memo

|  |  |
| --- | --- |
| To: | Alpena Service Team |
| From: | Joseph Andersen (Project Manager) |
| Re: | Service Surveys |

Hey Route Service Team!

We will begin sending each of you a ‘survey’ for each day of your route to obtain service information about all of your customers.

Getting the best information possible here is incredibly important to ensure we don’t send you or any of your peers to a customer when they are closed or will not accept a delivery.

By doing your best to get the most accurate information you are helping us to create the best routes possible for you and your peers.

The better information we gather up front the better routes we will be able to develop.

The goal with these is to establish exactly when we can and cannot arrive to service your customers.

Here’s what we need:

**Addresses:** Please check the listed address for accuracy.

**Time Windows:** We need to know when is the earliest and latest a customer can be serviced. For many customers this will be a single “window” of time from when someone is there to let you in, to the customer’s closing time. If a customer is closed Mid-day (or does not want you in there during a particular period) break the window into two windows. One before lunch and one after. For example, if a customer is closed from noon to 1 then the windows may look like this:

6AM – 11:50AM – 1PM – 4:30PM

**Outside Hours Access**: If we can get into the customer at any time with a key, please write Key here. If we can get in with a code, please write out the Code used to access.

**Available Delivery Days**: Please circle the letter for every day of the week that the customer will accept a delivery. A customer that is open every day should have MTWRFS circled. If they are only open Monday Wednesday Friday then circle only MWF. You may also simply cross out a day that the customer is not available for.

I highly encourage each of you to take the sheet each day out on the route with you and fill this out as you hit each customer, that way you can get hours off the customers door or ask questions if needed.

We would like to try and get these done in two weeks so we can process the information you gather and get the reroute process rolling ahead!

Thank you!

Joseph