

## MISSING EQUIPMENT AT PICKUP

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

1. Greet and Verify
2. Ask the driver for the article #'s for any items that are missing.
3. Call the customer and advise that some items are damaged at the pickup location.
4. Ask if the customer is alright with a partial delivery.
  - a. If the customer accepts partial delivery**
    - i. Check if this is a warehouse or store order
    - ii. Warehouse order
      1. Advise the customer we will contact them when we know when the remaining items will be available. (Roughly 24-48 hours).
      2. Email the warehouse alias (example: ikeaseattle@naldelivers.com) and the Market Manager and request a warehouse search for product location or proof of delivery (POD).
    - iii. Store order
      1. Advise the customer to contact the IKEA store to reschedule the delivery of the remaining items.
    - iv. Recap and end the call with the customer
    - v. Return to the driver and inform that they can roll on the job as scheduled.
    - vi. Recap and end call with the driver.
    - vii. Call IKEA and request a SAMs case number. You will need to include this in your notes.
    - viii. Email IKEA (refer to the IKEA Resolutions Contact Sheet), the market manager, and njcallcenter@naldelivers.com to inform of the partial delivery.
    - ix. Notate all calls and emails in LMP. Include the SAMs case number and the article numbers of the damaged items.
    - x. If this is a Store order, email IKEA for a manual event - Refer to IKEA Resolutions Contacts sheet
  - b. If the customer refuses partial delivery.**
    - i. Check if this is a warehouse or store order.
    - ii. Warehouse order
      1. Advise the customer we will contact them when we know its availability date (Roughly 24-48 hours).
        - a. For escalated issues, call the Market Manager.
      2. Go to **Dispatch**
      3. Click **Edit**
      4. Enter a note in the **Failed Note** field.
      5. From **Delivery Failed** drop down choose:
        - a. Online order and trailer did not arrive at the warehouse location - **CCD Failure**
        - b. All other orders & general missing product -
          - i. Order is in "Out for Delivery" status - **Attempted could not deliver**
          - ii. Order is in any other status - **Not Loaded on Truck**
      6. Click **Save**
      7. Email the warehouse alias (example: ikeaseattle@naldelivers.com) and the Market Manager and request a warehouse search for product location or proof of delivery (POD).
      8. Call IKEA for a SAMs case number. This number must be included in your notes.

9. Notate all actions in LMP
- iii. Store Order
  1. Advise the item is unavailable and the customer will need to contact IKEA to reschedule.
  2. Recap and end call with the customer.
  3. Return to the driver and advise him not to roll on the job.
  4. Recap and end the call with the driver.
  5. Go to **Dispatch**
  6. Click **Edit**
  7. Enter a note in the **Failed Note** field.
  8. From **Delivery Failed** drop down choose:
    - a. Order is in "Out for Delivery" status - **Attempted could not deliver**
    - b. Order is in any other status - **Not loaded at store**
  9. Click **Save**
  10. Call IKEA for a SAMs case number. This number must be included in your notes.
  11. Call customer and
  12. Notate all actions in LMP
  13. If this is a Store order, email IKEA for a manual event. All other orders, the change in the system should alert IKEA to send a manual event.
    - a. Refer to IKEA Resolutions Contacts sheet

## All Items Unavailable for Pickup

### Warehouse order

1. Advise the customer we will contact them when we know the availability date (Roughly 24-48 hours).
2. For escalated issues, call the Market Manager.
3. Refer to the IKEA Resolutions Contact Sheet for contact numbers
4. Go to **Dispatch**
5. Click **Edit**
6. Enter a note in the **Failed Note** field.
7. From **Delivery Failed** drop down choose:
  - a. Online order and trailer did not arrive at the warehouse location - **CCD Failure**
  - b. All other orders & general missing product -
    - i. Order is in "Out for Delivery" status - **Attempted could not deliver**
    - ii. Order is in any other status - **Not Loaded on Truck**
8. Click **Save**
9. Email the warehouse alias (example: ikeaseattle@naldelivers.com) and the Market Manager and request a warehouse search for product location or proof of delivery (POD).
10. Call IKEA for a SAMs case number. **Note:** You will need this number for your notes.
  - a. Notate all actions in LMP

### Store Order

1. Advise the item is unavailable and the customer will need to contact IKEA to reschedule.
2. Recap and end call with the customer.
3. Return to the driver and advise him not to roll on the job.
4. Recap and end the call with the driver.
5. Go to **Dispatch**
6. Click **Edit**
7. Enter a note in the **Failed Note** field.
8. From **Delivery Failed** drop down choose:

- a. Order is in "Out for Delivery" status – **Attempted could not deliver**
  - b. Order is in any other status – **Not loaded at store**
9. Click **Save**
  10. Call IKEA for a SAMs case number. **Note:** You will need this number for your notes.
  11. Notate all actions in LMP
  12. If this is a Store order, email IKEA for a manual event. All other orders, the change in the system should alert IKEA to send a manual event.
  13. Refer to IKEA Resolutions Contacts sheet

## DAMAGE AT PICKUP

Driver will match items to those listed on the paperwork and inspect the packaging for damage. Driver will take photos of the items being picked up.

1. Greeting and verify
2. Ask the driver for the article #'s for any items that are damaged.
3. Ask to place the driver on hold while you contact the customer.
4. Call the customer and advise that some items are damaged at the pickup location.
5. Ask if the customer is alright with a partial delivery.
6. If the customer accepts partial delivery
  - a. Recap and end the call with the customer
  - b. Return to the driver and inform that they can roll on the job as scheduled.
  - c. Recap and end call with the driver.
  - d. Call IKEA and request a SAMS case number. You will need to include this in your notes.
  - e. Email IKEA (refer to the IKEA Resolutions Contact Sheet), the market manager, and njcallcenter@naldelivers.com
  - f. Notate all calls and emails in LMP. Include the SAMs case number and the article numbers of the damaged items.
  - g. If this is a Store order, email IKEA for a manual event. All other orders, the change in the system should alert IKEA to send a manual event.
    - i. Refer to IKEA Resolutions Contacts sheet
7. If the customer refuses partial delivery
  - a. Advise the customer to contact IKEA to reschedule the delivery
  - b. Recap and end the call with the customer.
  - c. Return to the driver and advise that the driver should not roll on the job today.
  - d. Call IKEA for a SAMs case number. You will need to include this number for your notes.
  - e. Go to **Dispatch**
  - f. Click **Edit**
  - g. Enter a note in the **Failed Note** field.
  - h. From **Delivery Failed** drop down choose **Attempted could not deliver**
  - i. Click **Save**
  - j. Document in Notes
  - k. If this is a Store order, email IKEA for a manual event. All other orders, the change in the system should alert IKEA to send a manual event.
    - i. Refer to IKEA Resolutions Contacts sheet

## OTHER ISSUES AT PICKUP

1. Greeting and verify
2. Ask the driver for the article #'s for any items that are affected.
3. Ask to place the driver on hold while you contact the customer.
4. Call the customer and advise that some items are damaged at the pickup location.
5. Ask if the customer is alright with a partial delivery.
6. If the customer accepts partial delivery

- a. Recap and end the call with the customer
  - b. Return to the driver and inform that they can roll on the job as scheduled.
  - c. Recap and end call with the driver.
  - d. Call IKEA and request a SAMS case number. You will need to include this in your notes.
  - e. Email IKEA (refer to the IKEA Resolutions Contact Sheet), the market manager, and njcallcenter@naldelivers.com
  - f. Notate all calls and emails in LMP. Include the SAMs case number and the article numbers of the damaged items.
  - g. If this is a Store order, email IKEA for a manual event. All other orders, the change in the system should alert IKEA to send a manual event.
    - i. Refer to IKEA Resolutions Contacts sheet
7. If the customer refuses partial delivery
- a. Advise the customer to contact IKEA to reschedule the delivery
  - b. Recap and end the call with the customer.
  - c. Return to the driver and advise that the driver should not roll on the job today.
  - d. Call IKEA for a SAMs case number. You will need to include this number for your notes.
  - e. Go to **Dispatch**
  - f. Click **Edit**
  - g. Enter a note in the **Failed Note** field.
  - h. From **Delivery Failed** drop down choose **Attempted could not deliver**
  - i. Click **Save**
  - j. Document in Notes
  - k. If this is a Store order, email IKEA for a manual event. All other orders, the change in the system should alert IKEA to send a manual event.
    - i. Refer to IKEA Resolutions Contacts sheet

## MISSING ITEMS REPORTED AFTER THE DATE OF THE APPOINTMENT

1. Greeting and verify
2. Ask the customer to for confirm the delivery address and best contact number
3. Apologize to the customer for the missing items.
4. Ask the customer which items were missing.
5. Check if this is a warehouse or store order
  - a. Warehouse order
    - i. Advise the customer that we will locate the items and call them back as soon as we confirm the availability date. (Roughly 24-48 hours).
    - ii. Recap and close the call with the customer.
    - iii. Email the warehouse alias (example: ikeaseattle@naldelivers.com) and the Market Manager and request a warehouse search for product location or proof of delivery (POD).
    - iv. Notate the call in LMP
  - b. Store order
    - i. Advise the customer to contact the IKEA store to schedule the delivery of the missing items.
    - ii. Recap and close the call with the customer.
    - iii. Notate the call in LMP

## CUSTOMER RECEIVES EXTRA ITEMS

If the customer received extra items:

- Ask if the items have the correct customer name on them.
  - a. Correct customer name

- i. The customer may refuse the items.
  - ii. Advise the driver to return the items to the pickup location.
  - iii. Call IKEA and request a SAMs case number
  - iv. Notate in LMP, include the details of the extra items and the SAMs case number.
- b. Another person's name
  - i. The customer may refuse the items.
  - ii. Advise the driver to return the items to the pickup location.
  - iii. Call IKEA and request a SAMs case number
  - iv. Notate in LMP, include the details of the extra items and the SAMs case number.

## **EXTRA ITEMS REPORTED AFTER THE DATE OF THE APPOINTMENT**

1. Ask the caller for the number and type of extra items.
2. Ask for the name on the extra item (check the spelling with the caller)
3. Confirm the caller received all of their expected items.
4. Advise the caller that we will schedule a pickup of the extra items.
5. Choose "Create a return order" from the status drop down to create a DUPRET order
6. Enter notes on the order stating this for the pickup of extra items from the customer's home
7. Schedule the DUPRET ticket for the next available day of service.
8. If the customer has any missing items
  - a. Warehouse order
    - i. Advise the customer that we will locate the items and call them back as soon as we confirm the availability date. (Roughly 24-48 hours).
    - ii. Email the warehouse alias (example: ikeaseattle@naldelivers.com) and the Market Manager and request a warehouse search for product location or proof of delivery (POD).
  - b. Store order
    - i. Advise the customer to contact the IKEA store to schedule the delivery of the missing items.
9. Recap and close the call with the customer
10. Search the name on extra items in LMP. Once you locate the original delivery order for those items, choose "Create a duplicate order" from the status dropdown. This DUP order will be used to the schedule the delivery of the returned items to their intended recipient.
11. Call the customer on the DUP order and schedule the delivery of the missing items for the next day of service that is at least two days after the DUPRET order is scheduled.
12. Notate both the DUP and the DUPRET in LMP
  - a. Example note for DUP order: Customer xxxx, order# xxxxx, received some items that belong to this customer. Driver xxxx will/has picked up the order and will bring it back to store/warehouse on xx/xx. Customer scheduled for xx/xx
13. Email the warehouse (example: ikeaseattle@naldelivers.com) and market manager to track the items being returned so that the returned items can be inspected before they are schedule to delivery to the correct customer.