

Electrolux for Phone 2

Introduction

Electrolux has partnered with NAL Group to offer Appliance delivery, installation, and haul away, both for direct purchases and for warranty replacements.

Campaigns

- Warranty Replacement – Customer is within warranty and having a product replacement installed.
- Customer Paid – Customer is outside of warranty and is having a product replacement. The customer needs to pay NAL Group for the service.
- Direct to Customer – Customer is having a new appliance installed. No part of a warranty replacement.
- Field Test Unit – Campaign is used to call out field test orders, where the customer is testing a new model of appliance. These will not have the same process or paperwork requirements as other campaigns.

Order Creation

- All orders will be created by the client in Service Manager.
- If the client has an error message in Service Manager, RC will assist the client with order creation in DOLI.
- If the client experiences a no dates populating issue, RC will call the local Market Manager. If we do not receive a response, advise the client that we are working to secure coverage for this customer and we will be in touch once we have an update from our field leadership.
- Warranty Replacement and Direct to Customer orders will be scheduled by the client at the same time the order is created. This will be most of the orders.

Customer Paid Orders

- Created by the client and sent to DOLI in **Waiting Customer Action – Pending Payment** status
- RC agents will use the SKU list to calculate the price for all services on the order, including any required taxes.
- RC agents will call the customer and process payment via a Payline Invoice. Agent will need to notate the Transaction ID/Invoice ID.
- Once successful payment has been confirmed, agents will schedule the customer and notate in DOLI.

- These order import with the customer's preferred date notate, but we must take payment before scheduling in DOLI. If the preferred date is no longer available, we will offer the 1st available date in DOLI.

Scheduling

- All orders except Customer Paid orders will import into DOLI with a schedule date.
- If the customer needs to be scheduled or rescheduled, follow the standard Appliance scheduling policies.
- All sooner dates requests will follow the existing process of calling the assigned servicer and opening a "Customer Requests Sooner Date" escalation in DOLI.
- RC agents cannot change the service company assigned to the order.
- If no dates populate in DOLI, RC will call the local Market Manager. If we do not receive a response, advise the client that we are working to secure coverage for this customer and we will be in touch once we have an update from our field leadership.
- Customer requests regarding the product prior to its arrival at the servicer's location should be directed back to Electrolux.
- If a servicer calls to reschedule an Electrolux customer from a future date, we will not treat the job as rejected. We will follow a client-specific process outlined below.

Servicer Calls to Reschedule a Job Scheduled for Future Date

If the servicer calls to reschedule an order and that order is scheduled for a future date (not same day or next day) we will take the following actions:

- Ask the servicer why the order needs to be rescheduled
 - Customer Request Only – Reschedule and call the customer to confirm.
- Go to the 2020 NAL Tracking Information sheet in WorkFlow
- Search by the Client Order ID and locate the tracking number for the order & go to the carrier's website and attempt to track the shipment.
- Ask the servicer if they have received the product.
 - Servicer has the product
 - Advise the servicer that you will escalate their request to their Market Manager and close the call with the servicer
 - Call the Market Manager and advise of the order information and the servicer's request to reschedule the order.
 - If the Market Manger does not answer, leave a message and send an email.
 - The Market Manager will reach out to the servicer, and if necessary, the customer.

- Servicer does not have product – Follow the process for when the product does not arrive at the location in time for the scheduled appointment

Product Issues at Servicer Location:

- If the servicer accepts delivery of the product, the servicer will update the job status to **Scheduled – Equipment Received** and enter the product serial number to signal that he has received the product.
- Servicers will inspect the product when it arrives at their warehouse.
- **If there is damage or wrong product, the servicer will refuse the delivery.**
 - Servicers and Phone 1/Phone 2 agents will update the order to “Needs Installs inc Action – No Equipment” status.
 - Agents will remind servicers to submit photos of the damaged product/packaging and the serial tag via DOLI.
 - Back Office will work the order and track the product
- **If the product does not arrive at the location in time for the scheduled appointment, the servicer will report this to NAL Group.**
 - **Same Day/Next Day Job –**
 - Servicers or Phone 1/Phone 2 agents will update the order to “Needs Installs inc Action – No Equipment” status.
 - Go to the 2020 NAL Tracking Information sheet in WorkFlow
 - Search by the Client Order ID. Is the order listed on the sheet?
 - Yes
 - Locate the tracking number for the order & go to the carrier’s website and attempt to track the shipment.
 - Based on the tracking information, work to reschedule the customer's order.
 - Then, call the servicer to confirm the date and/or the product’s arrival date. If no answer, leave a voicemail and send an email.
 - No: Check the Campaign and proceed per the below.
 - **Future Date Job –**
 - Leave the order in scheduled status
 - Go to the 2020 NAL Tracking Information sheet in WorkFlow
 - Search by the Client Order ID to see if we have tracking info. If we have tracking info, update the servicer with the expected delivery date.

- Advise the servicer to update the job status when the product arrives and to contact Resolution Care if the product is not available by the day before the scheduled appointment.

Tracking Product

1. Make sure the order is in **Needs Installs inc Action – No Equipment** status
2. Go to the 2020 NAL Tracking Information sheet in WorkFlow
3. Search by the Client Order ID. Is the order listed on the sheet?
 - a. Yes
 - i. Locate the tracking number for the order & go to the carrier's website and attempt to track the shipment.
 - ii. Based on the tracking information, work to reschedule the customer's order.
 - iii. Then, call the servicer to confirm the date and/or the product's arrival date. If no answer, leave a voicemail and send an email.
 - b. No: Check the Campaign and proceed per the below.

No Tracking Info - Warranty Replacement and Customer Paid

- There is a Delivery Number, but no Tracking Information - Email electrolux@ryder.com.
- Subject: Client Order ID
- CC: john.papagni@nalgroup.com
- No Delivery Number, No Tracking Information - Make a Separate Notation in DOLI stating "Back Ordered."
- We will need to check back the next time tracking information is provided by the client.
- If an order has been back-ordered for three (3) weeks, email the Electrolux to inform of the issue:
 - Go to the Additional Instructions and copy the email address for the Electrolux representative and paste this into the To field
 - Also include warrantyelux@gmail.com as a recipient
 - Subject: Client Order ID
 - CC: john.papagni@nalgroup.com

No Tracking Info - Direct to Customer or Field Test Unit

- Go to the Additional Instructions and copy the email address for the Electrolux representative and paste this into the To field
- Also include warrantyelux@gmail.com as a recipient
- Subject: Client Order ID
- CC: john.papagni@nalgroup.com

Product Issues at the Customer Location:

- RC will get a detailed description of the issue with the product. RC will ask the servicer to take the affected equipment back to the servicer's warehouse location.

- Inform the servicer that you will notify Electrolux and we will reach out to the servicer when we have the next steps for returning the product
- Advise that the Electrolux will contact the customer about rescheduling the service
- Ask the servicer to upload photos of the damage product, packaging and of the serial tag.
- Update the job status to **Complete - Wrong, Damaged, Defective**
- Email Electrolux from DOLI to report the onsite issue
 - Go to the Additional Instructions and copy the email address for the Electrolux representative and paste this into the To field
 - Also include warrantyelux@gmail.com as a recipient
 - Put clientservices@nalgroup.com in the CC field
 - Change the Subject to the Client Order ID
 - Include the customer's name in the body of the email
 - Include the serial number of the damaged/defective product
- Notate the order in DOLI