

LFFC Waiver Process

FACILITATOR GUIDE



OBJECTIVE



DISCUSSION



QUESTIONS



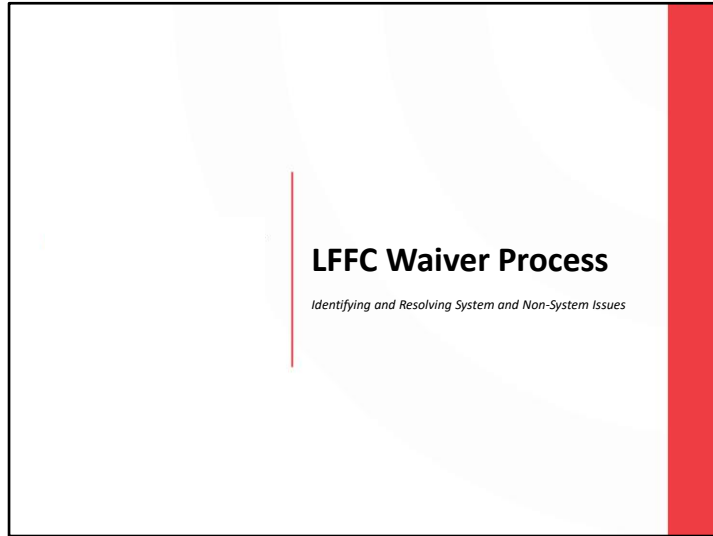
INSTRUCTION



IMPORTANT



TRANSITION



TOTAL MODULE DURATION: 90 MINUTES

MODULE DESCRIPTION:

This module aims to introduce agents to the LFFC Waiver process, from verification, identifying system issues, providing offers for non-system issues, based on the customer type, and handling escalations.

AGENDA:

1. **Module Overview** *(15 minutes)*
 - i. **Introduction** *(5 minutes)*
 - ii. **Grouping Activity** *(5 minutes)*
 - iii. **LFFC Waiver Process Workflow** *(5 minutes)*
2. **LFFC System Issues** *(30 minutes)*
 - i. **LFFC System Issues Video** *(5 minutes)*
 - ii. **System Issues Call Listening** *(5 minutes)*
 - iii. **System Issues Case Studies** *(10 minutes)*
 - iv. **System Issues Roleplays** *(10 minutes)*
3. **LFFC Non-System Issues** *(35 minutes)*
 - i. **LFFC Non-System Issues Video** *(10 minutes)*
 - ii. **LFFC Non-System Issues Call Listening** *(15 minutes)*
 - iii. **LFFC Non-System Issues Roleplays** *(10 minutes)*
4. **Recap** *(10 minutes)*

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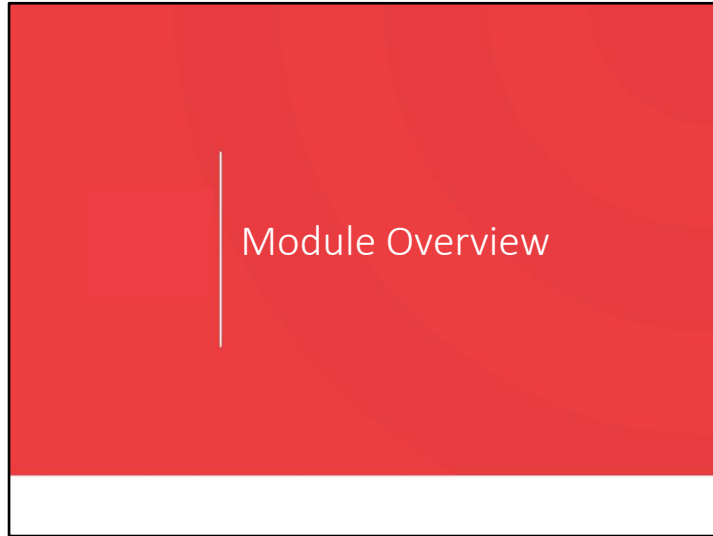
INSTRUCTION



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TRANSITION



SLIDE OBJECTIVE:

Section divider for Module Overview



TRANSITION:

Before we start our discussion, let's group up for this module's activities.

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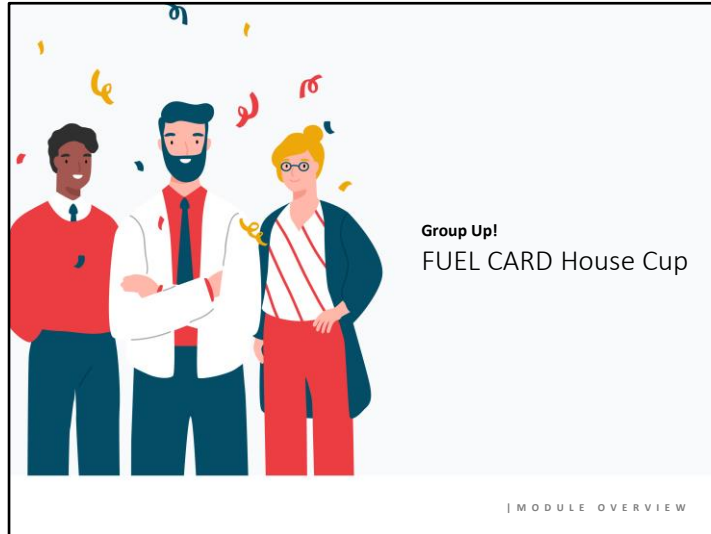
INSTRUCTION



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TRANSITION



SLIDE OBJECTIVE:

Provide instructions for the grouping activity, which is similar to the House Cup from a popular book series about a young wizard. The grouping will be used throughout the module.



INSTRUCTIONS:

1. Divide the class into three groups.
2. Have each group come up with their house(team) names.
3. On the board or an easel sheet, draw up a scoreboard for each of the three houses.
4. Each correct answer that a participant provides grants 1 point for their house.
5. The house with the most points at the end of the module wins!



TRANSITION:

Now that we've established your houses' identities, let's start learning about the LFFC waiver process.

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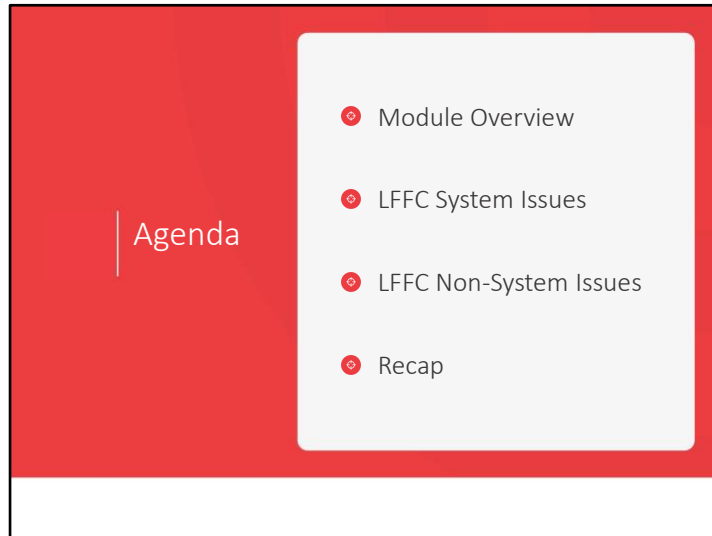
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

List and describe the module objectives.



DISCUSSION:

- As a customer, seeing an unexpected late fee and finance charge on your bill can be frustrating.
- This is why it's important that we, as FUEL CARD agents, understand how to handle LFFCs waiver requests.
- We need to know whether an LFFC is caused by a system issue or not.
- And we need to provide a resolution based that knowledge.
- In this module, we will cover:
 - An overview of this module and the LFFC waiver process
 - Identifying and resolving system issues
 - Identifying and resolving non-system issues
 - And finish off with a recap of what we've learned.



TRANSITION:

Let's start by going over the LFFC waiver workflow.

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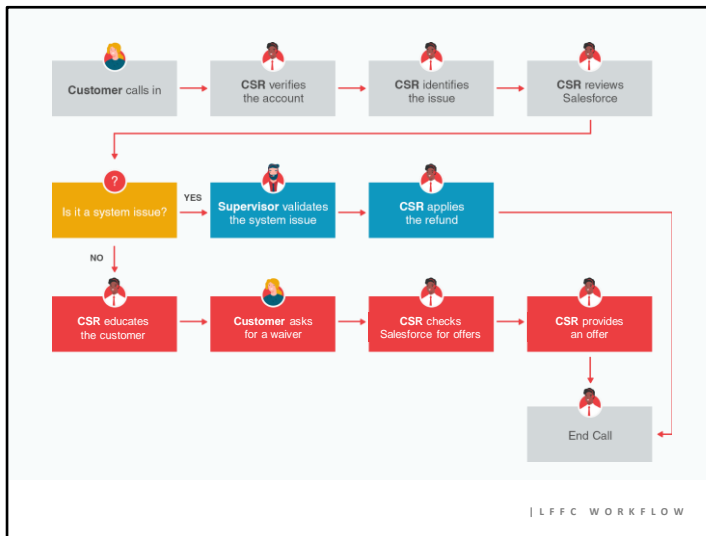
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Introduce agents to the LFFC workflow.



INSTRUCTIONS:

1. Take 3 minutes maximum to follow the workflow with the class.
2. Only discuss this flowchart briefly as each important section will be covered in detail, later in this module.



DISCUSSION:

- As with any call type, we begin with verifying the customer's account, and their concern.
- After verification, we need to identify whether the LFFC is caused by a system issue or not.



IMPORTANT:

This slide only serves as an overview of the entire workflow. You will be discussing each branch of the workflow in detail, later on. There is no need to cover each section in detail.

LFFC Waiver Process

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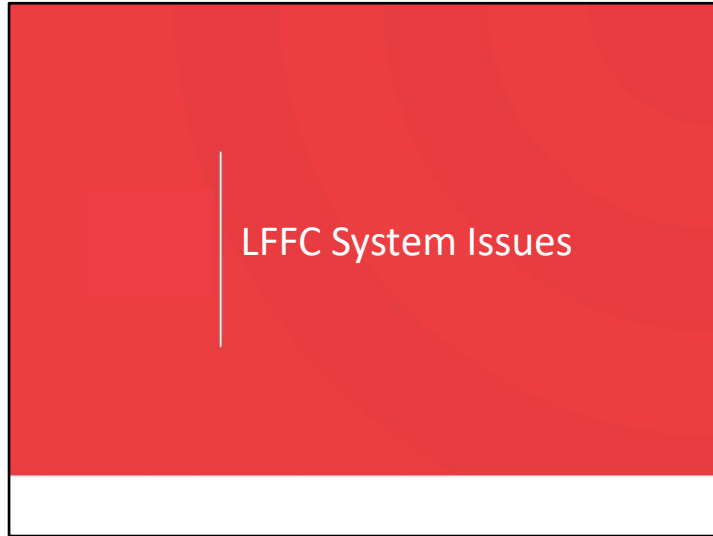
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Section divider for customer verification discussion.



OBJECTIVE



DISCUSSION



QUESTIONS



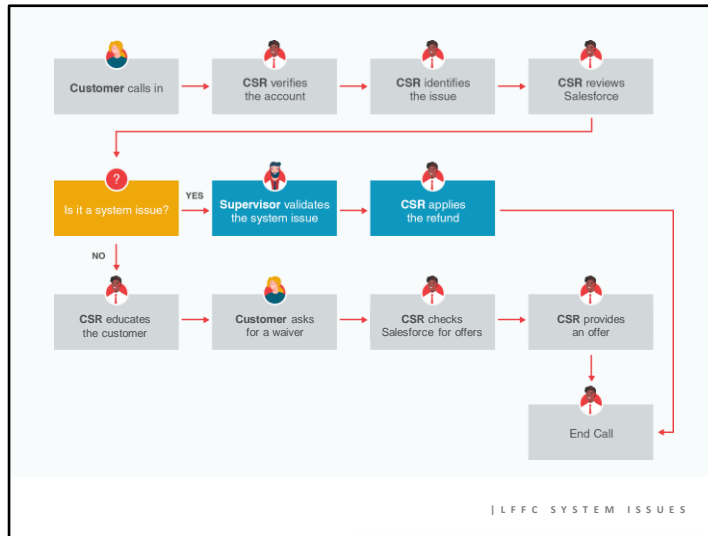
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Show the class where system issues come into the LFFC waiver workflow.



TRANSITION:

Even if customers pay on time, occasionally, there may be system issues that cause LFFCs to show up on their bill. Let's find out how to handle that.

LFFC Waiver Process

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SLIDE OBJECTIVE:

Show a video covering how to identify and resolve LFFC waiver requests due to system issues.



INSTRUCTIONS:

1. Play the LFFC System Issue video
2. After playing the video, process the video using the questions below.



PROCESSING QUESTIONS:

- Give one situation when you should suspect a system issue. (Call on one participant per answer)
 - *The customer claims that he or she paid on time and in full.*
 - *The customer claims that payment systems were not working.*
 - *Our records show that the customer paid in full and on time.*
- After your supervisor validates that there is a system issue, what should you do next? *Waive the LFFC, then check the "System Issue" tick box in Salesforce, and type the system issue in the "System Issue Note" field.*
- If a customer claims that they paid on time, and our systems show that the payment was late, what is the most likely cause? *The customer did not allow enough time for the payment to post on or before their due date.*
- You noticed that the customer made their payment on time but was charged an LFFC. What should you do? *Waive the LFFC **only** if the customer requests it.*



TRANSITION:

Great work! Now that we understand system issues, let's see how an agent would apply this knowledge on a call.

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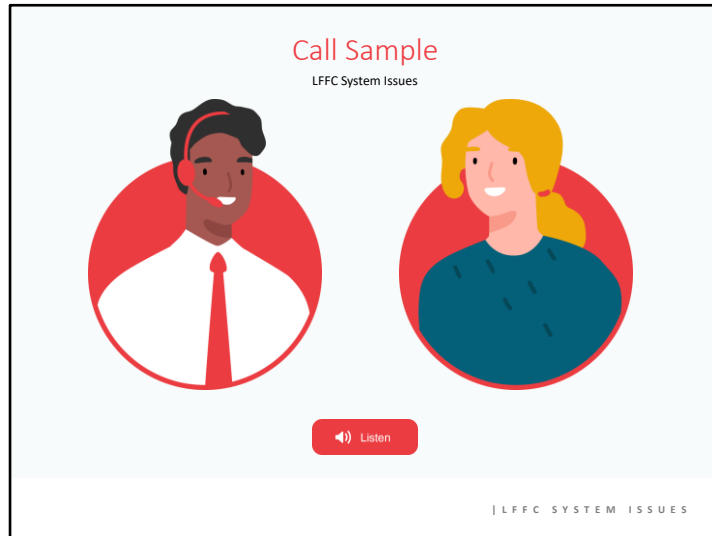
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Provide participants with a real-world example of how an agent identifies and handles an LFFC caused by a system issue, by playing a call sample.



INSTRUCTIONS:

1. Play the call clip.
2. After playing the clip, debrief using the questions below.



PROCESSING QUESTIONS:

- What do you think made the agent suspect that this is caused by a system issue? *The customer stated that they made a payment on the 14th of June, while the bill was not due until the 25th of June.*
- Other than validating the issue with a supervisor, what else should the agent do to check if the LFFC is due to a system issue? *Check on Salesforce whether the payment was made on time or not.*



TRANSITION:

Now that you've heard how an agent handles a system issue on a call, let's see how well you can identify and resolve these issues on your own.

LFCC Waiver Process

FACILITATOR GUIDE



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TRANSITION

Case Studies

LFCC System Issues

Case 1	<i>I noticed that I received an LFCC on my last bill, and I don't understand why. Why should I have to pay a late fee when I haven't received an invoice in months? Since you changed your system, I haven't received any emails from you. I need you to waive those late fees.</i>	Due Date: Jun 25 Payment Date: Jun 26
Case 2	<i>I tried to pay online, but my payment was rejected multiple times, and I don't know what to do. I got an LFCC on my last bill because of the same thing, and I'll probably get another one on the next bill. It's not my fault your payment systems are always down. I'm not paying for a late fee that isn't my fault!</i>	Due Date: Aug 19 Payment Date: Aug 22
Case 3	<i>Almost every month, I have to call you to waive the LFCCs on my invoice. I received another LFCC on my last invoice even though I paid it early. Why did I get charged an LFCC for an early payment? Once again, I need to call you to give me yet another waiver. This process is ridiculous! I refuse to pay another late fee, and you need to do something to fix this permanently.</i>	Due Date: Nov 12 Payment Date: Nov 05

| LFCC SYSTEM ISSUES



SLIDE OBJECTIVE:

Provide participants with practice scenarios to identify system issues, and how to handle them, through case studies and role-playing.



INSTRUCTIONS:

1. Assign each group with a case study.
2. Have each group assign **two persons per group** to present their findings after the allotted time.
3. Give the groups **5 minutes** to brainstorm whether their given case study is caused by a system issue or not, and what steps they would need to take to resolve the issue.
4. After **5 minutes** call on the representatives of each group to present their findings to the rest of the class, and limit their presentation to **2 minutes per group**.
5. As each group presents, validate their findings using the guide found on the following pages.



OBJECTIVE



DISCUSSION



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INSTRUCTION



IMPORTANT



TRANSITION

Case Studies		
LFFC System Issues		
Case 1	<i>I noticed that I received an LFFC on my last bill, and I don't understand why. Why should I have to pay a late fee when I haven't received an invoice in months? Since you changed your system, I haven't received any emails from you. I need you to waive those late fees.</i>	Due Date: Jun 25 Payment Date: Jun 26
Case 2	<i>I tried to pay online, but my payment was rejected multiple times, and I don't know what to do. I got an LFFC on my last bill because of the same thing, and I'll probably get another one on the next bill. It's not my fault your payment systems are always down. I'm not paying for a late fee that isn't my fault!</i>	Due Date: Aug 19 Payment Date: Aug 22
Case 3	<i>Almost every month, I have to call you to waive the LFFCs on my invoice. I received another LFFC on my last invoice even though I paid it early. Why did I get charged an LFFC for an early payment? Once again, I need to call you to give me yet another waiver. This process is ridiculous! I refuse to pay another late fee, and you need to do something to fix this permanently.</i>	Due Date: Nov 12 Payment Date: Nov 05

| LFFC SYSTEM ISSUES



SLIDE OBJECTIVE:

Show the correct answers for **Case Study 1**.



DISCUSSION:

- **(Click to show)** The LFFC is not caused by a system issue in this case study.
- **(Click to show)** To resolve this issue, use Salesforce to determine what offer to present.
- Make sure that the following points are covered by the group:
 - Customers are responsible for checking their account to ensure that their payments are processed before the due date.
 - System issues are recognized when payments are paid in full, and on time, however, an LFFC still appears on their next invoice, unless the issue is with the payment systems being down.
 - Unless a CSR can verify that it has been paid in full before the due date in Salesforce, it is not considered a system issue.
 - You can use Salesforce to determine if the customer is a member of the AR Program. If so, they may have an available offer to waive a LFFC. If not, the CSR can't waive the LFFC.
- The details of how an AR Program membership affects LFFCs will be covered later in this module.

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TRANSITION

Case Studies		
LFFC System Issues		
Case 1	I noticed that I received an LFFC on my last bill, and I don't understand why. Why should I have to pay a late fee when I haven't received an invoice in months? Since you changed your system, I haven't received any emails from you. I need you to waive those late fees.	Due Date: Jun 25 Payment Date: Jun 26
Case 2	I tried to pay online, but my payment was rejected multiple times, and I don't know what to do. I got an LFFC on my last bill because of the same thing, and I'll probably get another one on the next bill. It's not my fault your payment systems are always down. I'm not paying for a late fee that isn't my fault!	Due Date: Aug 19 Payment Date: Aug 22
Case 3	Almost every month, I have to call you to waive the LFFCs on my invoice. I received another LFFC on my last invoice even though I paid it early. Why did I get charged an LFFC for an early payment? Once again, I need to call you to give me yet another waiver. This process is ridiculous! I refuse to pay another late fee, and you need to do something to fix this permanently.	Due Date: Nov 12 Payment Date: Nov 05
LFFC SYSTEM ISSUES		



SLIDE OBJECTIVE:

Show the correct answers for **Case Study 2**.



DISCUSSION:

- **(Click to show)** The LFFC **may be caused** by a system issue in this case study.
- **(Click to show)** To solve this issue, you will need to reach out to your supervisor to help you validate the system issue.
- Make sure that the following points are covered by the group:
 - CSR is not able to confirm if this is a system issue or not because this type of case is based on the customer's word.
 - CSR should take time to verify the validity of the customer's claim with the Supervisor. The final decision to apply a waiver or not will be made by the Supervisor.
 - Supervisor should research internal systems to confirm if there was a problem with the payment system.
 - After the Supervisor validates the system error, they should send a note to all CSRs to educate them on how to handle these types of calls in the future.

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TRANSITION

Case Studies		
LFFC System Issues		
Case 1	I noticed that I received an LFFC on my last bill, and I don't understand why. Why should I have to pay a late fee when I haven't received an invoice in months? Since you changed your system, I haven't received any emails from you. I need you to waive those late fees.	Due Date: Jun 25 Payment Date: Jun 26
Case 2	I tried to pay online, but my payment was rejected multiple times, and I don't know what to do. I got an LFFC on my last bill because of the same thing, and I'll probably get another one on the next bill. It's not my fault your payment systems are always down. I'm not paying for a late fee that isn't my fault!	Due Date: Aug 19 Payment Date: Aug 22
Case 3	Almost every month, I have to call you to waive the LFFCs on my invoice. I received another LFFC on my last invoice even though I paid it early. Why did I get charged an LFFC for an early payment? Once again, I need to call you to give me yet another waiver. This process is ridiculous! I refuse to pay another late fee, and you need to do something to fix this permanently.	Due Date: Nov 12 Payment Date: Nov 05
LFFC SYSTEM ISSUES		



SLIDE OBJECTIVE:

Show the correct answers for **Case Study 3**.



DISCUSSION:

- **(Click to show)** The LFFC is caused by a system issue in this case study.
- **(Click to show)** To solve this issue, you will need to reach out to your supervisor to help you validate the system issue.
- Make sure that the following points are covered by the group:
 - If the CSR verifies that customer is paying on time and LFFC is still being charged, the CSR should speak with a Supervisor to verify the authenticity of the system issue.
 - If a Supervisor confirms that is a System Issue case, the CSR is able to refund the LFFC. Supervisor then notifies FUEL CARD about the system issue.
 - CSR should apologize to the customer, confirm that this was a system issue, and explain next steps.
 - If the customer asks to get waivers for more than one invoice because of the same situation, the CSR should repeat the process and confirm the system issue in other invoices. CSRs are only able to waive the last 3 invoices.



TRANSITION:

Now that you understand how to identify a system issue, and how to handle LFFC calls about them, let's practice handling calls about system issue LFFCs.

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TRANSITION

Role Playing Activity



Let's help those customers with their LFFCs!

1. Choose two members of your group. One to play the agent role and one to play the customer role.
2. Working with your groups, create a call scenario where the customer calls in with the same issue you covered in the case studies.
3. Limit your scenarios to **2 minutes**.
4. After **5 minutes**, your two representatives will present your call scenario to the class.

| LFFC SYSTEM ISSUES



SLIDE OBJECTIVE:

Provide participants with practice scenarios to identify system issues, and how to handle them, through case studies and role-playing.



INSTRUCTIONS:

1. Instruct each group to assign **two persons per group** for the agent and customer roles for the role-play. The assigned representatives must be different from the representatives for the previous activity.
2. Give the groups **5 minutes** to create a call scenario in which a customer calls in with the issue from their team's case study.
3. Instruct the groups to limit their scenarios to a maximum of **2 minutes**.
4. After **5 minutes** call on the representatives of each group to role-play their call scenarios in front of the class.
5. After all groups are finished, debrief the activity using the processing questions below.



PROCESSING QUESTIONS:

- What challenges did you face while coming up with responses to your assigned customer case study? *Accept all answers.*
- What fields do you need to fill out in Salesforce, after validating a system issue LFFC? *Check the tick box for "System Issue" and type the issue details into the "System Issue Notes" field.*



TRANSITION:

One of the scenarios we tackled was not caused by a system issue. Let's see how we're supposed to handle similar LFFC calls.

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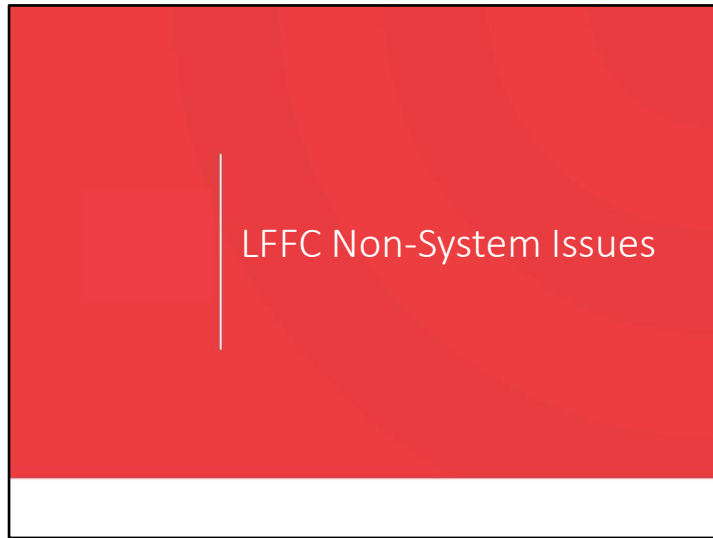
INSTRUCTION



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TRANSITION



SLIDE OBJECTIVE:

Section divider to introduce the next topic: Understanding Non-system Issues.



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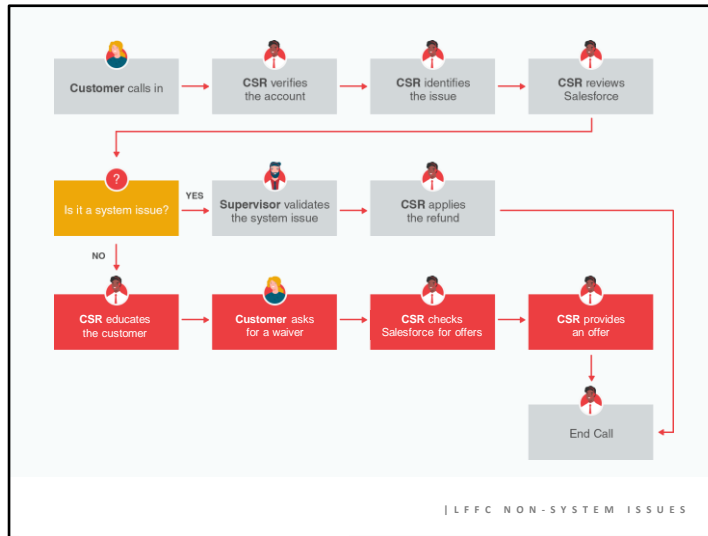
INSTRUCTION



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TRANSITION



SLIDE OBJECTIVE:

Show the class where non-system issues come into the LFFC waiver workflow.



TRANSITION:

For LFFCs that are not caused by a system issue, the offers available depend on the type of customer, and Salesforce will show you all the available offers to your customer. Let's find out more by watching a short video explaining the LFFC waiver process for non-system issues.

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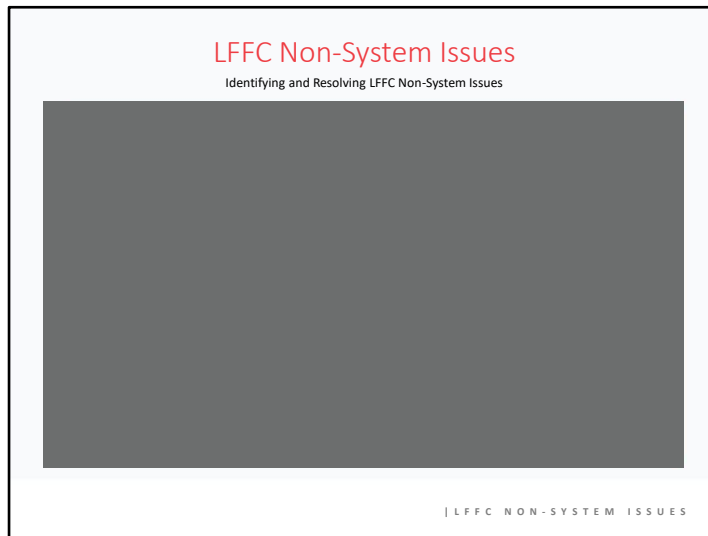
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Show a video covering how to identify and resolve LFFC waiver requests that are not due to system issue.



INSTRUCTIONS:

1. Play the LFFC Non-System Issue video
2. After playing the video, check for understanding using the questions below.



PROCESSING QUESTIONS:

- Without a system issue, what would cause a customer to be charged an LFFC?
 - *The customer made the payment after the due date,*
 - *The payment was made on the due date but after the cutoff time, that is 4PM Eastern Time, or during a major holiday, which, for both instances, will be processed the next business day, or*
 - *The check was non-conforming or processed beyond the cutoff time of the due date.*
- What are the different membership types we consider when handling LFFC waiver requests? *AR Elite, AR Premier, High-value Non-Members/Top 20%, and Ineligible Non-members.*
- How many offers will Salesforce present to help you handle an LFFC waiver request? *Salesforce will present four(4) offers, which you have to present in order.*



TRANSITION:

Great work! Now that we have a better understanding of the offers available for non-system issue LFFC waiver requests, let's listen to a call sample for each different membership type.

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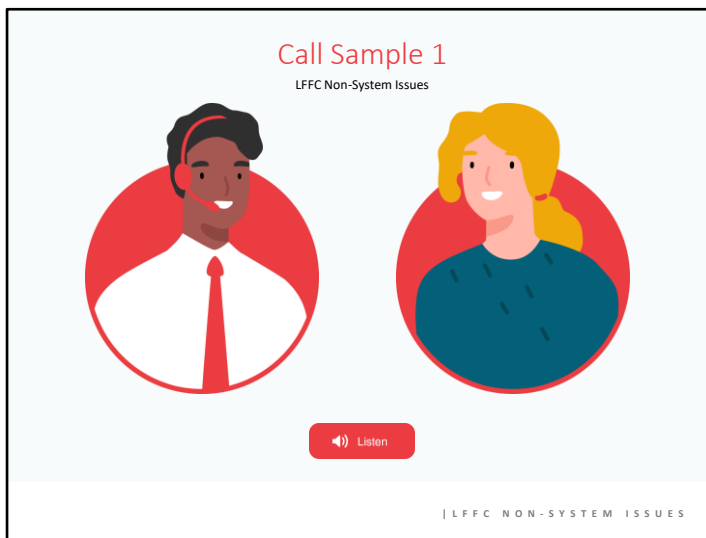
INSTRUCTION



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TRANSITION



SLIDE OBJECTIVE:

Provide participants with a real-world example of how an agent handles an LFFC waiver request for an AR Elite customer.



INSTRUCTIONS:

1. Play the call clip.
2. After playing the clip, debrief using the questions below.
3. Make sure to call on different participants for each question.



PROCESSING QUESTIONS:

- What membership type does this customer fall under? *AR Elite.*
- Why was this customer given an LFFC waiver, even if her LFFC is valid? *As an AR Elite member, this customer is given an LFFC waiver, once every twelve months.*
- What did the agent advise the customer to avoid another LFFC? *The agent advised the customer to pay one or two days in advance to avoid late payments.*
- If this customer called on the 25th of May, when can the customer get another LFFC waiver? *The 25th of May of the following year.*



TRANSITION:

Well done, everyone! Let's listen to another example.

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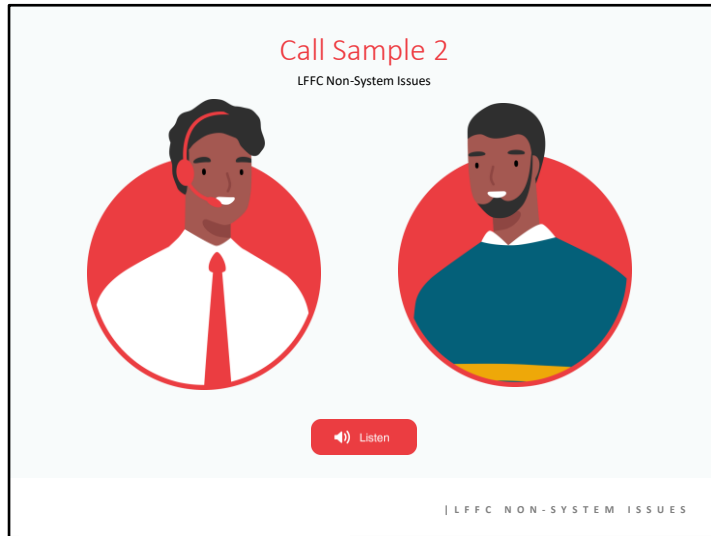
INSTRUCTION



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TRANSITION



SLIDE OBJECTIVE:

Provide participants with a real-world example of how an agent handles an LFFC waiver request for a High-value/Top 20% Non-member.



INSTRUCTIONS:

1. Play the call clip.
2. After playing the clip, debrief using the questions below.
3. Make sure to call on different participants for each question, and not call on the participants from the last call clip, if possible.



PROCESSING QUESTIONS:

- What membership type does this customer fall under? *High-value Non-member.*
- Why was this customer's LFFC waived without an AR membership? *This customer is one of our top 20% of our customers, and is highly valued.*
- How would you know if you are speaking to a high-value non-member? *The customer does not have an AR membership but has a one-time LFFC waiver available in Salesforce.*
- Since Salesforce only presented a one-time LFFC waiver, what did Salesforce present as an offer to waive additional LFFCs? *Salesforce prompted the agent to offer an upgrade to an AR Elite or AR Premier membership for additional LFFC waivers.*



TRANSITION:

Great job! Even if a high-value non-member is allowed a one-time LFFC waiver as a courtesy, additional waiver requests would require an upgrade to AR Elite or AR Premier. Let's listen to our last example.

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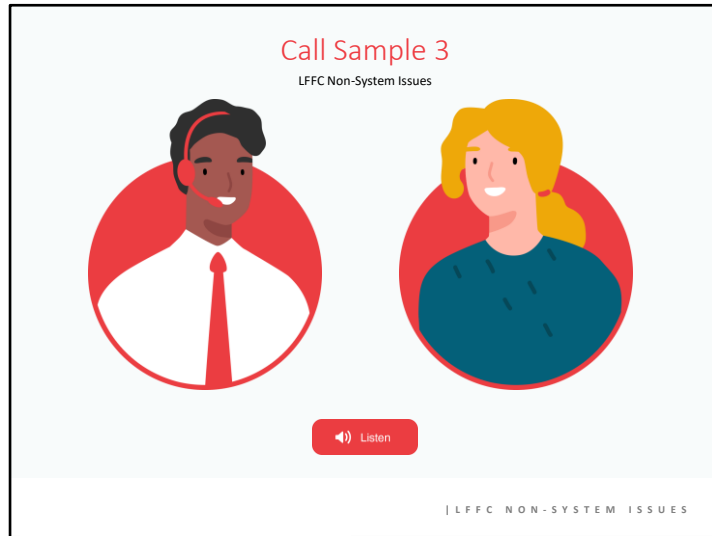
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Provide participants with a real-world example of how an agent handles an LFFC waiver request for an AR Elite customer that already used their waiver.



INSTRUCTIONS:

1. Play the call clip.
2. After playing the clip, debrief using the questions below.
3. Make sure to call on different participants for each question, and not call on the participants from the last call clip, if possible.



PROCESSING QUESTIONS:

- What membership type does this customer fall under? *AR Elite.*
- Why was this customer's LFFC not waived? *This customer is an AR Elite member and already used their waiver in the past twelve months.*
- What did the agent offer the customer to waive their LFFC? *The agent offered an upgrade to AR Premier.*
- What do you think prompted the agent to provide this offer? *The offer is what Salesforce presented to the agent.*



TRANSITION:

Great job! While the offers are based on membership type, this is already programmed into Salesforce and you only need to offer what Salesforce presents, in order. Let's listen to another example.

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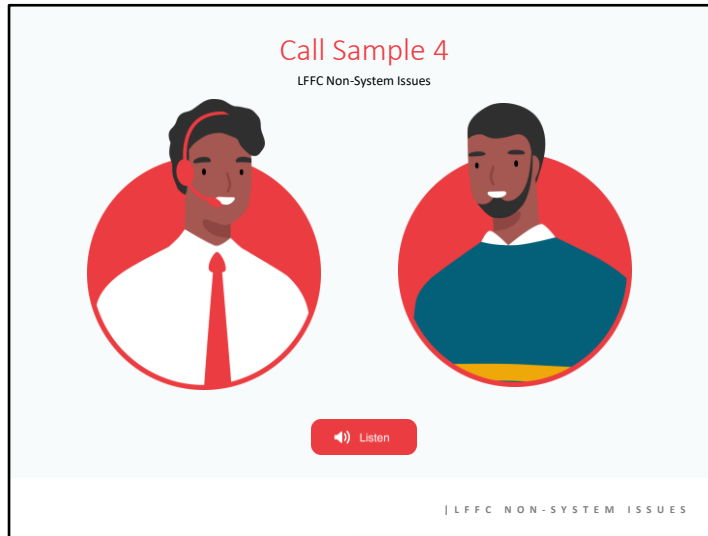
INSTRUCTION



IMPORTANT



TRANSITION



SLIDE OBJECTIVE:

Provide participants with a real-world example of how an agent handles an LFFC waiver request for an Ineligible Non-member.



INSTRUCTIONS:

1. Play the call clip.
2. After playing the clip, debrief using the questions below.
3. Make sure to call on different participants for each question, and not call on the participants from the last call clip, if possible.



PROCESSING QUESTIONS:

- What membership type does this customer fall under? *Ineligible non-member.*
- Since this customer is not eligible for an LFFC waiver, what did the agent offer the customer to waive their LFFC? *The agent offered the customer to upgrade to an AR membership to get one LFFC waiver per year, apart from its other benefits.*
- If this customer declined the upgrade offer, and still wanted to have their LFFC waived, and Salesforce presents escalation as a final offer, what cues should you watch out for? *Cues for escalation could be direct ("I Need To Talk To Your Supervisor.", "I Need Someone Else Who Can Understand My Problem.", "Is There Another Person I Can Speak With?", "Is Your Manager Available?", "You Can't Help Me, I Need To Talk With Your Manager.") or indirect ("I Need To Talk To Your Supervisor.", "I Need Someone Else Who Can Understand My Problem.", "Is There Another Person I Can Speak With?", "Is Your Manager Available?", "You Can't Help Me, I Need To Talk With Your Manager.")*



TRANSITION:

The key thing to remember when handling any LFFC waiver requests that are not due to system issues is to present the offers from Salesforce, in the order they are shown.

LFFC Waiver Process

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Role Playing Activity



Let's help those customers with their LFFCs!

1. Your trainer will call on one participant for each roleplay.
2. The participant that your trainer calls on will play the role of an agent, while your trainer plays the role of the customer.
3. Follow along as they roleplay call scenarios for non-system issue LFFCs.
4. You will see the offers available to the customer on the Salesforce screenshots that your trainer will show on the screen.

| L F F C N O N - S Y S T E M I S S U E S



SLIDE OBJECTIVE:

Provide participants with practice scenarios to identify system issues, and how to handle them, through case studies and role-playing.



INSTRUCTIONS:

1. Call on one participant to play the role of an agent, while you play the role of the customer.
2. Go to the next slides for the screenshot and scenario to use for the roleplay demo.
3. Only finish as many scenarios as you can within **10 minutes**.

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Scenario 1

Use the Salesforce screenshot below to provide your offers.

The screenshot shows a Salesforce record for a 'Late Fee and Finance Charge' (Account ID: JLD0001 TEST ACCT). The page displays a 'Waiver and Offer Detail' section with a table of offers. The table has columns for Offer Name, Offer 1 Eligible, Offer 1 accepted, Offer 2 Name, Offer 2 Eligible, and Offer 2 accepted. The offers listed are 'Waive 100% of 1 LFFC (Accelerator Rewards Benefit)' and 'If Customer Upgrades to AR Premier, Waive 2 LFFCs'. The 'Offer 1 accepted' column shows 'Y' for both offers. The 'Offer 2 Name' column shows 'No Waiver' and 'Escalation'. The 'Offer 2 Eligible' column shows 'Y' for both. The 'Offer 2 accepted' column shows 'Y' for both. The page also includes a 'System Issue' section with a checkbox for 'System Issue?' and a 'Recycle Bin' button. At the bottom, there is an 'Open Activities' section with a 'New Task' button and an 'Activity History' section with a 'Log a Call' button.

| LFFC NON-SYSTEM ISSUES



SLIDE OBJECTIVE:

Demonstrate a non-system issue call through a roleplay, using the offers available on Salesforce.



DISCUSSION:

- Customer membership type: **AR Elite Member**
- Accept Offer: **Upgrade to AR Premier**

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Scenario 2

Use the Salesforce screenshot below to provide your offers.

| LFFC NON-SYSTEM ISSUES



SLIDE OBJECTIVE:

Demonstrate a non-system issue call through a roleplay, using the offers available on Salesforce.



DISCUSSION:

- Customer membership type: **High-value Non-member**
- Accept Offer: **Upgrade to AR Premier**

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Scenario 3

Use the Salesforce screenshot below to provide your offers.

Waiver and Offer Detail

Offer Name	Offer 1 Eligible	Offer 1 accepted	Offer 2 Name	Offer 2 Eligible	Offer 2 accepted
If Customer Upgrades to AR Elite, Waive 1 LFFC	Y		No waiver	Y	
If Customer Upgrades to AR Premier, Waive 2 LFFCs	Y		Escalation	Y	

Open Activities

No records to display

Activity History

Log a Call | Mark Merge | Send an Email | Activity History Help

| LFFC NON-SYSTEM ISSUES



SLIDE OBJECTIVE:

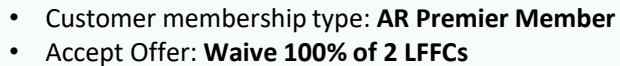
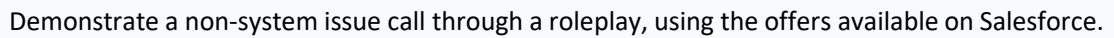
Demonstrate a non-system issue call through a roleplay, using the offers available on Salesforce.



DISCUSSION:

- Customer membership type: **AR Elite Member**
- Accept Offer: **Escalation**

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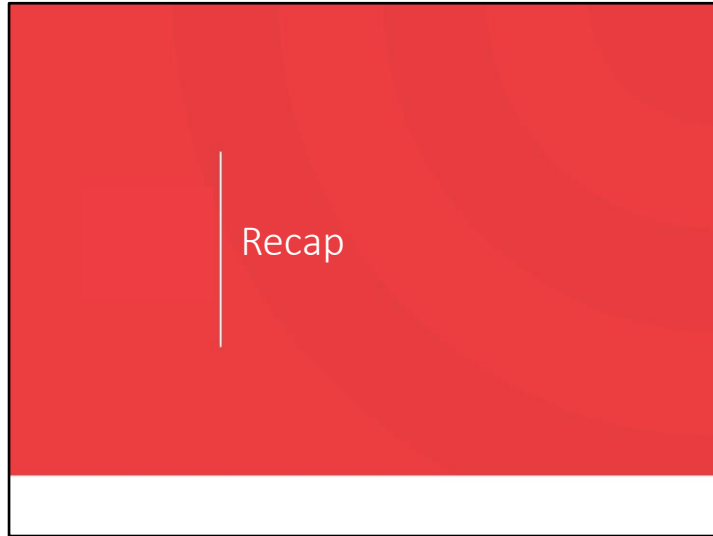
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SLIDE OBJECTIVE:

Section divider for Module Overview



TRANSITION:

Now, let's recap what we've learned about the LFFC waiver process.

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SLIDE OBJECTIVE:

Recap the possible offers and membership types for non-system issue LFFC calls with a question relay.



INSTRUCTIONS:

1. Tally up each house's score.
2. Declare the winner of the House Cup.
3. Clear the scoreboard.
4. After the winner is declared, have each participant stay with their teams.
5. **Click to show instructions on-screen.**
6. Announce that the winners will defend their title, while the other houses can take the House Cup by winning the next activity.
7. Instruct each group to listen to your questions and write down their answers.
8. After each question, give the teams **10 seconds** to write down their answers.
9. After **10 seconds**, have all teams show their answers.
10. For each correct answer, add 1 point to each team's new score.
11. The team with the most points at the end of **5 minutes** wins the House Cup!



QUESTIONS:

1. What membership type is offered a one-time LFFC waive without an AR membership? *High-value non-members.*
2. What membership type is offered one LFFC waive every twelve months? *AR Elite.*
3. How many offers are presented in Salesforce? *4 offers.*
4. Can you present the offers in Salesforce in any order? *No. They must be presented in order (i.e. Offer 1, then Offer 2, etc.)*
5. Which membership type is not offered an LFFC waiver? *Ineligible non-members.*

Continued on next page...

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6. Which membership type is able to get two LFFCs waived per 12 months, no questions asked? *AR Premier.*
7. If an AR Elite member already used their waiver in the past twelve months, how will they get an additional waiver? *By upgrading to AR Premier.*
8. If an AR Elite member wants to get an LFFC waiver on more than one invoice, how can they get an additional waiver? *By upgrading to AR Premier.*
9. How do you know what offers to make to a customer with an LFFC that is not caused by a system issue? *Salesforce takes into account what membership type the customer falls under, and provide offers based on that.*
10. Beyond an upgrade to an AR membership, what other offers are available to an ineligible non-member in order to waive their LFFC? *There are no other offers, unless the call is escalated.*
11. What customers are considered high-value non-members? *Customers that make up the top 20% of our customer base.*
12. What systems should you check to review a customer's eligibility for different types of offers? *Check only Salesforce for offers and eligibility.*
13. What AR membership do high-value non-members have? *They have no AR membership, but are high-value because they make up the top 20% of our customer base.*
14. If an AR Premier customer already had an LFFC waived in the past twelve months, how long will they need to wait for another LFFC waiver? *They do not need to wait since AR Premier customers have 2 LFFC waivers per year.*

Continued on next page...

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15. Give one situation when you should suspect a system issue. (Call on one participant per answer)
 - *The customer claims that he or she paid on time and in full.*
 - *The customer claims that payment systems were not working.*
 - *Our records show that the customer paid in full and on time.*
16. After waiving an LFFC due to a system issue, what do you need to do in Salesforce? *Check the "System Issue" tick box and type the system issue in the "System Issue Details" field.*
17. You noticed that your customer has an LFFC due to a system issue. Should you waive the LFFC? *Only if the customer requests it and after supervisor validation*
18. Provide one possible reason why an LFFC would be considered valid.
 - *The customer made the payment after the due date,*
 - *The payment was made on the due date but after the cutoff time, that is 4PM Eastern Time, or during a major holiday, which, for both instances, will be processed the next business day, or*
 - *The check was non-conforming or processed beyond the cutoff time of the due date.*
19. Why would an AR Elite customer be ineligible for an LFFC waiver? *They have already used their waiver in the past twelve months.*
20. What's the best way to avoid being charged an LFFC? *Make payments one or two days before the due date to allow enough time for the payment to post.*



TRANSITION: *Great work, everyone! Now that we understand how to handle LFFCs, what questions do you have about the LFFC waiver process?*



OBJECTIVE



DISCUSSION



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