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| To: | Alpena RSPs |
| From: | Joseph Andersen (Reroute Project Manager) |
| Date: | 2/7/22 |
| Re: | Customer Time Tracking |

Hey Route Service Team!

Starting Wednesday Feb 9th We are enabling a feature in alliant that will allow you to track exactly how much time is taken to service each customer.

The purpose of this is to help us create the most balanced route days possible in our re-route. Going through this process will give us all the most accurate picture of how much service time a route will need to take care of their customers.

We are not evaluating how quickly we are serving customers here; we don’t want you to rush and finish as fast as possible, or to drag your feet and add a lot of extra time. We just want to get the best picture possible of how long each customer takes to service. Really for us to get the best results for us all to put together a balanced route for YOU we need you to service your customers just like you always do.

Here’s the procedure to follow:

After you put your truck in park, before doing anything else, you should --open your handheld, go to the customer you are servicing, and click “**start delivery**”

Then go about your normal routine: get your goods, service your customer, stow your soiled.

After you have completed everything for that customer and you are sitting back in your truck to leave, open the handheld and click “**end delivery**”

Once you have ended the delivery you can sign and accept the invoice and move on to the next stop.

**The goal is to measure the time from when your butt first leaves the drivers seat, to when you butt hits the seat to drive to the next stop.**

If you guys can help us to get accurate time tracking for all of your customers, you will be helping us all to put the most balanced route together for you we possibly can!

Thank you all!