

RETURN/EXCHANGE ORDERS

When the customer needs a return or exchange of damaged or defective product, IKEA will send over a return order in LMP. Return orders can be identified because the From address will be the customer's address and the To address will be the store or warehouse. You will also see the RTV box checked in the Stock section of the order.

The screenshot displays the LMP system interface for a return/exchange order. It consists of six panels arranged in a 2x3 grid:

- From (Ctrl+1):** Customer address: Zixuan Zhen, 34 Murphy Drive, Hillsborough, NJ, 08844, US. Phone: (401) 662-8680.
- To (Ctrl+2):** Store address: IKEA Elizabeth, Store Manager, 1000 Center Drive, Elizabeth, NJ, 07201, US. Phone: (844) 218-1762. Email: ikeanj@naldelivers.com.
- Signature (Ctrl+3):** No Signature Captured.
- Stock (Ctrl+4):** Control No: 142.00 lb, Total Weight: 142.00 lb, Total Vol: 0.19 yd, Load Date: 06/29/2018, Drop Date: 06/29/2018, Location(s): Last Loc(s): Return Code: RTV: ☒ (highlighted with a red box), RTVC: ☐.
- Schedule (Ctrl+5):** Service: Deliver, Service Type: IKEA Elizabeth Return, Delivery Date: 07/02/2018, Time Frame: 10:00 AM - 02:00 PM.
- Dispatch (Ctrl+6):** Account: IKEA Elizabeth Home Delivery LCD, Receiver Code: LCD-Create-RET-154, Reference: 100103980287, Carrier: 4129, Zone Code: 3, Stop: 3, Time Zone: EST, Distance: 35.33 mi, Currency: USD, Value: 0.00, Surcharge: .

If a customer calls in about a return/exchange order:

- Search in LMP by customer last name to see if we have a Return order for the customer.
 - o If yes, follow normal processes
 - o If no, refer the customer back to IKEA

RETURN VISITS FOR POST-SERVICE ISSUES

Customer can sometimes experience issues with their product after their service is complete and the driver leaves the home.

1. Customer calls and reports an issue with the product after the service has been completed.
2. Get a description of the issue the customer is experiencing
3. Advise the customer that we will contact them back shortly.
4. Call the Market Manager
 - a. Consult the Driver Contact sheet
 - b. Follow up with an email
5. Take action as directed to by the Market Manager.
6. Notate in LMP

ESCALATED ISSUES / COMPENSATION REQUESTS

When a customer has an escalated service issue that we need to work to deescalate and resolve for the customer. When this happens, we need to use our best customer service skills to resolve the issue for the customer

1. Get an understanding of the customer's issue
2. Apologize to the customer
3. Follow the existing process to resolve any scheduling issues.
 - a. If this is a product issue, refer the customer back to IKEA.
4. If the customer requests compensation
 - a. If there is an IKEA driven issue (product), inform the customer that you will escalate this to IKEA.
 - i. Email IKEA and request the customer be refunded.
 - b. If this is an NAL driven issue (scheduling/service):
 - i. Resolve the issue by rescheduling/updating the order per our processes.
 - ii. Warm transfer the customer to a Supervisor to address the request for compensation.
 - iii. The supervisor will resolve the request for compensation and email D.J. Libby (dlibby@naldelivers.com) for a gift card to be issued to the customer.
5. Notate in LMP

AN ESCALATED CUSTOMER NEEDS NEXT DAY DELIVERY

If a customer is escalated and demanding next day service, call the market manager and request approval for next day scheduling

1. Market manager approved next day service
 - a. Schedule the job in LMP.
 - b. Send an email to the Market Manager, njcallcenter@naldelivers.com, and naldispatch@naldelivers.com to inform of the next day scheduling.
 - c. Inform Dispatch by calling either extension 7309 or 7522.
 - d. Notate in LMP, include the market manager's name, the name of the person you spoke to at Dispatch, and copy all emails into your notes.
2. Market manager does not answer
 - a. Advise the customer that you are reaching out to our management for approval to schedule for an earlier date. Tell the customer they will be contacted as soon as we have a response.
 - b. Email the market manager explaining the situation and the customer's requested delivery date.
 - c. When the market manager responds, you will update the customer and follow the appropriate scheduling process.
3. Market manager denies same day scheduling
 - a. Apologize to the customer and explain that next day scheduling isn't available.
 - b. Schedule the customer for the next available day of service that they are available.