

Lowe's Partial Complete

Scenario: The servicer is calling the day before the scheduled service to request a trip charge for the order. You look it up and the customer lives in the service area for the service company.

Agent:

1. Greeting
2. Ask the servicer to verify the customer's name
3. Ask who you are speaking with
4. Ask how you can assist the caller
5. Ask the service which services were completed while onsite
6. Ask the servicer to return all product back to the pickup location
7. If the servicer requests an Appearance Fee, enter the fee in Trip Charge Info
8. Recap and close the call
9. Pretend to call IST and request a PR for a \$50 Trip Charge for the partial complete
10. Notate in DOLI, include which services were complete, that the product is being returned, and the PR number.

Servicer:

1. Job Number: _____
2. Customer Name:
3. Inform the agent that you are onsite and cannot complete the customer's order
4. Inform the agent that the dishwasher is complete, but that OTR doesn't fit.
5. Ask for an Appearance Fee
6. Agree to return the OTR to the pickup location