



MEMORANDUM to: All Goodman Dynamic Dispatch
Campaign: Call Center System
Date: June 28th, 2018
From: Management
Subject: Update Policy and Procedures.

Goodman Network would like to make a couple of adjustments to the current DD P&P:

1 – Any job that falls into Unscheduled status belonging to a 1099 tech needs immediately placed back and pinned. With the roll out of Same Day to 1099's and or push to capture SDCR,

2 – When working and pinning Unscheduled 12-4's at the end of the timeframe, 4-8's need placed and pinned at the same time. By 4pm, all remaining jobs should be placed and dispatched. Once completed, DD's should reach out to get every job Acknowledged.

#3 - ALL cancels, Reschedules, holds, must be approved by Goodman Supervisor for all work orders, including partner work orders.

Any questions or concerns, please check with your floor supervisor. Failure to adhere to this update will result in the below warning:

*1st written warning.

*2nd written warning.

*Suspension

*Dismissal