



LEADERS HOLDING CO.TM

Est. 1971

Phone Routing

Working at Leaders, you know how seriously we take our guest's satisfaction. To do our best and be there with a human voice when they have a question the calls to the retail location are routed to the Solutions Team if they are not picked up by the local store team.

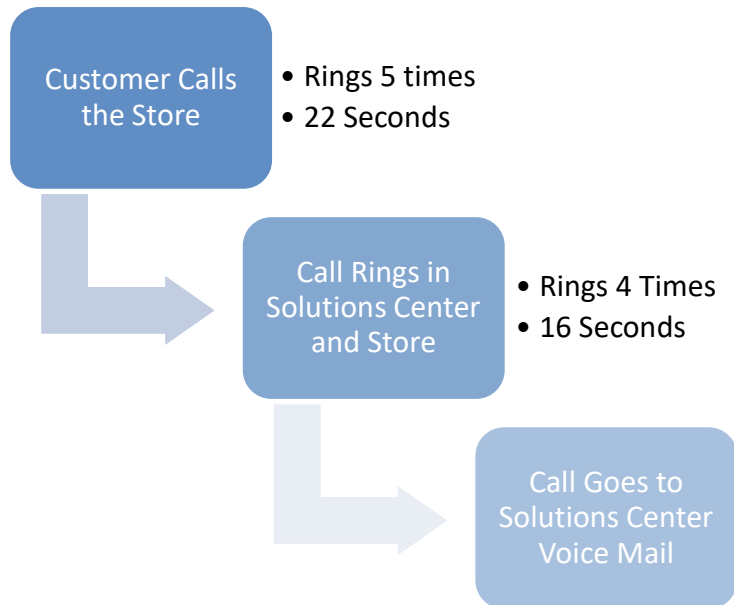
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Schedule

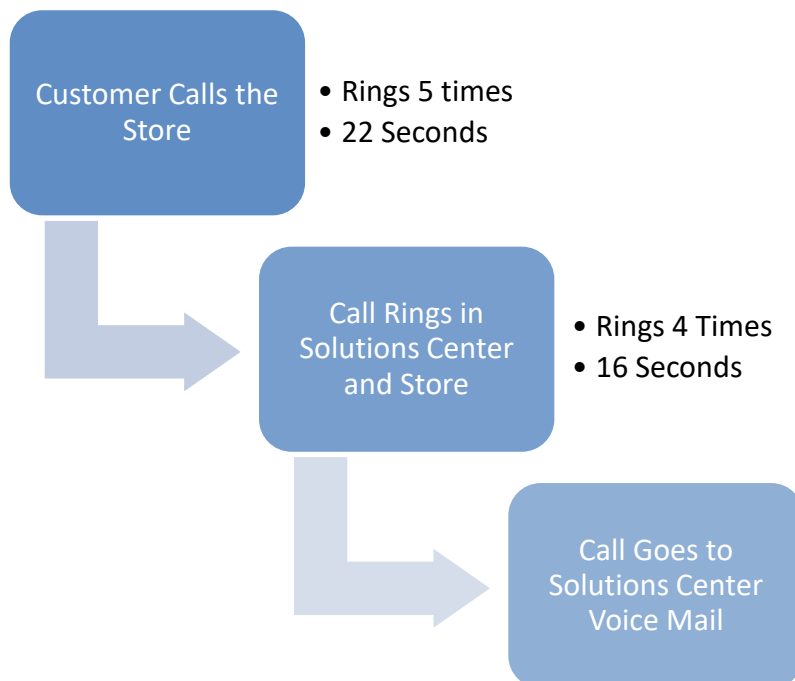
Monday – Saturday

8:00am – 8:00pm



Sunday

8:00am – 7:00pm



How Roll Over Call Guests Are Helped

Guest Request	Handled By Solutions Team While Guest is on the Phone	Send a Message to the Store	Do Nothing or Transfer the Guest Back to the Store
Store Hours	✓	✗	✗
Store Schedules, when is someone working	✓	✗	✗
Delivery Time Frame Window	✓	✗	✗
Reschedule Delivery that was scheduled for the next day	Look up availability with the guest and let them select. Contact the DC office after the call to finalize the rescheduled: Extension #5564	✗	✗
Reschedule Delivery	Reschedule with the guest on the phone.	✗	✗
Check order status	✓	✗	✗
Give an eta to the guest about product from the line level, not the sales order.	✓	✗	✗
Schedule delivery if ship complete is checked and no balance	✓	✗	✗
Schedule delivery if ship complete is not checked or balance due	✗	✓	✗
Split an order and partial deliver	✗	✓	✗
Open a case	✓	✗	✗
Change line item quantities	✗	✓	✗
Schedule a return	✗	✓	✗
Create an even exchange	✓	✗	✗
Create an exchange for different items or a store credit	✗	✓	✗
Cancel a sale	✗	✓	✗
Add-On to a sale	Keep the guest on the line and set them up with the E-commerce team to complete the transaction.	✗	✗
Create a new sale	Keep the guest on the line and set them up with the E-commerce team to complete the transaction.	✗	✗