

## ETA

One of the most common call types you will see is the customer calling in for an updated arrival time on the day of their appointment.

1. Pull up the order in LMP
2. Check the Schedule section for the customer's arrival window.

Schedule (Ctrl+5)

Service:	Assemble
Service Type:	IKEA Memphis Assembly
Assembly Date:	06/28/2018
Time Frame:	02:00 PM - 06:00 PM

Edit

3. Reiterate the arrival window to the customer
4. Offer to call the driver for an updated arrival time
5. Check the Dispatch section for the Carrier

Dispatch (Ctrl+6)

Account:	IKEA Memphis Assembly		
Receiver Code:	SRV-STO-508		
Reference:	296292088 4	Carrier:	7004
Zone Code:	2	Stop:	6
Time Zone:	CST	Distance:	24.79 mi
Currency:	USD	Value:	89.00
Surcharge:	Service Order Cost \$0-299		

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6. Consult the Drive Contact Sheet to find the Carrier's phone number

	CONTRACTOR	NAME	PHONE NUMBER	EMAIL	TRUCK SI
<b>MEMPHIS</b>					
7004	Joe Weekly	Devonte	901-630-2898 / 901-247-3044 / 901-212-3122 (joe)	901-247-3044	VAN
7005	Joe Weekly	?	601-454-9234		SPRINTE
7007	Joe Weekly		901-208-1332		16'
7006-7007	Joe Weekly	Lamarcus & Andre	901-303-6570 / 901-378-0432 (Grant) / 901-585-4816 (Andre) / 901-634-8520 Di carlo	truck: 901-229-2351	
<b>NASHVILLE</b>					
4500	Joe Weekly	Joe Weekly	901-212-3122		16'
4505	Joe Weekly	Ralph	423-262-7655		16'
4509	Joe Weekly	4508- Adrian	615-457-9661	Helper: Reggie 615-403-6882	16'
4510		Britt	615-465-6766		
4511		Vince	731-609-8673		
4512		Demetrius(call helper first)		Helper: 615-596-5395	
4514		Enrico	731-935-9498/call first (731)616-8987		
<b>ADDITIONAL CONTACTS</b>					
		James	901-409-0233		
		Lazarus	901-422-1965		
		Ladarius			
		Chelsea	901-483-9035		
		Riley	901-483-9160		

+ BR VA TN NJ Houston Austin Milwaukee Dallas Seattle American Canyon San Francisco Las Vegas Explore

7. Place the customer on hold and call the driver.
  - a. Driver answers –
    - i. Ask for updated time and provide to customer
  - b. Driver doesn't answer –
    - i. Leave a message asking the driver to call the customer with an updated arrival window
    - ii. Let customer know that you have asked the driver to call them
    - iii. Customer wants to reschedule:
      1. Refer the customer to IKEA to reschedule. You can offer the IKEA customer service number to the customer.
        - If requested, you will warm transfer the customer to IKEA.
      2. Recap and close call with customer
      3. Call IKEA and request a SAMs case number
      4. Call the driver and advise not to roll on the job
      5. In **Dispatch**, click on **Edit**
      6. Enter a **Failed Note**
      7. From Delivery Failed drop down, choose **“Rescheduled while driver enroute”**
      8. Click **Save**

8. Document in **Notes**

## Customer wants to change the arrival window

If a customer calls in requesting to change their arrival window, please advise the customer that all jobs are routed geographically and we unfortunately are unable to alter the arrival window. If the customer is unable to keep the provided arrival window, we can offer to reschedule and notate the customer's requested arrival time.

## MISSED APPOINTMENT

If the customer calls in for an update after their arrival window has passed, that is considered a Missed Appointment.

1. Check arrival time in LMP and confirm the window has passed

Schedule (Ctrl+5)	
Service:	Assemble
Service Type:	IKEA Memphis Assembly
Assembly Date:	06/28/2018
Time Frame:	02:00 PM - 06:00 PM

[Edit](#)

2. Apologize for the late arrival
3. Ask to place the caller on hold.
4. Check Dispatch for the **Carrier** and look the Carrier's phone number up on the **Driver Contact Sheet**
5. Call driver for an updated arrival time
  - a. Driver answers –
    - i. Ask for updated time and provide to customer
    - ii. Provide updated ETA to customer
    - iii. If customer is unable to wait
      1. Call IKEA and request a SAMs case number
      2. Call the driver and advise not to roll on the job
      3. In **Dispatch**, click on **Edit**
      4. Enter a **Failed Note**
      5. From Delivery Failed drop down, choose **“Rescheduled while driver enroute”**
      6. Click **Save**
  - b. Driver doesn't answer –
    - i. Leave a message asking the driver to call the customer with an updated arrival window
    - ii. Let customer know that you have asked the driver to call them
    - iii. Ask if customer would like to reschedule or to wait
      1. Wait
        - a. Inform customer that you will contact them if the driver contacts us and they should call us back if they need further assistance.
        - b. Notate that customer is waiting for driver.
      2. Reschedule
        - a. Apologize to the customer and request that they contact IKEA to reschedule.
        - b. End call with customer
        - c. Call IKEA for a SAMs case #
        - d. In **Dispatch**, click on **Edit**
        - e. Enter a note in the **Failed Note** field.
        - f. From Delivery Failed drop down, choose **“Rescheduled while driver enroute – OFD Required”**
        - g. Click **Save**
        - h. This will create an RST order in LMP.

**LNK 282967161-159-1-RST**

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- i. Contact driver and advise the customer would like to reschedule.
- j. Provide SAMs case number to the driver

- k. Document in Notes
- l. If this is a Store order, email IKEA for a manual event.
  - Refer to IKEA Resolutions Contacts sheet

**Note:** If you are unable to reach the driver, you can reach out to Dispatch at extension 7522.

### ***Driver reports he will be running late***

- Drivers should report delays to the local dispatch team, who will send a delay notification to the customer.
  - o If you need to transfer a driver over to Dispatch, transfer to extension 7309 or 7522.
- Customer calling in response to delayed call, review order and follow ETA policy, using the updated arrival time in LMP as the driver's ETA.

### ***Customer calls after the scheduled appointment has passed***

There are times where a customer will report a missed appointment the day following their scheduled service. We will need to update the order and confirm the product location prior to rescheduling.

1. Pull the order up in LMP by Order Number or Customer Name
2. Ask the caller to confirm full service address and name on the order.
3. Review the Notes and Track section to determine if the order was failed or reset on the day of the appointment.
  - If the order was failed due to a customer driven action (Not at home, Customer refused delivery, Rescheduled while driver in route), refer the customer to IKEA to reschedule the order. Do not reschedule the order.
  - If the order is failed due to product issues (missing/damaged at pickup), we need to determine product availability prior to rescheduling the customer.
    - o All damaged product issues need to be referred back to IKEA to set up an exchange.
    - o Missing product
      - Warehouse order
        - Advise the customer that we research the product availability and contact the customer back when the availability date has been confirmed (roughly 24-48 hours).
        - Email the warehouse, the market manager to request a warehouse sweep to determine if the item is available or if they have proof of delivery (POD).
        - For escalated issues, you may call the market manager or warehouse.
      - Store orders
        - Advise the customer to contact IKEA to locate the product and to reschedule the order
    - o All updates and rescheduled must be made to the RST order.
  - The order is not failed and the driver was late or a no call/no show
    - o Update the job status to "Reset (do not bill original attempt)"
    - o Reschedule the customer to the next available day of service
    - o Notate the order in LMP.
  - No reason for missed appointment is documented in LMP
    - o Reach out to the driver and ask why he did not roll on the job
    - o If the driver states the customer was not home, ask if the driver has a SAMs case number
      - Driver has a case number
        - Fail the order as "Customer not home"
        - Refer the customer to IKEA to reschedule
      - Driver does not have a case number
        - Update the job status to "Reset (do not bill original attempt)"
        - Reschedule the customer for the next available day of service
    - o Driver reports product issue – follow the steps above that match the issue
    - o Driver is unreachable
      - Call the market manager and determine if the product is available.
      - If the product is available, update the job status to "Reset (do not bill original attempt). Reschedule the customer for the next available day of service
      - If the product is not available, ask the market manager for the next steps and update the customer accordingly.
  - Notate all calls and email in LMP. For failed orders, the notes go on the RST order.
  - For store orders that have been reset, failed, or rescheduled, email IKEA for a manual event.

