

# Electrolux for Phone 1

## Introduction

Electrolux has partnered with CRST Home Solutions to offer Appliance delivery, installation, and haul away, both for direct purchases and for warranty replacements.

## Campaigns:

- Warranty Replacement – Customer is within warranty and having a product replacement installed.
- Customer Paid – Customer is outside of warranty and is having a product replacement. The customer needs to pay CRST Home Solutions for the service.
- Direct to Customer – Customer is having a new appliance installed. No part of a warranty replacement.

## Highlights:

- All orders will be created by the client in Service Manager.
- Warranty Replacement and Direct to Customer orders will be scheduled by the client at the same time the order is created. This will be most of the orders.
- **Customer Paid orders will have a preferred date notated, but payment must be processed before scheduling.**

## Customer Paid Orders:

- Created by the client and sent to DOLI in **Waiting Customer Action – Pending Payment** status
- RC agents will use the SKU list to calculate the price for all services on the order, including any required taxes.
- RC agents will call the customer and process payment via a Payline Invoice. Agent will need to notate the Transaction ID/Invoice ID.
- Once successful payment has been confirmed, agents will schedule the customer and notate in DOLI.

## Scheduling:

- **RC agents cannot change the service company assigned to the order.**
- **If no dates populate in DOLI, RC will call the local Market Manager.** If we do not receive a response, advise the client that we are working to secure coverage for this customer and we will be in touch once we have an update from our field leadership.

- **If the client asks for shipping information, RC will call the local Market Manager.** If we do not receive a response, advise the client that we are working to secure coverage for this customer and we will be in touch once we have an update from our field leadership

### Product Issues at Servicer Location:

- If the servicer accepts delivery of the product, the servicer will update the job status to **Scheduled – Equipment Received** and enter the product serial number to signal that he has received the product.
- **If there is damage or wrong product, the servicer will refuse the delivery.**
  - Servicers and Phone 1/Phone 2 agents will update the order to “Needs Installs inc Action – No Equipment” status.
  - Agents will remind servicers to submit photos of the damaged product/packaging and the serial tag via DOLI.
  - Back Office will email the client and track the replacement.
- **If the product does not arrive at the location in time for the scheduled appointment, the servicer will report this to CRST Home Solutions.**
  - **Same Day/Next Day Job –**
    - Servicers or Phone 1/Phone 2 agents will update the order to “Needs Installs inc Action – No Equipment” status.
    - Go to the 2020 NAL Tracking Information sheet in WorkFlow
    - Search by the Client Order ID. Is the order listed on the sheet?
      - Yes
        - Locate the tracking number for the order & go to the carrier’s website and attempt to track the shipment.
        - Based on the tracking information, work to reschedule the customer's order.
        - Then, call the servicer to confirm the date and/or the product’s arrival date. If no answer, leave a voicemail and send an email.
      - No:
        - Call the customer and advise we cannot come out on the scheduled date. The customer will be contacted once we have a product update.
  - **Future Date Job –**
    - Leave the order in scheduled status
    - Go to the 2020 NAL Tracking Information sheet in WorkFlow

- Search by the Client Order ID to see if we have tracking info. If we have tracking info, update the servicer with the expected delivery date.
- Advise the servicer to update the job status when the product arrives and to contact Resolution Care if the product is not available by the day before the scheduled appointment.

## Tracking Product

1. Make sure the order is in **Needs Installs inc Action – No Equipment** status
2. Go to the 2020 NAL Tracking Information sheet in WorkFlow
3. Search by the Client Order ID. Is the order listed on the sheet?
  - a. Yes
    - i. Locate the tracking number for the order & go to the carrier's website and attempt to track the shipment.
    - ii. Based on the tracking information, work to reschedule the customer's order.
    - iii. Then, call the servicer to confirm the date and/or the product's arrival date. If no answer, leave a voicemail and send an email.
  - b. No: Check the Campaign and proceed per the below.

## No Tracking Info - Warranty Replacement and Customer Paid

- There is a Delivery Number, but no Tracking Information - Email [electrolux@ryder.com](mailto:electrolux@ryder.com).
- Subject: Client Order ID
- CC: [john.papagni@nalgroup.com](mailto:john.papagni@nalgroup.com)
- No Delivery Number, No Tracking Information - Make a Separate Notation in DOLI stating "Back Ordered."
- We will need to check back the next time tracking information is provided by the client.
- If an order has been back-ordered for three (3) weeks, email the Electrolux to inform of the issue:
  - Go to the Additional Instructions and copy the email address for the Electrolux representative and paste this into the To field
  - Subject: Client Order ID
  - CC: [john.papagni@nalgroup.com](mailto:john.papagni@nalgroup.com)

## No Tracking Info - Direct to Customer or Field Test Unit

- Go to the Additional Instructions and copy the email address for the Electrolux representative and paste this into the To field
- Subject: Client Order ID
- CC: [john.papagni@nalgroup.com](mailto:john.papagni@nalgroup.com)