Memo

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| To: | Saginaw Service Team |
| From: | Joseph Andersen (Reroute Project Manager) |
| Re: | Service Information |

Hey Route Service Team!

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

We also want to try and verify the delivery address for each customer.

Here are the things we want to make sure to consider:

-When is the earliest we can get into the customer and what is the latest time we can arrive and still service the customer?

-Is the customer closed during the day? Or do we need to avoid a lunch rush? If so we need to mark down two windows of time as available for service, Window 1 would be the earliest we can service in the morning to the latest we can complete service before they are unavailable midday. Window 2 would be the time they are available again to the latest they are open to deliver in the day.

-What days during the week is the customer open? Use one letter for each day they are open like this: MTWRFSS

-Do we have a key or code to access the customer outside their normal business hours? Write “Key” or the Code we use.

-How long does it take to service the customer? We still have data from the last time study review it and if you feel it takes longer or shorter write the amount of time you feel it takes in the RSP Stoptime Override column.

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 all!