

# Servicer Caused Same Day Reschedule Role Play

## DIRECTIONS

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1. The trainer will give each person a phone number to work on during the role play. Agents will provide the phone number to their partner during the call.
2. When playing the Agent, trainees must perform all verbally interactions with the customer, all order updates in the computer, and notate the call in DOLI.

## Same Day / Next Day Trip Charge Request

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### Agent:

1. Greeting
2. Ask for the job number
3. Ask servicer to confirm the customer's name
4. Pull up the calculator on your computer and enter requested fee and multiply it by 0.80.
5. Offer lowest amount: *"My supervisor is more likely to approve \_\_\_\_\_ than \_\_\_\_\_. I can submit \_\_\_\_\_ to my supervisor for approval."*
6. Ask the servicer if you can put him on hold while you go to the supervisor about the request.
7. Go to the supervisor to discuss the trip charge. In this scenario, the supervisor approves the negotiated amount.
8. Return to the servicer and thank him for holding.
9. Advise the servicer that the supervisor approved his trip charge request and you will enter it onto the order.
10. Recap and close the call with the servicer. Confirm the scheduled date and time in the recap.
11. Click on **Trip Charge Tool** to enter the request:
  - **A#:** The serial number of the servicer requesting the fee.
  - **Amount Requested:** Amount the servicer agreed to
  - **Amount Billable:** 0
  - **Reason:** Job Doesn't Pay Enough
  - **Reason Description:** [Leave Blank]
  - **Status:** Pending Approval
  - **Approved by:** Name of the Supervisor
  - Click on **Submit Trip Charge**
12. Notate the order in DOLI

### Servicer:

1. Job # \_\_\_\_\_
2. Customer Name: \_\_\_\_\_

3. Advise you calling because this customer is on the other side town compared to his other orders and **you need a \$50 trip charge.**
4. Accept the negotiated amount offered by the agent and wait while the agent asks a supervisor.
5. Agree to the scheduled date/time