

# MIRROR FITNESS

The Mirror is a fitness experience with something for everyone – classes range from beginner to advanced and include a variety of workout styles. This full-length Mirror allows you to stream live and on-demand workouts.

## SERVICE OFFERINGS

- **5546 – Mirror Threshold Delivery**
  - Delivery to the customer's threshold. No installation.
- **5547 – Mirror Delivery and On-Stand Installation**
  - Delivery to customer's room of choice. Assembly and mounting of Mirror on the included stand. Turn on unit to ensure it functions.
- **5548 – Mirror Delivery and On-Wall Installation**
  - Delivery to customer's room of choice. Assembly and mounting of Mirror on customer's wall of choice with the included mounting bracket. Turn on unit to ensure it functions.
- **5549 – Mirror Exchange Service**
  - Delivery of replacement Mirror to customer's room of choice. Assembly and mounting of replacement Mirror. Remove and store existing Mirror. The client will arrange pickup.
- **5801 – Mirror Uninstall/Reinstall (Same Market)**
  - Go to customer home to remove and pack the Mirror. Relocate to a new home within the same market and reinstall in the new home.
- **5427 – Mirror In Home Move (Room to Room)**
  - This is to uninstall an existing Mirror and reinstall it in a new room within the same customer location.
- **5428 – Mirror Uninstall and Safely Pack (Customer Moves Unit)**
  - This is to uninstall an existing Mirror and safely package the Mirror in a box and foam material. This will be mainly use for customer that moving outside of 40 miles. For a customer that moves outside of existing market, our servicer **cannot** perform Mirror relocate and reinstall in new location on the same order; the customer must move the unit.
- **5429 - Mirror Re-install in New Home (different city/market)**
  - This is for reinstall service. Mainly for customers who previously received SKU 5428 service, and the customer moved the Mirror to new location. We will perform reinstall of the Mirror.
- **5539 – Mirror Return Service**
  - Uninstall Mirror and pack the Mirror in servicer or customer provided packing. The servicer will remove the Mirror and take to a CRST warehouse.
- **4091 - New Model Mirror Add-on**
  - This is a tracking SKU to help the servicer know which model of product to pickup for the customer's delivery.
- **5540: Mirror Exchange – Keep in Home**
  - Must be accompanied with a paid installation SKU. If SKU 5540 is on the order, it is telling us that the old unit will be kept at customer's home instead of being returned to the warehouse

The product will be shipped to a CRST Home Solutions warehouse. They will pick up from their warehouse and deliver to the customer's locations.

## ARRIVAL WINDOWS

Mirror orders will book for an all-day arrival window in DOLI, 8am – 5pm. Servicers will need to **call all customers the evening before the scheduled appointment and provide a 3-hour arrival window**. Servicers will also use the [Appointments button](#) in DOLI to record the 3-hour arrival windows.

## INSTALLATION SCOPE

- The servicer should always ask the customer if they want their Mirror mounted on the wall or on the stand. The customer's preference should already be recorded, but customers may change their minds.
- Deliver the Mirror, unbox the Mirror, and install the Mirror within 6' of an electrical outlet.
- Take a photo of serial number off the back of Mirror before attaching the Mirror to the wall.
- Mount the Mirror the provided wall bracket or the provided stand.
- Connect the Mirror to the existing power source and turn on the Mirror to ensure it functions
- The servicer will not perform any Mirror setup steps or customer education.
- The servicer will leave all extra parts with the customer.
- The servicer should ask the customer if they would like the trash removed. Trash removal is part of the scope of work, but we may leave the packaging at the customer's request.

## OUTBOUND SCHEDULING CALLS

If Resolution Care is making outbound calls to schedule the customer's Mirror order, we will follow the following process.

1. Review the **Order History**
2. Call the customer.
3. Customer Answers:
  - a. Greet the customer and ask them to verify the full service address with zip code.
  - b. Advise the customer that the call may be monitored and recorded for quality purposes.
  - c. Inform the customer that we are calling about their [client] order to see if they are ready to schedule.
    1. **Ready to schedule:**
      1. Work with the customer to schedule for an available date in DOLI.
      2. Book the order in DOLI.
      3. Recap and Close the call
      4. Notate in DOLI
    2. **Not ready to schedule:**
      1. Advise the customer to call us when he/she is ready to schedule the services.
      2. Provide our contact number.
      3. Ask if there is a date that the customer would prefer we call back to schedule the order.
      4. Recap and close the call.
      5. Update the Job Status to **Waiting Customer Action - Customer Request Delay** and set the **Delay Date** to the customer's date of choice or for 7 business days out.
      6. Notate the order accordingly. Include any delay dates or other important pieces of information that the customer provided.
4. Doesn't Answer:
  - a. Leave the customer a voicemail explaining that we would like to schedule the order if they are ready. Leave the callback number in the voicemail.
  - b. Update the job status to **Waiting Customer Action-Call cust left message 1st/2nd/3rd attempt**
  - c. **If the customer doesn't respond after the 3rd attempt,**
    1. Try to call the customer one more time
    2. Update the status to "**Waiting Client Action - No contact with Customer**" after our fourth attempt.
    3. Notate the order in DOLI
    4. If there is an email address on file, send the customer an email from DOLI using the template below:
  - d. **Subject: MIRROR Delivery & Installation**  
Hello [*Member First and Last Name*],

We are reaching out in regard to scheduling your MIRROR Delivery & Installation.  
To schedule over the phone, please call us at 833-491-2712.

Thank you,

## WRONG SKU OR CUSTOMER CHANGES THEIR MIND

Customers will be asked at order creation if they want on-stand, on-wall, or drop off service. If the customer changes their mind, we can update the order to reflect the customer's preferences.

**Note:** If the customer has a threshold delivery and wants the Mirror brought to the room of choice, offer the customer the option of on-stand or on-wall assembly.

- Servicers should discuss customer's service preferences when they arrive onsite
- Once the preferred installation is complete, the servicer will take and upload a photo of the completed service to the Mobile App.
- The servicer contacts Resolution Care from onsite and requests the SKU be updated.
- Resolution Care will check the photo to confirm the service and update the SKU in the DOLI
  - Add the new SKU as "Client Pays" and then cancel the existing SKU.
  - If there is more than one Warehouse Fee SKU, the agent will cancel the extra SKU.

## SKU CHANGES AFTER APPOINTMENT

The servicer does not have to call Resolution Care before when the customer requests to upgrade or downgrade the service on their order. Because if this, if the customer or servicer calls after the fact to have the order adjusted, we will perform the following actions:

1. Ask the caller if the customer requested the service be changed before the servicer left the site.
  - If the customer didn't mention the change to the servicer before they left the site, we cannot change the service. The customer should be referred to Mirror.
  - If the Customer Requested Before Servicer Left the Site, go to Step 2
2. Ask a member of management to reopen the order for you
3. Add the customer's desired service SKU as "Client Pays"
4. Cancel the previous installation/delivery SKU.
5. If there is more than one Warehouse Fee SKU on the order, cancel one of these SKUs.
6. Reschedule the order for the next available date in DOLI
7. Sooner Dates Request
8. No Dates in DOLI
9. Recap and close the call
10. Email [clientinvoicing@crst.com](mailto:clientinvoicing@crst.com) with the job number and explain the SKU was changed due to the servicer not following the upgrade policy.

*Hello,*

*Job # [DOLI Job Number] has been reopened and the SKU changed from [original SKU] to [new SKU] because the servicer did not follow the Mirror upgrade policy.*

*Thank you,*

11. Email the Market Manger with the job number, A#, and Servicer Name to ask that the servicer be coached on the Mirror upgrade policy.

*Hello,*

*Servicer [name] of [A#] did not follow the upgrade policy for Mirror on job number [DOLI Job Number]. Can this servicer please be coached on the correct process?*

*Thank you*

## EQUIPMENT ISSUES AT CUSTOMER LOCATION

If the customer calls about an update on the product issue or replacement product, WARM TRANSFER the customer to Mirror at 888-445-3653.

1. Get a detailed description of the problem with the product
2. Advise the servicer to call Mirror at 888-445-3653 immediately to report the issue.
  - a. If the servicer cannot reach Mirror, the Mirror should be left on site at the customer's home unless the customer specifically requests we do not leave it at the home.
3. Ask the servicer to advise the customer to contact Mirror to any updates or questions about the product or replacement.
4. If the servicer asks for an Appearance Fee, follow the standard Appearance Fee process.
5. Recap and close the call with the servicer.
6. Use **Edit Order > Change Status** to update the Status to **Complete-Wrong, Damaged, Defective**
7. Call Mirror at 888-445-3653 immediately to report the issue.
8. Email the client at [hello@mirror.co](mailto:hello@mirror.co) - Include the Client Order ID and a description of the product issue
9. Notate in DOLI

## CUSTOMER REQUESTS TO CANCEL

If the customer requests to cancel their order prior to the service being performed, follow the following process:

1. Pull the order up in DOLI and verify with the caller.
2. **Confirm with the customer** that they do not want ANY delivery or services performed AND that NO services have been performed by our servicers.
3. Advise that we will update the order in our system and that we will inform Mirror of the customer's request
4. Recap and close the call
5. Update the job status to **Waiting Client Action - Problem with Order**
6. Email [hello@mirror.co](mailto:hello@mirror.co) to inform the client the customer wishes to cancel their service.
7. The client will contact the customer and notify CRST Home Solutions if the customer's order needs to be fully cancelled.

## CUSTOMER REQUESTS MIRROR RELOCATION

This process covers customer requests to relocate the Mirror product from one residence to another residence. If the customer required the installation to be corrected or adjusted, follow the service call process. The cut off for SKU changes is 30 days after installation.

1. Confirm the customer is asking us to move the Mirror from one residence to another location.
2. Ask the customer for the zip code of the new residence and zip code of the old residence. Then, check the Zip Code Lookup Tool to make sure both locations are in the same market
  - a. If the **two locations are in different markets**, advise the customer that is not something we can provide and they may speak to Mirror about this issue.
3. Inform the customer this is a service we offer, but it is an additional cost
4. That you can process the sale over the phone, and we can schedule the order now as well.
5. Quote the cost of the appropriate relocation SKU.
  - a. For a customer that needs uninstall/packing services in one market, and reinstall in a new market, create a separate job DOLI for each location/service.
6. Use **Enter New Order** to create the customer's order in DOLI
  - a. Client: Mirror
  - b. Campaign: 1018 - Default
  - c. Store: 0
  - d. SKU: 5801 - Mirror Uninstall/Reinstall Same Market
7. Check Taxable States and Calculate Taxes
8. Inform the customer of the total cost and advise that we will take payment via an email invoice.
9. Process Payment in **Payline**
  - a. If the customer does not successfully complete payment on the call, put new order into **"Waiting Customer Action – Pending Payment"** status

10. When payment is successful, click on **Customer Payment** in DOLI and enter the **Payment Amount** and the **Transaction ID**
11. Go to **Book Order** and **offer the 1st available date**. Work with the customer to choose a date.
12. Recap and Closing
13. Notate in DOLI

## SERVICER PAPERWORK

- **Completion Form / Onsite Checklist**
  - All applicable sections must be filled out
  - This form must be signed in all indicated places.
  - If the customer is unwilling to sign due to the pandemic, you need to notate this from onsite and put that day's date in the Signature field.
- **Proof of Delivery**
  - There is one blank form attached to each Mirror box
  - Form must be completed in its entirety and signed by the customer
  - The serial number must be filled in. Only use the serial number on the bottom back of the Mirror, near the power plug, do not use the serial number on the box



- Take a photo of the completed form and upload via the Mobile App
  - Servicer takes this form offsite for the servicer's records
- **Liability Waiver**
  - There is one blank form attached to each Mirror box
  - Must complete if:
    - Performing Threshold or Room of Choice drop off delivery
    - Install Mirror on-stand and the customer refuses the anti-tip bracket
  - Servicer takes this form offsite for the servicer's records
- **Photos**
  - We need a photo of serial tag on the back of the Mirror. Take prior to mounting
  - Photo of the completed installation

Blank forms are available on the Service Company DOLI homepage.