

Resolution Care Processes: Best Buy

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NAL Group will be performing installations for Best Buy (BBY), in place of Geek Squad agents. We will cover jobs in both dedicated markets and as overflow to help reduce the wait time for an appointment. BBY will sell, create, and schedule the orders. The orders will come into DOLI already scheduled.

Full branding is required to be used on all calls with the customer and the client:

“Thank you for calling NAL Group, an authorized Geek Squad service provider.”

Things to Remember

- FMS order number displays in DOLI as the Client Order ID.
- The OMS order number displays in DOLI as the Account #.
- Best Buy orders schedule for a routing window of 7-1 (AM) or 12-8 (PM).
- The servicer will call and set a 3-hour arrival window the evening before the appointment.
 - The 3-hour window will be within the routing window
 - The 3-hour window will be entered in DOLI by 8 AM local time.
- The scope of work for most appliance SKUs includes delivery, installation, and haul away. It will be noted in the Additional Instructions as: “Delivery is to be performed by servicer.”
- CE orders can only be rescheduled if the customer or the client requests the date to be changed. If a servicer requests to reschedule a future date job for any other reason, we should treat this as a ‘rejected’ job and follow the appropriate process.
- Appliance orders cannot be rescheduled for any date earlier than the original scheduled date due to product availability. The customer should be transferred to the store for earlier dates.

Customer Refuses 3rd Party Service

If the customer does not want 3rd party service and only wants the Geek Squad out to perform the service, we will follow the scripting in the WorkFlow.

If customer ultimately refuses 3rd party, the order is updated to “Cancelled– Customer Refused 3rd Party.” Refer the customer to the Store to reschedule with Geek Squad.

Upsell Policy

- All SKU changes need to be performed in the Make It Right tool.
- All additional services should be called in before any work is performed.
- Only use SKUs on the Best Buy or Best Buy Appliances pages in the Master Client SKU list. **Note:** If we do not have a SKU for a CE order, use a Custom Labor SKU.
- If we have a SKU in the Master Client SKU List for the necessary work, Resolution Care should reach out to the customer and sell the additional service. This sale should be processed in Payline.
 - **DO NOT use a trip charge when there is a SKU available for the requested labor – even if the servicer requests a trip charge.**
- Once the Payline payment is verified as successful in Payline1, the SKU should be added to the order as “Customer Pays.”
- Servicers may sell custom labor (services for which we do not have a SKU) and parts directly to the customer while onsite. The servicer needs to document those sales on the paperwork.
- If customer’s order has the TTS campaign, we should use the TTS pricing list on the Master Client SKU list. **The MIR Tool will use TTS pricing for TTS customers.** DOLI will check the Campaign on the order.
- If a servicer requests that SKUs be updated prior to the scheduled date, advise that those changes should be called in from onsite. If the servicer is unable or unwilling to do so, politely refer them to their Market Manager.

Make It Right Process – Additional Services, Wrong SKUs, Missing SKUs

The Make it Right tool is used to add or update the services on the order in several circumstances. This includes all upsells, wrong SKUs, missing SKUs, or trip charges.

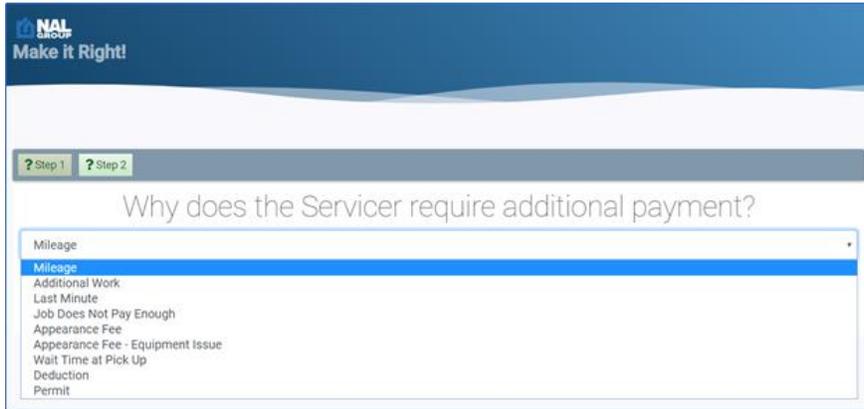
The agreement between NALG and Best Buy includes the Make it Right process, which is used to try to remedy order issues for customers in the fastest manner possible. On orders that qualify for the Make it Right process, agents will contact Geek Squad DoD and have the additional work approved as billable to Best Buy.

NALG is required to attempt to charge the customer for all additional services prior to reaching out to DoD. For services covered by one of our Best Buy SKUs, RC agents must attempt to take payment. For non-SKU’ed services/parts, the servicer may charge the customer directly.

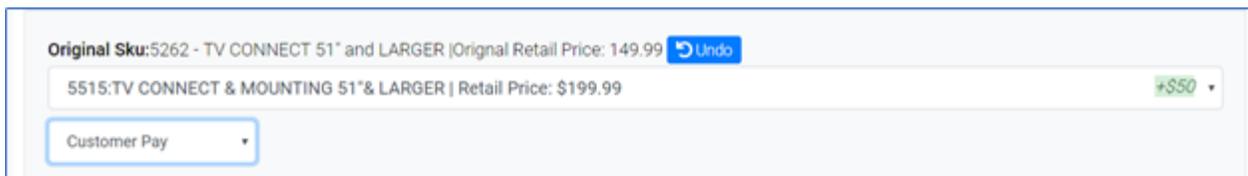
The servicer must:

- Call from onsite
- Call before the additional service is performed
- Stay onsite while RC speaks with DoD
- Client Paid Upsells must be completed on the original day or service, unless there is an onsite issue that was not known at the time of sale and that prevents the service from being completed. Affected orders should be updated via the MIR button to appropriately status the incomplete SKUs.

1. Ask the servicer for a detailed description of the work that needs to be added to the order. (This must be included in your notes later)
2. Go to **Make It Right**
3. Choose **Yes** the servicer is requesting additional payment or SKU changes/additions?
4. Choose **Additional Work**

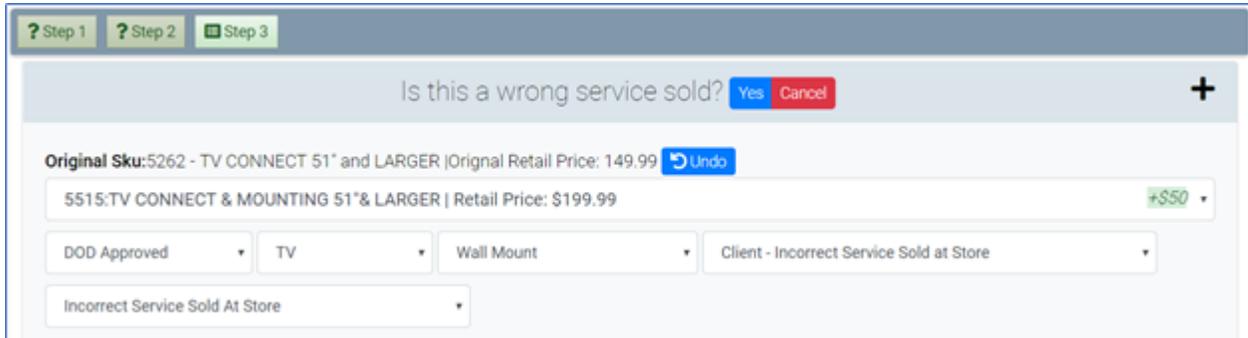


5. Choose the reason the work is needed.
 1. Is this a wrong service sold – the client sold the wrong SKU and we need to change it to the correct SKU.
 2. Is a new service needed? – the client sold the correct SKUs, but the customer needs additional SKU'ed services.
6. Choose the SKU that should be on the order from the dropdown under the incorrect SKU.
7. The MIR tool will calculate the additional cost (*in green*), this is the cost to the customer
8. Attempt to charge the customer for the amount displayed. (If the servicer informs us that the customer is refusing to pay, ask why the customer will not pay and go to the next step. Never ask if the customer is willing to pay.)
9. If the customer will pay
 - a. Choose **Customer Pay** from the “Select Approver” drop down
 - b. Click **Next** to go to the “Make It Right Recap” screen
 - c. Process payment for the calculated amount in Payline.



10. If the customer refused to pay, you will reach out to DoD
 - a. Advise the servicer that you are calling DoD and that the customer may receive a call from DoD shortly that the customer should answer.
 - b. Fill in the following dropdowns:
 - i. Choose **DoD Approved** from the “Select Approver” drop down
 - ii. Sub Reason Type – Choose the product being installed

- iii. Sub Reason Service – Choose the additional work being performed
- iv. Sub reason – Choose the most appropriate reason
- v. Upsell Reason – Choose the most appropriate reason



The screenshot shows a software interface with a confirmation dialog. At the top, there are three steps: Step 1, Step 2, and Step 3. The dialog title is "Is this a wrong service sold?" with "Yes" and "Cancel" buttons. Below the title, it shows "Original Sku: 5262 - TV CONNECT 51" and LARGER | Original Retail Price: 149.99" and an "Undo" button. The main text in the dialog is "5515: TV CONNECT & MOUNTING 51" & LARGER | Retail Price: \$199.99" with a "+\$50" adjustment. Below this, there are several dropdown menus: "DOD Approved", "TV", "Wall Mount", "Client - Incorrect Service Sold at Store", and "Incorrect Service Sold At Store".

- c. Call DoD
 - d. Gather the name of the DoD agent
 - e. Explain that additional/alternate services are required to complete the order.
 - f. Describe the work that needs to be done.
 - g. Ask the DoD agent to approve the additional services
 - h. If approved, click **Next** to go to the “Make It Right Recap” screen.
11. If the customer paid NALG for the services, enter the Payline transaction ID.
 12. If Best Buy approved the SKUs, enter the Breeze ID and the BBY rep’s name,
 - 13. Enter detailed notes into the MIR Tool explaining the additional work to be performed, any additional products or components being installed, and why the customer was not charged.**
 14. Under “SKU Adjustments & Pricing,” check the box for each item you are adding to the order.
 15. Click **Submit**

Step 1 Step 2 Step 3 Step 4

Make it Right Recap Submit

Dollar Amounts & Approvals

| | Total | Tax | Grand Total | Transaction ID | DoD/Best Buy Field Leader |
|---------------------------|-------|--------|-------------|---|--|
| Customer | \$50 | \$2.88 | \$52.88 | <input type="text" value="Transaction ID"/> | |
| DoD/Best Buy Field Leader | \$0 | \$0 | \$0 | | <input type="text" value="Enter Breeze Case ID"/> <input type="text" value="Best Buy representative"/> |

Enter Notes:

Additional Parts

| Amount Requested | Description |
|------------------|-------------|
| | |

Additional Labor

| Amount Requested | Amount Billable | Labor Time (in Dollars) | Labor Time (in minutes) |
|------------------|-----------------|-------------------------|-------------------------|
| | | | |

Following are the services that are going to be adjusted to the order

Sku Adjustments & Pricing

| Original Service | New Service | Customer Pricing | DoD Pricing | Overall Decision |
|---|---|------------------|-------------|------------------|
| <input type="checkbox"/> S262 - TV CONNECT 51" and LARGER | S515 - 5515.TV CONNECT & MOUNTING 51" & LARGER Retail Price: \$199.99 | 50 | 50 | Customer Pay |

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16. Remind the servicer to upload a post-installation photo for each additional servicer or part added to the order.

17. Advise the servicer to complete all services

Note: SKUs that are Cancelled in DOLI cannot be reopened, regardless of the reason. See WorkFlow for the full process.

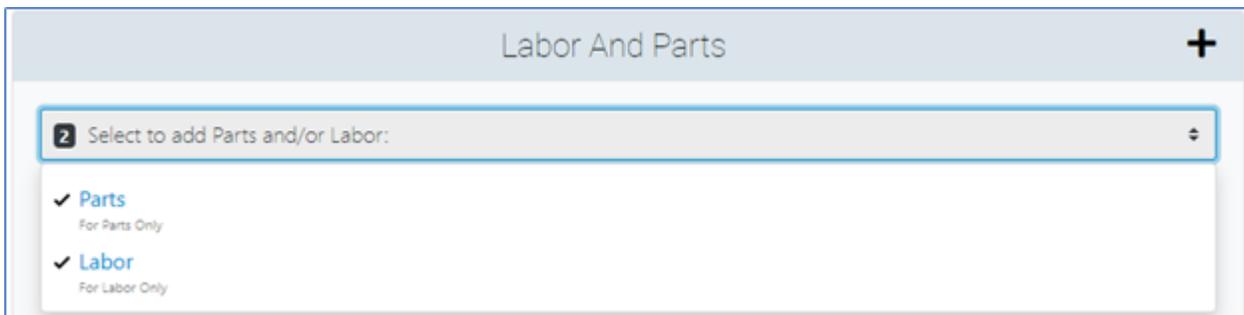
If additional services are not approved

1. Change "Select Approver" to "DoD Denied."
2. Click **Next** to go to the "Make It Right Recap" screen.
3. Under "Sku Adjustments and Pricing," check the box for each item that was denied.
4. Click **Submit**
5. Advise the servicer to only complete those services that are on the order
6. If the servicer cannot complete the services with the order as it is, treat the order as a Site Not Ready.
7. Advise the servicer that the customer will need to speak to the purchasing store about the additional services
8. Include the DoD agent name and Breeze Case ID into your DOLI job notes

Make It Right – Non-SKU’ed Parts and Labor

If there is a service or part the customer required for the completion of their order for which NALG does not have a SKU, the servicer should attempt to charge the customer while onsite. The servicer may take payment from the customer directly.

1. Ask the servicer for a detailed description of the work that needs to be added to the order. (This must be included in your notes later)
2. Go to **Make It Right**
3. Choose **Yes** the servicer is requesting additional payment or SKU changes/additions?
4. Choose **Additional Work**
5. Choose whether the customer requires parts, labor, or both



- a. Parts – Used for parts or for non-SKU’ed labor where the customer is paying over-the-phone.
 - i. Advise the servicer to attempt to charge the customer directly.
 - ii. **Will customer pay for Parts?** Choose Yes or No (Choose Yes even if the customer is paying the servicer directly.)
 - iii. Enter the part cost
 - iv. Enter a description of the part
 - v. Click **Next**
- b. Labor – Used for Client Billable Non-SKU’ed labor
 - i. Advise the servicer to attempt to charge the customer directly.
 1. If the customer will pay
 - a. Choose **Customer Pay** in “Select Approver”
 - b. Check the charge on the Make It Right Recap screen and submit the change.
 - c. The MIR Tool will notate the upsell in DOL.
 - ii. Enter the time it will take complete the additional labor or the cost of the work
 - iii. Write down the Price to Client; this is what we will ask Best Buy to approve.
 - c. Advise the servicer that you are calling DoD and that the customer may receive a call from DoD shortly that the customer should answer.
 - d. Fill in the following dropdowns:
 - i. Choose **DoD Approved** from the “Select Approver” drop down
 - ii. Sub Reason Type – Choose the product being installed

- iii. Sub Reason Service – Choose the additional work being performed
 - iv. Sub reason – Choose the most appropriate reason
 - v. Upsell Reason – Choose the most appropriate reason
 - e. Call DoD
 - f. Gather the name of the DoD agent
 - g. Explain that additional/alternate services are required to complete the order.
 - h. Describe the work that needs to be done. (If there are questions about the Scope of Work or if the DoD asks to speak to the servicer, you may conference the servicer into the call)
 - i. Ask the DoD agent to approve the cost of the part or the “price to client” amount.
6. Click **Next** to go to the “Make It Right Recap” screen.
 7. If DoD/BBY Leadership approved the SKUs, enter the Breeze ID, the BBY rep’s name,
 - 8. Enter detailed notes explaining what is the additional work to be performed, any additional products or components being installed, and why the customer was not charged.**
 9. Under “Additional Parts or Additional Labor, check the box for each item you are adding to the order.
 10. Click **Submit**

Make it Right Recap

[Submit](#)

Dollar Amounts & Approvals

| | Total | Tax | Grand Total | Transaction ID | DoD/Best Buy Field Leader |
|---------------------------|--------|--------|-------------|---|--|
| Customer | \$0.00 | \$0.00 | \$0.00 | <input type="text" value="Transaction ID"/> | |
| DoD/Best Buy Field Leader | \$0.00 | \$0.00 | \$0.00 | <input type="text" value="Enter Breeze Case ID"/> | <input type="text" value="Best Buy representative"/> |

Enter Notes:

Additional Parts

| Amount Requested | Description |
|------------------|-------------|
| | |

Additional Labor

| Amount Requested | Amount Billable | Labor Time (in Dollars) | Labor Time (in minutes) |
|--------------------------|-----------------|-------------------------|-------------------------|
| <input type="checkbox"/> | \$37.14 | \$53.06 | N/A |
| | | | 45 |

Following are the services that are going to be adjusted to the order

Skus Adjustments & Pricing

| Original Service | New Service | Customer Pricing | DoD Pricing | Overall Decision |
|------------------|-------------|------------------|-------------|------------------|
| | | | | |

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11. Remind the servicer to upload a post-installation photo for each additional servicer or part added to the order.
12. Advise the servicer to complete all services

Note: If either the customer or the servicer request that NALG process payment, you may process payment in Payline on the servicer’s behalf. We will mark these items as “Customer Pay” in the MIR Tool. The tool will add the charges as a Trip Charge for the servicer payment.

Make It Right Button for Onsite Issues

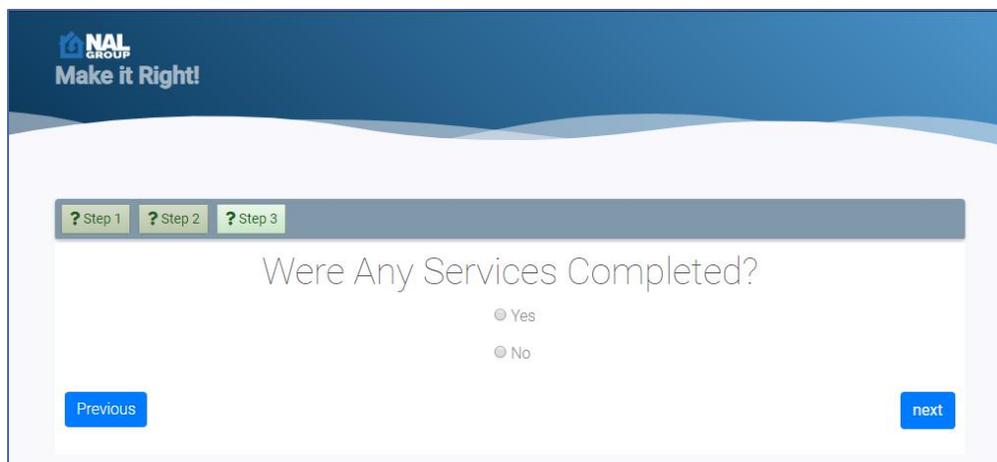
This tool simplifies the process of updating Best Buy jobs at the line item level. RC is required to use the Make It Right button for the following issues.

- Wrong/Damaged/Defective or No Equipment at Customer's Location
- Wrong/Damaged/Defective or No Equipment at Pickup Location
- Site Not Ready/No Fit
- Customer Not Home
- Cancelled at Door

This button is located in the Navigation Bar to the left of the order



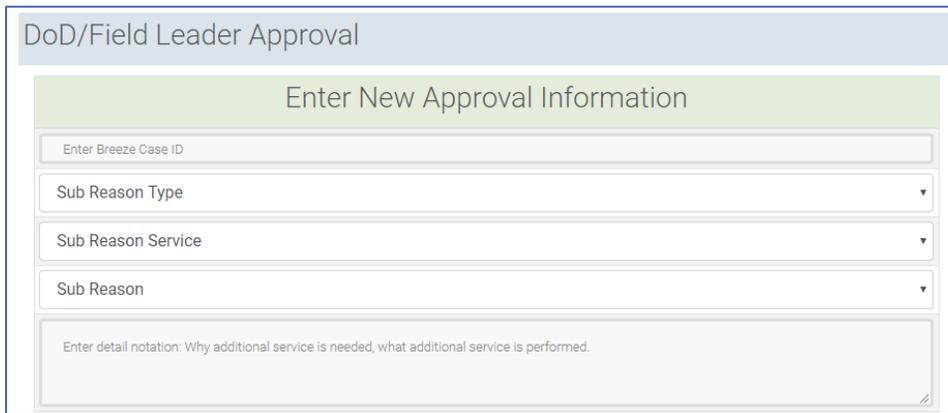
Use the MIR button in DOLI to update the job and product statuses. This is a survey that allows you to update each line item (SKU or Product) on the order to correctly reflect the work performed. Agents will need to stay on the phone with the servicer until they get all necessary information.



The screenshot shows the 'Make it Right!' survey interface. At the top left is the NAL GROUP logo and the text 'Make it Right!'. Below this is a progress bar with three steps: '? Step 1', '? Step 2', and '? Step 3'. The main question is 'Were Any Services Completed?'. There are two radio button options: 'Yes' and 'No'. At the bottom left is a 'Previous' button and at the bottom right is a 'next' button.

Based on certain situations, the MIR tool may require you to complete additional fields for wrong, damaged, defective equipment or when we re-install the old product. These fields are necessary for required reporting to the client. These are the same sub reason fields discussed in the MIR – Additional SKUs section above. Fill these out as below:

- Breeze Case ID – when required
- Sub Reason Type – Choose the product being installed
- Sub Reason Service – Choose the additional work being performed
- Sub reason – Choose the most appropriate reason
- Notation – See “Notating Onsite Issues.”



Depending on the question selections you make in the pop-up screen for the “Make-it-Right” button, the order status will update accordingly. **Agents will take all other actions required by the applicable process(es).**

After completing the survey in the MIR tool, the SKU status will be updated. The job status may also be updated. When in certain situations, the order may split into multiple orders and/or the tool may add a situation specific Make It Right tracking SKU.



← An order that has a child job due to MIR tool updates.

Notating the Onsite Issues

When updating orders with the Make It Right tool to reflect onsite issues, it is important to make sure we are very clear in our notation to ensure customer satisfaction and proper order processing. Agents must always notate the below *in the Make It Right Tool*:

- Detailed description of the issue, including provided measurements, part names, etc.
- Which services were completed?
- Which services could not be completed?
- Which, if any, existing appliances were re-installed

- Which items were left onsite?
- Which items were returned to the pickup location?

Do not disconnect from the servicer until you have this information.

Example: John/123456 reported that the dishwasher is too tall. Cut out is 27 inches. The old dishwasher was reinstalled and the new one returned to the pickup. The OTR is onsite and fully installed. Advised John to upload photo for incomplete dishwasher.

These full notations, including all of the above information, must be placed in the Make It Right Tool, not just in the DOLI job notes. The client can only receive them if they are placed in the tool.

Wrong, Damaged, Defective or No Equipment-Customer Home

This situation includes:

- Physical Damage to product
- Product doesn't work as it should. Sometimes discovered after being connected
- Product is the wrong model, color, or size and we are returning it
- Some product or parts are missing from the client provided product

1. Ask the servicer the questions prompted by the Make It Right Tool and fill in the provided answers.

Note: When the MIR Tool asks if a service is completed, we should only answer "Yes" if the product is installed, working, and undamaged. Any product requiring an exchange or return visit is not considered completed.

2. RC Agent will remind the servicer to remain on-site until we contact DoD.
3. RC Agent will then call DoD and conference the servicer in on the call.

When contacting the DoD, be sure to obtain a "Case ID Number" or "Breeze Case ID" for notes.

4. RC will briefly explain the situation and provide them with the customer's preferred phone number.
5. If the servicer is reinstalling the existing product, ask the DoD agent if you can add that SKU. If DoD has not approved this, you must answer "No" to this question in the MIR tool.
6. The Geek Squad DoD Agent will place the RC agent and service provider on hold and contact the customer to resolve the situation.
7. Once the situation has been settled between the DoD and the customer, the DoD will return to the RC agent and service provider to provide direction (return equipment back to the store, install the product, leave on site, etc). Once DoD decides on a resolution any new order or return/exchange is in their hands.
8. Complete the final page of the MIR Tool popup by filling in the Breeze Case ID, Sub-Reason Codes, and detailed notes.
 - a. If we are re-installing the old appliance, we must ask DoD to approve this AND we must notate that DoD approved us to reinstall the old unit.
9. Then, click **Submit**.
10. If the servicer requests an Appearance Fee, enter the fee on the original DOLI job.
11. RC agent should enter detailed notes in DOLI the original job and any child jobs.

Once we have spoken with DoD and updated the MIR tool, the status will change based on whether or not any services can be performed today:

- If we completed a service on the ticket: "**Complete-Per SOW**" for that service and any services we did not complete will be changed to cancelled SKU status on the order.
- If we did not perform any services on the ticket: "**Complete-Wrong, Damaged, Defective Product** with a Make It Right Tracking SKU added to the order.

Wrong/Damaged/Defective or No Equipment at Pickup Location

This situation includes:

- Physical Damage to product
 - Product is the wrong model, color, or size
 - Some product or parts are missing from the client provided product
1. Ask the servicer the questions prompted by the Make It Right Tool and fill in the provided answers.
 2. RC Agent will remind the servicer to remain on-site until we contact DoD.
 3. Ask the servicer for the name of the manager that he spoke with at the pickup location - Include this name in your DOLI notes.
 4. Click on **Submit**.
 5. If the servicer asks for an Appearance Fee, confirm that no orders out of that pickup location can be performed and enter the Fee in the MIR Tool.
 6. Call the customer
 7. Read outbound call script
 8. Ask the customer to verify the service address and phone number.
 9. Inform the customer of the equipment issue and advise the customer that the store will contact them to reschedule when the equipment is available.
 10. Call the store and inform the store associate about the equipment issue.
 11. Notate in DOLI - Include the name of the store/DDC manager provided by the servicer

The job status will update based on whether we are rolling on the job as scheduled:

- **Yes:** Asks you to remind the servicer to be on time for his installation. Clicking the Make It Right button on the survey will update the order status to "**Scheduled-By Installs inc.**"
- **No:** Tells you to call the customer to advise we are not fulfilling the order as scheduled. Clicking the Make It Right button on the survey will update the order status to "**Waiting Client Action-No equipment**"

Site Not Ready

This situation includes:

- The customer's home requires alteration
- The customer is lacking equipment.
- Product doesn't fit and we are leaving it onsite.

1. Ask the servicer the questions prompted by the Make It Right Tool and fill in the provided answers.

Note: When the MIR Tool asks if a service is completed, we should only answer "Yes" if the product is installed, working, and undamaged. Any product requiring an exchange or return visit is not considered completed.

2. Based on your selections, you may be asked to fill in the following fields:

- a. Breeze Case ID
- b. Reason Type
- c. Sub Reason Service
- d. Sub Reason
- e. Enter detailed notes as described above.

3. Click **Submit**

4. **Remind Servicer:** "Please upload a photo for each service that was unable to be completed."

5. If the servicer asks for an Appearance Fee, confirm that no orders out of that pickup location can be performed and enter the Fee in the MIR Tool.

6. Notate the original order and any child orders in DOLI.

- If we are returning later, the status will be updated to "**Waiting Customer Action-Customer Request Delay**"
- If we are not returning later and no services were completed, the status will be updated to "**Completed-Service Cancelled at Door**." There may be a Make It Right tracking SKU added to the order.
- If we completed some of the services on the order, but we will not be returning to perform the other services, the status will be updated to "**Complete-Per SOW**" and the system will cancel the service(s) that we will not be performing
- If we completed one or more of the services on the order and we will be returning to complete the other service later, the order will split into **two tickets**.
 - Ticket 1: The completed service will appear in a ticket in "**Completed-Per SOW**" status.
 - Ticket 2: The service we are doing later will be on a separate ticket in "**Waiting Customer Action-Customer Request Delay**" status.

Customer Not Home

- If the servicer calls in, we will reach out the customer on all available numbers. If we do not get an answer, we will leave a message wherever possible.
- **Customer answers the phone:**
 - If the customer answers the phone, let them know our servicer is at the home for the installation appointment.
 - If the installation is happening today, put the order in “**Scheduled-Onsite**” status but if we need to reschedule, reschedule the order with the customer.
- **Customer does not answer the phone:**
 - Leave a voicemail for the customer to call us back so we can reschedule the order.
 - Click the “Make-it-Right” button, choose Customer not Home and submit the change by clicking the “Make-it-Right” button that appears in the pop-up screen.
 - The status will update to “**Waiting Customer Action.**”

Service Cancelled

This situation includes:

- Customer requests to cancel the appointment once the servicer is on the way to the customer.
 - Geek Squad has performed the service before our servicer arrived
 - The customer changes their mind while the servicer is onsite and decides to cancel the install before the servicer performs the work.
1. Ask the servicer the questions prompted by the Make It Right Tool and fill in the provided answers.
 - a. **Note:** When the MIR Tool asks if a service is completed, we should only answer “Yes” if the product is installed, working, and undamaged. Any product requiring an exchange or return visit is not considered completed.
 2. Based on your selections, you may be asked to fill in the following fields:
 - a. Enter the Breeze Case ID – This is not a required field.
 - b. Choose the "Sub Reason Type" of product that had the issue from the list. If more than one product had an issue, you can choose either of them to fill in the form.
 - c. Choose the appropriate "Sub Reason Service" that fits the situation.
 - d. Choose the appropriate "Sub Reason" that fits the situation.
 - e. Enter detailed notes that explain why the service(s) could not be completed, where each product was left, and whether or not the original products were reinstalled.
 3. Click **Submit**
 4. **Remind Servicer:** "Please upload a photo for each service that was unable to be completed."
 5. If the servicer asks for an Appearance Fee, confirm that no orders out of that pickup location can be performed and enter the Fee in the MIR Tool.
 6. Notate the original order and any child orders in DOLI.

- If we are returning later, the status will be updated to **"Waiting Customer Action-Customer Request Delay"**
- If we are not returning later and we did not perform any services, the order will update to **"Complete - Service cancelled at door."** There will also be a Make It Right Delivery Only tracking SKU added to the order.
- If we are not returning later and we did not perform any services, but we did leave equipment on-site, the order will update to **"Complete-Delivery Only"**. There will also be a Make It Right Delivery Only tracking SKU added to the order.
- If we completed one of the services on the order and we will be returning to complete the other service later, the order will split into **two tickets**:
 - Ticket 1: The completed service will appear in a ticket in **"Completed-Per SOW"** status.
 - Ticket 2: The service we are doing later will be on a separate ticket in **"Waiting Customer Action-Customer Request Delay"** status.

Because of the many SKU level updates, sub reason, and status changes, RC agents are required to use the Make It Right tool to update BBY orders for day-of-the-appointment onsite issues.

Some servicers may report onsite issues that don't require speaking with NALG via the NAL Group Mobile App, e.g. Customer Not Home. The job will be updated to "Scheduled – Action Needed" status. When this happens, we should read the notes the servicer entered and then use the MIR tool to appropriately update the order. If any necessary information is missing from the notes, we will need to call the servicer for clarification.

Non-Paid Redo Campaign

There are times when the customer will contact Best Buy about post-installation issues. When this happens, Best Buy will create a redo order in their system. DOLI will create these under a Redo specific campaign: Non-Pay Redo AI or Non-Pay Redo CE.

The system will add one redo SKU for each installation SKU sent to us. Some orders with the Non-Pay Redo campaign may have multiple Troubleshooting SKUs. The multiple Troubleshoot SKUs are correct and these SKUS should not be removed.

If the servicer reports that they did not perform the original installation:

1. Ask the servicer to explain why this needs to be updated to a service call
 1. If the servicer was required to perform work outside of the SOW or if the servicer doesn't work for the original service company, proceed to step 3.
 2. If there is no additional work and the original service company rolled on the Troubleshoot, do not update the SKU.
2. Check if the Campaign "Non-Pay Redo AI" or "Non-Pay Redo CE"
 1. No – follow the standard process for updating an order to a service call.
 2. Yes -
 1. Click on **Edit Order**
 2. Locate the Account #
 3. Search DOLI for the Account # to see if the customer has another installation order in DOLI.
 4. Yes - Another order under the same Account #

- Add **1 Service Call SKU** to the order as **Client Pays**. **Do not remove the Troubleshoot SKU(s) from the order.**
5. No - There is no installation order in DOLI
 1. Look the Account # up in FMS and locate the original installation order
 2. Confirm which original installation SKU we are performing as the redo
 3. Add the original installation SKU to the Troubleshoot order in DOLI. **Do not remove the Troubleshoot SKU(s) from the order.**
 4. Select **Client Pays**
 5. Use **DoD** as “Approver Title”
 6. Use **Breeze Case ID 00004**
 7. Clearly notate the work the servicer performed while onsite

Make It Right Tool - Trip Charges

For Best Buy Trip Charges, we will use the Make It Right button to enter those requests into DOLI. We will not use the Trip Charge Tool to enter charges on any Best Buy order.

1. Go to **Make It Right**
2. Choose **Yes** the servicer is requesting additional payment or SKU changes/additions?
3. Choose the type of trip charge and you will see the normal trip charge entry screen.



4. Fill in the Trip Charge form as you would for other clients.
5. Click **Submit**

Step 1 Step 2 Step 3

Trip Charge

Submit

Enter New Trip Charge

94616 Is this a pending installer?

45.00

Amount Billable: \$0.00

Mileage ▾

Service is 70 miles from the customer's location

PENDING APPROVAL ▾

FSR

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