

# SCHEDULING

## Scheduling in LMP

1. Check the Days of Service sheet to determine which days are available.
  - a. Determine the customer's market and then choose the tab for that market at the bottom of the Days of Service sheet

261628769-159-1  
 IKEA - IKEA Nashville HS - xmlimport

Signed

96	37071	Gladeville	TN	MTuWThFS	4	
96	37072	Goodlettsville	TN	MTuWThFS	4	

- b. Press **Ctrl + F**
- c. Search by the customer's zip code

**Always schedule at least 2 days in the future. Never offer same day or next day appointments.**

**Note:** If the "Number of Weeks out of 4 Weeks" column is showing a number less than four, call the Market Manager and ask for clarification.

1	ZIP CODES	City	State / Province	Day(s) of Service	Number of Weeks Out of 4 Weeks
79	37189	Whitescreek	TN	M	4
80	37191	Woodlawn	TN	M	4
81	38476	Primmsprings	TN	M	4
82	37011	Antioch	TN	MTuWThFS	4

2. Click on **Edit**

**Schedule (Ctrl+5)**

Service: Deliver

Service Type: IKEA Paramus Home Delivery LCD

Delivery Date: 06/02/2018

Time Frame: 12:00 AM - 12:00 AM

3. **Requested by** – Choose the appropriate party
  - a. TSP (North American Logistics Group, LLC) – When the date change is driven by NAL
  - b. Client – When IKEA requests a date change
  - c. Customer – When the customer requested a date change
4. Offer the customer next available Day of Service.
  - **Always scheduled at least 48 hours in the future.**

- Click on the desired date. **Note:** Clicking on date changes the date in the system.

**Edit Schedule** North American Logistics

Requested by: Please select

Start Time: 09am

End Time: 09pm

Service: Deliver

Service Type: IKEA Baton Rouge Home Shoppir

Call Result: No Call

Add Call Note

Select to Reset Save Pre Call

Manually trigger precall or re-precalls

June 2018						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
0	1	2	3	4	5	6
7	8	9	10	11	12	13

#	CallResult	CallNote	Username	Entered
No data to display				

**Edit Schedule** North American Logistics

Requested by: TSP (North American Logistics Gr

Start Time: None

End Time: None

Service: Deliver

Service Type: IKEA Elizabeth Home Delivery LC

Call Result: No Call

Add Call Note

Select to Reset Save Pre Call

Manually trigger precall or re-precalls

June 2018						
S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14

- Document the call in the **Notes** tab
  - Note Code: **UI (Update Info)**
  - Type notes in Note field
  - Click **Save**.

Order Notes Current Note

**Note**

Important:  Note Code: UI (Update Info) Alert:  Alert Email:

Note: Mr. Jones called in reschedule his order because he has a scheduling conflict. Scheduled customer for 6/28.

Save

## **General Scheduling Guidelines**

- Future dates, customer chooses the date, but customer gets call the day prior with the arrival window.
  - o Customer receives notice to call NAL when product is available. Order will not import into LMP until there is a delivery date.
- We schedule for the date and inform the customer they will receive a call the evening before the appointment providing a 4-hour arrival window.
  - o Router sets the arrival window and an automated call is sent to advise customer of the arrival window.
  - o **If the customer has a requested arrival time, advise that we will notate the request on the order, but the routes are set geographically.**
- ND Deliveries – Orders that come from the store only, customer is requesting ASAP and customer can choose own time frame. ND orders will have “ND” in the order number and will be scheduled by IKEA.
  - o Customer chooses the arrival window.
  - o Store will schedule the customer.
- Same day deliveries are scheduled 5-9p local time. Will be marked as SD in the system.