

# Resolution Care Processes: Best Buy

## Contents

Things to Remember .....	2
Customer Refuses 3 <sup>rd</sup> Party Service .....	2
Delivery Only Prior to Installation Date .....	2
Make-It-Right Button for Onsite Issues .....	3
Wrong SKU's.....	4
Best Buy: Make-It-Right Upsells.....	4
To Process New SKUs for Best Buy Orders: .....	4
Non-Paid Redo Campaign .....	5

CRST Home Solutions will be performing installations for Best Buy (BBY), in place of Geek Squad agents. We will cover jobs in both dedicated markets and as overflow to help reduce the wait time for an appointment. BBY will sell, create, and schedule the orders. The orders will come into DOLI already scheduled.

**Full branding is required to be used on all calls with the customer and the client: *“Thank you for calling CRST Home Solutions, an authorized Geek Squad service provider”***

## Things to Remember

- FMS order number displays in DOLI as the Client Order ID.
- The OMS order number displays in DOLI as the Account #.
- Orders schedule for a 6-hour routing window of 7-1 (AM) or 12-8 (PM). The servicer will call and set a 3-hour arrival window the evening before the appointment.
  - The 3-hour window will be within the routing window
  - The 3-hour window will be notated in DOLI by the morning of the appointment (local time).
- HT orders can only be rescheduled if the customer or the client request the date to be changed. Servicer driven rescheduling requests should be treated as the job being rejected.
- Appliance orders cannot be rescheduled for any date earlier than the original scheduled date due to product availability. The customer should be transferred to the store for earlier dates.
- SKUs that are Cancelled in DOLI cannot be reopened, regardless of the reason. See WorkFlow for the full process.

## Customer Refuses 3<sup>rd</sup> Party Service

If the customer does not want 3<sup>rd</sup> party service and only wants the Geek Squad out to perform the service, we will take the following actions. (Follow the scripting in the WorkFlow)

- Advise the customer we are an authorize Geek Squad Service Provider and our servicers are professional and experienced. Then ask customer if we can continue to confirm the service.
- If customer refuses, refer the customer to the store. You can offer to cold transfer the customer.
- Update order to “Cancelled-Customer Refused 3<sup>rd</sup> Party” and notate in DOLI.

## Delivery Only Prior to Installation Date

If a customer calls to request Delivery only prior to the date of the installation of his/her order, put a note in the additional instructions that the customer only wants delivery so the servicer will be aware ahead of time. We do not need to update the SKUs on the order.

Note to put on the order: **Customer requests delivery only. No longer needs installation services. Order should be completed as Complete - Delivery Only.**

## Make-It-Right Button for Onsite Issues

This tool simplifies the process of updating Best Buy jobs at the line item level. RC is required to use the Make It Right button for the following issues.

- Wrong/Damaged/Defective or No Equipment at Customer’s Location
- Wrong/Damaged/Defective or No Equipment at Pickup Location
- Site Not Ready/No Fit
- Customer Not Home
- Cancelled at Door

This tool is used to update the job and product statuses. After completing the survey in the MIR tool, the SKU/job status will be updated. When in certain situations, the order may split into multiple orders and/or the tool may add a situation specific Make It Right tracking SKU.



← An order that has a child job due to MIR tool updates.

Updates made by the MIR button will be clearly visible in the order history as shown in the image below:

07/18/2019 08:32am	User Type: DIGIMANAGER	Name: MICHELLE HOLT - INSTALLS INC.
Note added: Order updated based on Tech Cannot Complete On-Site questionnaire.		
Status: Completed	Comment: Wrong, Damaged, Defective Product	
07/18/2019 08:32am	User Type: DIGIMANAGER	Name: MICHELLE HOLT - INSTALLS INC.
Job Sku Status Change	3005 - based on MakellRight No Equipment	
Status: Completed	Comment: Wrong, Damaged, Defective Product	
07/18/2019 08:32am	User Type: DIGIMANAGER	Name: MICHELLE HOLT - INSTALLS INC.
Job Sku Status Change	3005 - based on MakellRight No Equipment	
Status: Completed	Comment: Wrong, Damaged, Defective Product	

Phone 1 agents should review the notes and system updates on the order to determine the next steps. If a servicer, customer, or client calls to report an Make It Right button issue, the call can be transferred to Phone 2.

**Note:** Some servicers may report onsite issues that don’t require speaking with NALG via the CRST Home Solutions Mobile App, e.g. Customer Not Home. The job will be updated to “Scheduled – Action Needed” status. When this happens, Phone 1 agents should read the notes and provide the appropriate information to the caller. The call can be transferred to Phone 2 so the order can be updated appropriately.

## Wrong SKU's

If the customer informs you that the SKUs on the order are incorrect, Phone 1 agents can refer the customer back to Best Buy to correct the order. Servicer calls to update SKUs should be transferred to the RC Phone 2 team. If Best Buy calls to correct an order, they should be asked to update the order in their systems and re-assign/reschedule the order to "Installs," so that we can roll on the correct services.

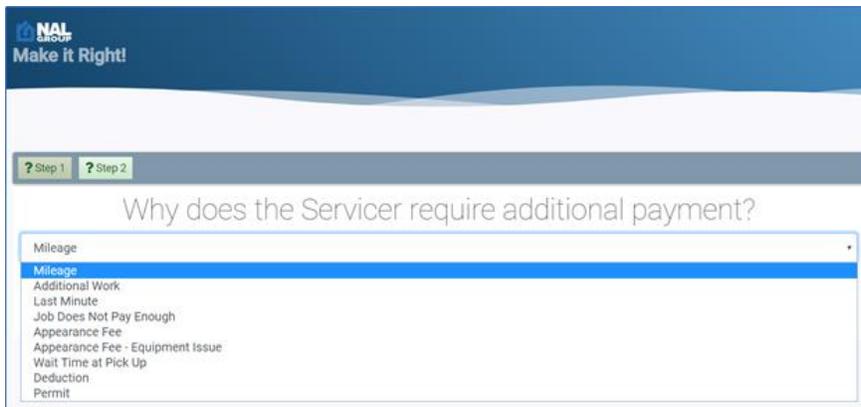
## Best Buy: Make-It-Right Upsells

We are able to sell SKUs to the customer prior to the date of service. If the customer is unwilling to pay before the servicer is onsite, we may refer the customer back to the store or allow the servicer to access the cost while onsite.

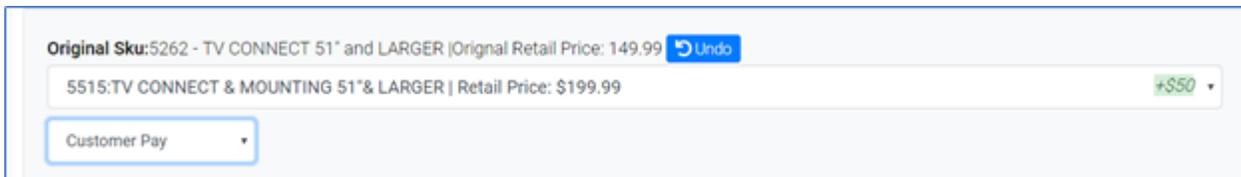
On the day of the appointment, the servicer may call in sales from onsite. If the customer is unwilling to pay, especially due to wrong expectations, CRST Home Solutions may call Geek Squad DoD to get approval for the client to pay for the services. We will cover more about this in Phone 2 training.

## To Process New SKUs for Best Buy Orders:

1. Go to **Make-It-Right**
2. Choose **Yes** the servicer is requesting additional payment or SKU changes/additions?
3. Choose **Additional Work**



4. Choose the reason the work is needed.
  - Is this a wrong service sold – the client sold the wrong SKU and we need to change it to the correct SKU.
  - Is a new service needed? – the client sold the correct SKUs, but the customer needs additional SKU'ed services.
5. Choose the SKU that should be on the order from the dropdown under the incorrect SKU.
6. The MIR tool will calculate the additional cost (*in green*), this is the cost to the customer
7. Attempt to charge the customer for the amount displayed.
8. Choose **Customer Pay** from the "Select Approver" drop down
9. Click **Next** to go to the "Make It Right Recap" screen
10. Process payment for the calculated amount in Payline.



Original Sku:5262 - TV CONNECT 51" and LARGER |Original Retail Price: 149.99 [Undo](#)

5515:TV CONNECT & MOUNTING 51"& LARGER | Retail Price: \$199.99 +\$50

Customer Pay

11. Click **Next** to go to the “Make It Right Recap” screen.
12. Enter the Payline transaction ID.
13. If Best Buy approved the SKUs, enter the Breeze ID and the BBY rep’s name,
- 14. Enter detailed notes into the MIR Tool explaining the additional work to be performed, any additional products or components being installed.**
15. Under “SKU Adjustments & Pricing,” check the box for each item you are adding to the order.
16. Click **Submit**

### Non-Paid Redo Campaign

There are times when the customer will contact Best Buy about post-installation issues. When this happens, Best Buy will create a redo order in their system. When Best Buy sends the order to CRST Home Solutions the system will add the appropriate Troubleshoot SKU to these orders and enter them under a Redo specific campaign. The redo campaigns are: Non-Pay Redo AI and Non-Pay Redo CE.

The system will add one troubleshoot SKU for each installation SKU on the order. This means some orders with the Non-Pay Redo campaign may have multiple Troubleshooting SKUs. The multiple Troubleshoot SKUs are correct and these SKUS should not be removed.

For orders in the Non-Pay Redo campaign, **RC will not remove the Troubleshoot SKU** when updating the order to a paid service call. RC will instead just add the Service Call SKU to the order and leave the existing Troubleshoot SKUs in place.