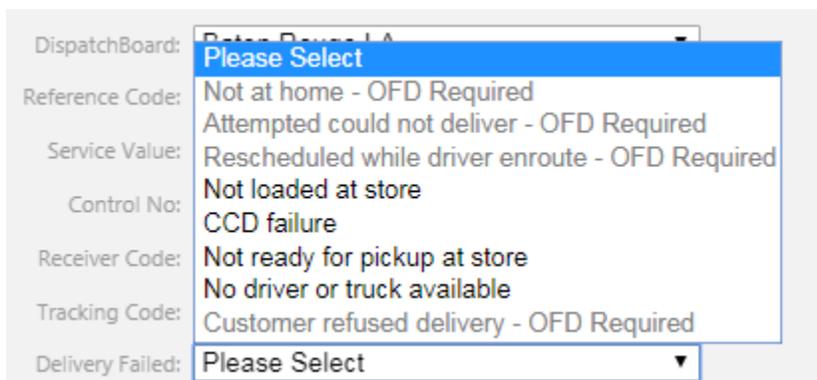


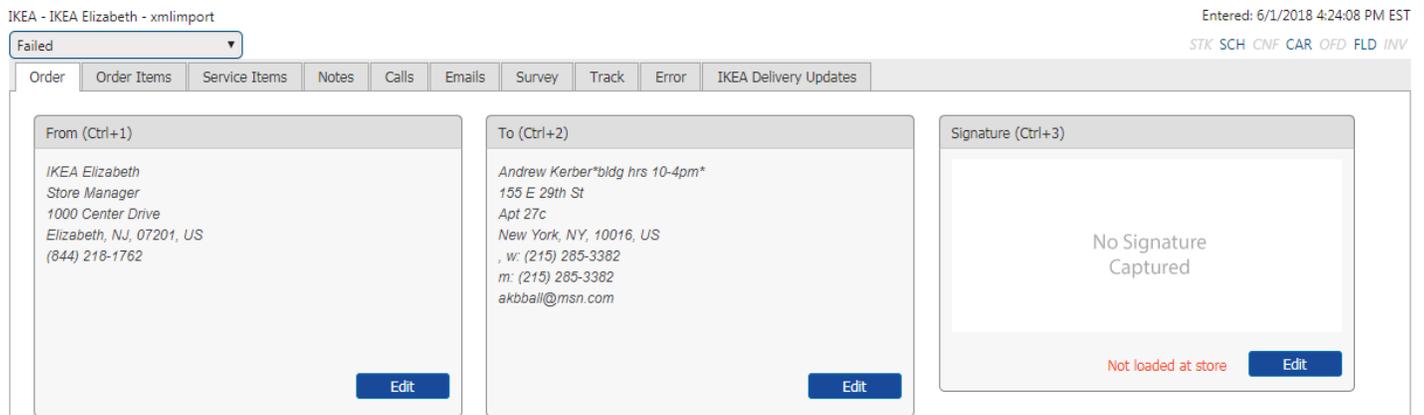
Failing an Order

When an appointment cannot be completed due to actions driven by the customer or IKEA, the order will need to be failed.

1. In **Signature**, click on **Edit**
2. Enter a note in the **Failed Note** field.
3. From the **Delivery Failed** dropdown, choose the appropriate reason
 - Not at home – Customer is not at home for the appointment.
 - Attempted could not delivery – When we arrive at the customer’s and are unable to complete the delivery or service
 - Rescheduled while drive enroute – When the customer chooses to rescheduled day of the appointment or the service is unable to perform the service as scheduled.
 - Not loaded at store – The product was not loaded at the pickup location.
 - CCD Failure – Online orders only - trailer did not arrive at IKEA and equipment can’t be pickup
 - Not ready for pickup at store – Product is not ready for pickup when the driver arrives at the pickup location
 - No driver or truck available - A service cannot be completed because the driver is unavailable or has vehicle issues
 - Customer refused delivery – Used when the customer refuses the delivery.
4. Click **Save**.



The updated Delivery Failed reason will be visible in the Signature section of the order. It can also be found in the Track tab.



An order is not yet in Out for Delivery Status

All orders scheduled for the same day must be failed before being rescheduled, regardless of whether we have rolled on the order yet or not. It can happen that the customer will call to reschedule before the job is updated to Out for Delivery (OFD) status. You will need to force the order into OFD status in order to properly fail the order.

1. Click on **Edit** in the “Schedule” section of the order.
2. Click on Out for Delivery and choose today’s date
3. Set the time to 7:00 AM
4. Click **Save**

The screenshot shows a software interface for scheduling an order. At the top, there are three dropdown menus: "Out for Delivery", "Signer Name", and "Delivered". Below these is a calendar for August 2018. The date "2" is highlighted in a red box. To the right of the calendar is a clock face with the time set to 7:00 AM. Below the clock is a "Save" button. At the bottom of the calendar area are buttons for "Today", "Clear", "OK", and "Cancel".

The job will update to “OutForDelivery” status and you will go to Dispatch and fail the order.

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OutForDelivery