

## **Missing Equipment at Pickup**

If the driver calls and reports that the product is not available when they arrive at the pickup location:

### **Agent:**

1. Greeting
2. Ask for the order number
3. Ask the caller to verify the customer's name
4. Ask the driver for the article #'s for any items that are missing.
5. Ask to place the driver on hold while you contact the customer.
6. Call the customer and advise that some items are damaged at the pickup location.
7. Ask if the customer is alright with a partial delivery.
8. Advise the customer we will contact them when we know when the remaining items will be available. (Roughly 24-48 hours).
9. Confirm the customer's appointment time for today.
10. Recap and end the call with the customer
11. Return to the driver and inform that they can roll on the job as scheduled.
12. Recap and end call with the driver.
13. Call IKEA and request a SAMs case number. You will need to include this in your notes.
14. Email IKEA (refer to the IKEA Resolutions Contact Sheet), the market manager, and NJ call center.
  - a. Use email address [training@nalgroupp.com](mailto:training@nalgroupp.com)
15. Email the warehouse alias and the Market Manager and request a warehouse sweep for product location or proof of delivery (POD).
  - a. Use email address [elarning@nalgroupp.com](mailto:elarning@nalgroupp.com)
16. Notate all calls and emails in LMP. Include the SAMs case number and the article numbers of the damaged items.
17. Copy your emails into the Notes section of LMP

**Caller:**

1. Order Number: \_\_\_\_\_
2. Customer Last Name: \_\_\_\_\_
3. Delivery Address: 24 Letts Circle, Monroe, NY, 10950
4. Explain to the agent that you are at the pickup location and one of the customer's items is missing.
5. Provide Article # 9282
6. As the customer, agree to the partial delivery.