rapids, \$200 per trip/ 2X per week. A508249- \$100 for Des Moines days, currently 5 days per week.

Opportunity Identified

MO-Battlefield (Springfield, MO)- 114214 charging \$125 to Branson and Joplin 2 days/week for each market, \$500 total/week. 36226 charging additional \$125 per each fitness equipment 300+ lbs. - around 2 per week. 114214 \$400 to KC for when new Mirrors are needed

Opportunity Identified

Kansas City- 505939- additional \$35/fitness equipment order for helper, ~10/week. 506050 +\$30 helper on large seamless orders, ~8/week

Steps Taken to Reduce Cost (Short Term)	Steps Taken to Reduce Cost (Long Term)
<p>A508249 Veteran's, 508208 Cashimee, 507683 are local and running orders. A508249 being reduced to 2 days/week in Des Moines. A502890 2 days being combined to back to back days, servicer staying over night- will turn into \$275/week instead of \$400</p>	<p>Recruitment continues for additional support. Working with A508249 who plans to have permanent local techs in market with goal date of X/X/XXXX</p>
Steps Taken to Reduce Cost (Short Term)	Steps Taken to Reduce Cost (Long Term)
<p>A36226 made primary on Branson store, 114214 removed completely. A507963 made primary on Joplin store, 114214 reduced to 1 day/week and secondary.</p>	<p>Need additional Fitness support. 114214 being phased out of Joplin completely, saving additional \$250/week.</p>
Steps Taken to Reduce Cost (Short Term)	Steps Taken to Reduce Cost (Long Term)
<p>Set up call w/ 505939 K&S management to discuss fitness cost. Newly vetted Green's Trucking, LLC can take on fitness work, going through compliance. Would hope to replace 505939 completely for fitness Equipment</p>	<p>Recruiting active for additional resource in Market for AI capacity and Fitness Equipment.</p>

Weekly Cost	Immediate Weekly Savings	Long Term Weekly Savings
\$900.00	\$425.00	\$900.00
Weekly Cost	Immediate Weekly Savings	Long Term Weekly Savings
\$750.00	\$375.00	\$500.00
Weekly Cost	Immediate Weekly Savings	Long Term Weekly Savings
~\$600	\$0.00	~\$400