



Daily Delivery Paperwork

Every day that delivery trucks run, paperwork will be processed and distributed with the driver team notes for stops that had a concern. The Solutions Center is responsible for contacting the customer the same day the paperwork is received and addressing any quality concerns that the customer may have.

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Customer Not Home

No action is necessary from the Solutions Center. The store team will reschedule the delivery

Wrong Product Delivered

Refused the product?

1. Confirm the correct product is in stock
2. Contact the customer and reschedule the delivery

Kept the product?

1. Confirm the correct product is in stock
2. Write a new invoice for the correct product
3. Write a credit memo for the wrong product delivered
 - a. Make sure the refund is \$0 and the money transfers to the new invoice you wrote in b(ii)

Wrong Product Ordered

No action is necessary from the Solutions Center. The store team will reschedule the delivery

Wrong Address

No action is necessary from the Solutions Center. The store team will reschedule the delivery

Bad/No Directions

No action is necessary from the Solutions Center. The store team will reschedule the delivery

Damaged

1. Contact the customer to learn more about the damage.

Stock

Refused the product?

1. Confirm the correct product is in stock
2. Contact the customer and reschedule the delivery

Kept the product?

1. Confirm the correct product is in stock
2. Write a new invoice for the correct product
3. Write a credit memo for the wrong product delivered
 - a. Make sure the refund is \$0 and the money transfers to the new invoice you wrote in b(ii)

Special Order

1. Open a service to keep track of the progress on the customer's account

Refused the product?

1. Inspect the product thoroughly when it returns
 - b. Can be Repaired
 - i. Submit the packet to the repair department
 - c. Can Not Be Repaired
 - i. Re-order the product from the factory
 1. Submit an RS to the factory
2. Contact the customer and reschedule the delivery once a resolution has been reached

Kept the product?

1. Verify the damage with pictures
 - a. Driver should have taken pictures, if not request from customer
2. Write a new invoice to re-order the product from the factory
3. Write a credit memo for the wrong product delivered
 - a. Make sure the refund is \$0 and the money transfers to the new invoice you wrote in b(ii)