

CUSTOMER REQUESTS RESCHEDULE WHILE DRIVER ONSITE

1. Search in LMP for the order
2. Advise that the customer will need to speak to IKEA to set a new appointment date.
3. Recap and close the call
4. Call IKEA and request a SAMs case number
5. Call the driver and advise not to roll on the job
6. In **Dispatch**, click on **Edit**
7. Enter a note in the **Failed Note** field.
8. From Delivery Failed drop down, choose **“Attempted could not deliver”**
9. Click **Save**
10. A new RST order will be created.
11. 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
12. Document in **Notes on the RST order**.

DAMAGED/DEFECTIVE EQUIPMENT AT CUSTOMER’S HOME

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 damaged/defective.
5. Ask if the customer is accepting partial delivery or if the customer would like to return all items.
 - a. If the customer accepts partial delivery
 - i. Advise the driver that the customer should be referred to IKEA about the damaged equipment.
 - ii. Advise the driver to return all damaged/defective items to the pickup location.
 - iii. Recap and end call with the driver.
 - iv. Call IKEA and request a SAMS case number. You will need to include this on your notes.
 - v. Notate the call in LMP, **include the SAMs case number and the article numbers of the damaged items.**
 - vi. 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.
 - vii. Refer to IKEA Resolutions Contacts sheet
 - b. Customer wants to return all items
 - i. Advise the driver to refer the customer to call IKEA to reschedule.
 - ii. Advise the driver to return all items to the pickup location
 - iii. Recap and end call with the driver.
 - iv. Call IKEA for a SAMs case number. You will need to include this number for your notes.
 - v. Go to **Dispatch**
 - vi. Click **Edit**
 - vii. Enter a note in the **Failed Note** field.

- viii. From **Delivery Failed** drop down choose **Attempted could not deliver**
- ix. Click **Save**
- x. Notate the call in LMP, include the SAMs case number and the article numbers of the damaged items.
- xi. 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.
 1. Refer to IKEA Resolutions Contacts sheet

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.

If customer realizes they received another person's items after the delivery

Ask the caller for the number and type of extra items.

1. Confirm the caller received all of their expected items.
2. Advise the caller that we will schedule a pickup of the extra items.
3. Choose "Create a return order" from the status drop down to create a DUPRET order
4. Enter notes on the order stating this for the pickup of extra items from the customer's home
5. Schedule the DUPRET ticket for the next available day of service.
6. 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 sweep 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.
7. Recap and close the call with the customer

8. Go to the original order and choose “Create a duplicate order” from the status dropdown. This DUP order will be used to schedule the delivery of the returned items to their intended recipient.
9. Notate both the DUP and the DUPRET in LMP
10. Email the warehouse and market manager to track the items being returned so that the returned items can be inspected before they are scheduled for delivery to the correct customer.

CUSTOMER REFUSES DELIVERY

1. Get a description of the issue.
2. Ask the driver to advise the customer to contact IKEA
3. Advise the driver to return the items to the pickup location
4. Call IKEA for a SAMs case number.
5. In **Dispatch**, click on **Edit**
6. Enter a note in the **Failed Note** field.
7. From **Delivery Failed** drop down, choose “**Customer refused delivery**”
8. Click **Save**
9. Document the call, including the SAMs case #, in the Notes section of LMP
10. 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

CUSTOMER REQUIRES ADDITIONAL WORK/UPSELLS

1. Ask the driver if the customer wants all services performed today.
 - a. Yes – All services are being completed
 - i. Ask driver to refer customer to IKEA
 - ii. Notate in LMP
 - iii. Driver will complete order as per normal process
 - b. No – No services completed
 - i. Ask driver to refer customer to IKEA
 - ii. Advise driver to complete no services
 - iii. Go to **Dispatch**
 - iv. Click **Edit**
 - v. Enter a note in the **Failed Note** field.
 - vi. From **Delivery Failed** drop down, choose “**Attempted could not deliver**”
 - vii. Click **Save**
 - viii. Notate in LMP
 - ix. 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.
 1. Refer to IKEA Resolutions Contacts sheet

ORDER IS MISSING SKUs

The customer says the order is missing items or services that the customer purchased.

1. Ask for details of which SKU's are missing
2. Advise the customer to contact IKEA to resolve the issues.
3. Search LMP to see if the customer has any other orders in the system for the missing SKUs.
4. Ask if the driver is completing the work (no partial completes)
 - a. Yes – All services are being completed
 - i. Ask driver to refer customer to IKEA
 - ii. Notate in LMP
 - iii. Driver will complete order as per normal process
 - b. No – No services completed
 - i. Ask driver to refer customer to IKEA
 - ii. Advise driver to complete no services
 - iii. Go to **Dispatch**
 - iv. Click **Edit**
 - v. Enter a note in the **Failed Note** field.
 - vi. From **Delivery Failed** drop down, choose "**Attempted could not deliver**"
 - vii. Click **Save**
 - viii. Notate in LMP
 - ix. 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.
 1. Refer to IKEA Resolutions Contacts sheet

WRONG SKUS ON THE ORDER

1. Ask for details of which SKU's are incorrect
2. Ask if the driver is completing the work
3. Advise the customer to contact IKEA
 - a. Yes – Some/all services are being completed
 - i. Ask which items are being completed.
 - ii. Ask driver to refer customer to IKEA
 - iii. Notate in LMP, include which items are going to be completed.
 - iv. Driver will complete order as per normal process
 - b. No – No services completed
 - i. Ask driver to refer customer to IKEA
 - ii. Advise driver to complete no services
 - iii. Go to **Dispatch**
 - iv. Click **Edit**
 - v. Enter a note in the **Failed Note** field.
 - vi. From **Delivery Failed** drop down, choose "**Attempted could not deliver**"
 - vii. Click **Save**
 - viii. Notate in LMP
 - ix. 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.
 1. Refer to IKEA Resolutions Contacts sheet

SITE NOT READY/ SITE INACCESSIBLE

1. Ask the driver to explain the issues.
2. Ask the driver if the services are being completed today.
 - a. Yes – All services are being completed
 - i. Ask driver to refer customer to IKEA
 - ii. Notate in LMP
 - iii. Driver will complete order as per normal process
 - b. Part of the service are being completed
 - i. Ask the driver for the article numbers of the items not being delivered.
 - ii. Advise the servicer to return the refused items to the pickup location
 - iii. Advise the customer will need to contact IKEA to reselect items/services
 - iv. Call IKEA and request a SAMs case number
 - v. Notate in LMP. Include the article numbers of the refused items and the SAMs case number.
 - c. No – No services complete/items delivered
 - i. Ask driver to refer customer to IKEA
 - ii. Contact IKEA for a SAMs Case Number
 - iii. Advise driver to complete no services
 - iv. Go to **Dispatch**
 - v. Click **Edit**
 - vi. Enter a note in the **Failed Note** field.
 - vii. From **Delivery Failed** drop down, choose “**Attempted could not deliver**”
 - viii. Click **Save**
 - ix. Notate in LMP
 - x. 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.
 1. Refer to IKEA Resolutions Contacts sheet

WORK ABOVE THIRD FLOOR IN BUILDING

****There are no limits to the number of floors we go to for IKEA deliveries****

If IKEA requests (by phone or Manual Event) or the driver reports that the customer's delivery requires going up more than 3 floors, take the following actions:

1. Advise the carrier/IKEA that we will perform the service as scheduled. There is no limit to the number of floors we will cover for IKEA orders.
2. Go to **Dispatch** click on **Edit**
3. Choose the appropriate number of floors from the Surcharge list
4. Click **Save**
5. Recap and close the call
6. Notate all actions in LMP
7. If this is being updated due to working a manual event email, follow the existing process for responding/filing worked ME's