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| To: | Saginaw Service Team |
| From: | Joseph Andersen (Project Manager) |
| Re: | Customer Time Study |

Hey Route Service Team!

Starting Monday April 24th We are enabling a feature in alliant that will allow you to track exactly how much time is taken to service each customer. We will run this study for 2 full weeks.

The purpose of this is to help get the best picture of what our routes look in light of a possible coming reroute. 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:

1. 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**”
2. Then go about your normal routine: get your goods, service your customer, sign and accept the invoice, and stow your soiled.
3. After you have completed everything for that customer and you are sitting back in your truck to leave, just before turning the ignition, --open the handheld and click “**end delivery**”

**The goal is to measure the time from when your butt first leaves the drivers seat, to when your 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!

Joseph Andersen

We are conducting a time study. We want to track everything involved in servicing each customer.

Click “**start delivery**” as soon as you stop your truck, and click “**end delivery**” Just before you turn the ignition to leave.

This is not a race, and the times recorded here will not be used to evaluate you in any way (unless you fail to participate!)