



Next Activity Date Setting Guidelines

Do not set next activity dates for Monday or Friday

Communication With Customer			
Action	If Replied	If No Reply	Set Next Activity
Waiting for pictures or reply from the customer	Reply to customer to confirm pictures received. Send proper information to the vendor to initiate claim	Follow up with customer with the picture request e-mail template	2 weeks
Waiting for information to give to an elevated customer	When information is received reply to customer immediately with solutions	Re-contact the person or company you need information from. Follow up with customer to let them know you are diligently working on a solution	2 days
Waiting for customer to confirm delivery	Set customer for agreed delivery date	Re-contact customer to get delivery date approval	3 days

Intercompany Communication			
Action	If Replied	If No Reply	Set Next Activity
Repair Paperwork turned in, all parts received	Advise customer and get approval if needed	Ask for update from repair	1 week
Parts requested from repair team	Mail parts to customer, notify customer parts are on the way and close the service	Give repair department 2 nd request for parts.	2 days
Service brought to the cushion shop	Contact customer and schedule pick-up or delivery	If it is a new cushion check the customers invoice to see if it is received. If a repair ask cushion shop lead for update	2 days

Communication with a Vendor			
Action	If Replied	If No Reply	Set Next Activity
Waiting on communication from vendor	Advise customer and get approval if needed	Follow up with vendor and advise customer	3 days
Waiting for Acknowledgement or Return Authorization (RS)	Contact customer and let them know the ETA and any freight charge	Follow up with the vendor to get an acknowledgement	2 days