



Partnership Process SOP

▼ RENTOMOJO



Escalation Matrix

1. L1 - Team Partnership - Navneet, Vijay
2. L2 - Hema (Manager)
3. L3 - Pritish, Ashwin (Management)

Lead Conversion

- Manage and oversee all aspects of account handling for Rentomojo, ensuring seamless operations - Rentomojo
- Transition account management to DP upon sheet update - DrinkPrime
- Handle new orders, service requests, termination requests, and relocation requests - DrinkPrime

Support Queries Source

- Partnership Team (Slack & Freshdesk Tickets)
- DrinkPrime App

New Device Delivery

New Device Delivery will be done by the DrinkPrime Team itself.

TAT - 24 - 48 Hours (Based on Customer Response)

New Installation

New Installation will be done by the DrinkPrime Team itself.

TAT - 24 - 48 Hours (Based on Customer Response)

Relocation - Delivery

Relocation Device Delivery will be done by the DrinkPrime Team itself.
TAT - 24 - 48 Hours (Based on Customer Response) - This will be as per DP SOP Policy.

Relocation - Installation

Relocation Installation will be done by the DrinkPrime Team itself.
TAT - 24 - 48 Hours (Based on Customer Response) - This will be as per DP SOP Policy.

Payment Cycle

Recharge Type	Validity
1 Month	30 Days
3 Month	90 Days
6 Month	180 Days
12 Month	360 Days

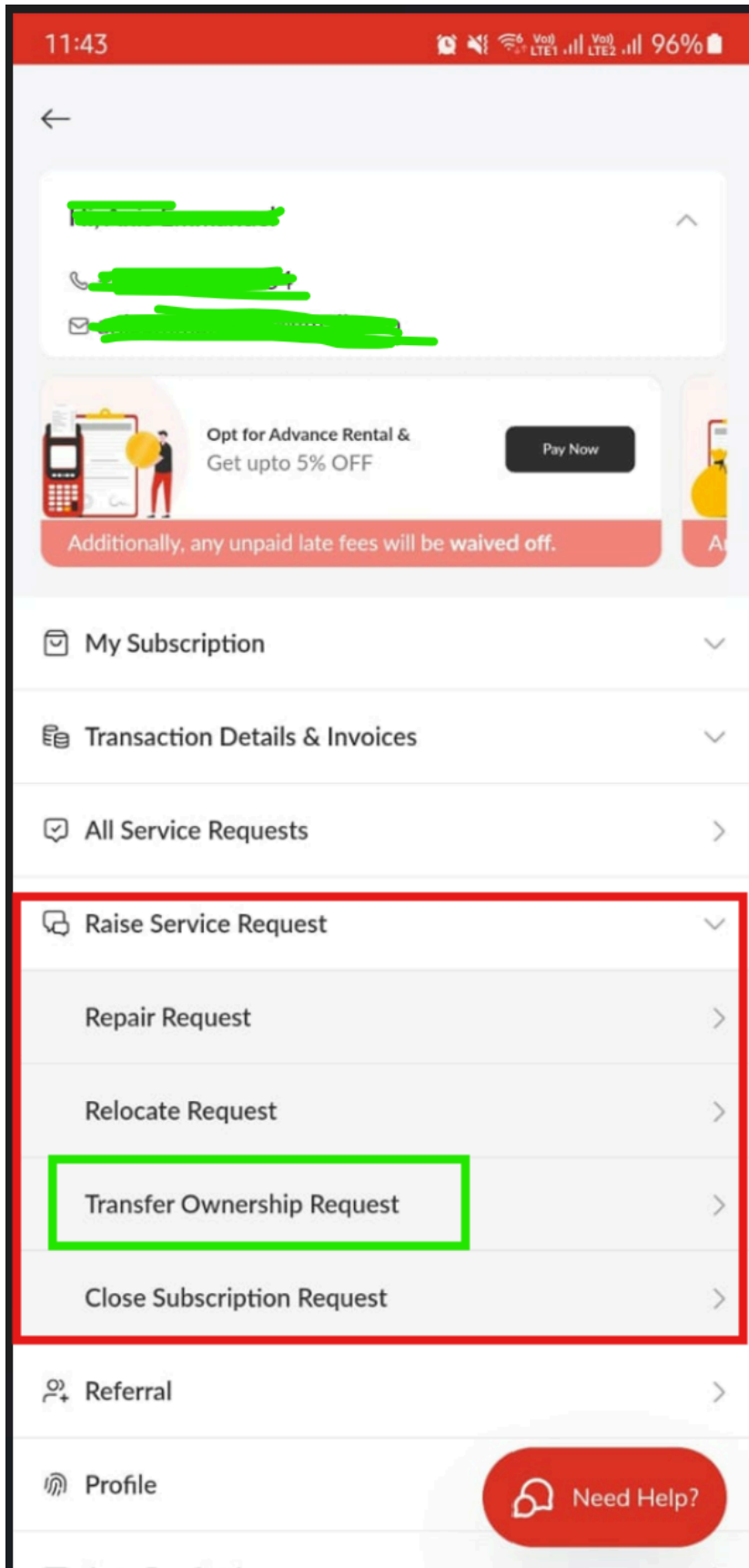
NOTE: Automation is executed at the end of each month. No manual addition of validity will be required or performed by the CX team.

Transfer Of Ownership & Mobile Number Update

Transfer of Ownership

- The CX Team is not responsible for handling Transfer of Ownership requests. Customers should be informed proactively to contact Rentomojo directly to update their records. We will obtain the necessary details from Rentomojo. No changes should be made to the details on our end, as this could result in data loss.

Inform the customer to raise a request from the Rentomojo App under
Raise Service Request




Mobile Number Update

- The CX Team is not responsible for processing mobile number change requests. Customers should be advised to contact Rentomojo directly to update their records. We will receive the updated information from Rentomojo. No changes should be made on our end, as this could lead to data loss.

Plan Change

- No Plan should be changed for rentomojo customers. It will be fixed to **cpIB2B** in the dashboard and Business Partner will be mentioned as **RENTOMOJO**

Device Id	Installation Id	Installation Status	Business Partner
214809	272935	ACTV	RENTOMOJO
<div>Purifier Details</div>			
Purifier Id	Status	Total Litres	Validity
007DDF916C	ACTIVE	620	2024-09-30
Connectivity 	Plan	Sync Total Litres	Paid Until
WIFI	cpIB2B	620	2024-09-30
Bot Id	Deposit Status	Dispensed Litres	Last Serviced Date
34987aca9da6	NOT_PAID	18	2024-08-30
Input TDS	Deposit Amount	Balance Litres	Installation Date
	1500	602	2024-08-30
Output TDS	Latitude	Sync Done	Uninstallation Date
	18.4778966	Yes	
Last Connected Network	Longitude	Firmware Version	
POCO PHONE	73.9397187	14.1.1	

Uninstallation

- Any uninstallation request received directly from a customer via IVR call should be redirected to the Partnership Team with the following details:

Status: Assign to Partnership

PID

Type of Issue/Complaint: Uninstallation

Group: Partnership Team

The Partnership Team will verify the uninstallation request with the Rentomojo team and proceed accordingly. After confirmation, the ticket will be transferred to the Retention Team by the Partnership Team. Direct ticket movement from Support to the Retention Team should be avoided.

Uninstallation TAT

The confirmation process with partners and initiation of device pickup will take up to 48 hours from the ticket creation date.

Retention - Transfer of Ownership (Retention Team Only)

The Retention Team may transfer ownership on a case-by-case basis to prevent churn. The necessary documentation will then be provided to the Partnership Team for record updates.

Refund Calculation

Rentomojo will handle the entire refund process, based on an assessment of whether any other products are currently rented and the condition of the device, including any wear, tear, or damage. DrinkPrime will not process any refunds directly to the customer.

Deposit Refund

Refunds are typically issued to the partner, Rentomojo, rather than directly to the customer. The turnaround time (TAT) for processing refunds is within 7 business days, excluding Saturdays, Sundays, and national or fixed holidays.

▼ FURLENCO



Escalation Matrix

1. L1 - Team Partnership - Navneet, Vijay
2. L2 - Hema (Manager)
3. L3 - Pritish, Ashwin (Management)

Lead Conversion

- Handled by Furlenco Completely.

Support Queries Source

- Partnership Team (Slack & Freshdesk Tickets)
- DrinkPrime App

New Device Delivery

Handled by Furlenco Completely.

TAT - Depends on Furlenco Team

New Installation

Handled by Furlenco Completely.

TAT - Depends on Furlenco Team (Based on Customer Response)

There will be a delay because once Furlenco updates the Google Sheet as to which Purifier ID is delivered to the customer, based on that DrinkPrime team will be able to create a Job ID for installation and then a technician can be assigned.

Relocation - Delivery

Relocation Device Delivery will be done by the **Furlenco Team** itself.

TAT - As per Furlenco, DrinkPrime wont commit any time.

Please note: If a customer reaches out to us, they should be redirected to Furlenco for updates or advised to chat with Furlenco Support for assistance.

Relocation - Installation

Relocation Installation will be done by the DrinkPrime Team itself, but the customer has to reach out to Furlenco/DrinkPrime to give the updated address for the Installation.

TAT - 24 - 48 Hours (Based on Customer Response) - This will be as per DP SOP Policy.

Payment Cycle

Recharge Type	Validity
1 Month	30 Days
3 Month	90 Days
6 Month	180 Days
12 Month	360 Days

NOTE: Automation is executed at the end of each month. No manual addition of validity will be required or performed by the CX team.

Transfer Of Ownership & Mobile Number Update

Transfer of Ownership


- The CX Team is not responsible for handling Transfer of Ownership requests. Customers should be informed proactively to contact Furlenco directly to update their records. We will obtain the necessary details from Furlenco. No changes should be made to the details on our end, as this could result in data loss.

Mobile Number Update

- The CX Team is not responsible for processing mobile number change requests. Customers should be advised to contact Furlenco directly to update their records. We will receive the updated information from Furlenco. No changes should be made on our end, as this could lead to data loss.

Plan Change

- No Plan should be changed for Furlenco customers. It will be fixed to **unItFL** in the dashboard and Business Partner will be mentioned as **FURLENCO**.

Device Id 209427	Installation Id 266483	Installation Status ACTV	Business Partner FURLENCO
Purifier Details		Device Configuration	
Purifier Id 000AA61B40	Status ACTIVE	Total Litres 30020	Validity 2024-10-07
Connectivity  WIFI	Plan unItFL	Sync Total Litres 30020	Paid Until 2024-10-07
Bot Id 34987aca72ba	Deposit Status NOT_PAID	Dispensed Litres 107	Last Serviced Date 2024-08-08
Input TDS	Deposit Amount 0	Balance Litres 29913	Installation Date 2024-08-08
Output TDS	Latitude 12.8988808	Sync Done Yes	Uninstallation Date
Last Connected Network Airtel_Me_About_It	Longitude 77.7045489	Firmware Version 14.1.1	

Uninstallation

- Any uninstallation request **received directly from a customer via IVR call** should be **redirected to the Partnership Team** with the following details:

Status: Assign to Partnership

PID: <PID>

Type of Issue/Complaint: Uninstallation

Group: Partnership Team

The Partnership Team will verify the uninstallation request with the **Furlenco** team and proceed accordingly. After confirmation, the ticket will be transferred to the Retention Team by the Partnership Team. Direct ticket movement from Support to the Retention Team should be avoided.

Uninstallation TAT

The confirmation process with partners and initiation of device pickup will take up to 48 hours from the ticket creation date.

Retention - Transfer of Ownership (Retention Team Only)

For Furlenco, the Transfer of Ownership process will not be handled by either the Customer Support Team or the Retention Team. If a customer requests a mobile number update, they should be informed to contact the Furlenco Team directly to update their records. Once Furlenco updates their records, the Partnership Team will be notified to make the necessary updates in DrinkPrime's records.

Any Escalations in this should be forwarded to Partnership Team immediately.

Refund Calculation

FURLENCO will handle the entire refund process **if any**, based on an assessment of whether any other products are currently rented and the condition of the device, including any wear, tear, or damage. DrinkPrime will not process any refunds directly to the customer.

Deposit Refund

As per Furlenco, there is no **Deposit Refund Policy** for their customers.

▼ CITYFURNISH



Escalation Matrix

1. L1 - Team Partnership - Navneet, Vijay
2. L2 - Hema (Manager)
3. L3 - Pritish, Ashwin (Management)

Lead Conversion

- Manage and oversee all aspects of account handling for CityFurnish, ensuring seamless operations - CityFurnish
- Transition account management to DP upon sheet update - DrinkPrime
- Handle new orders, service requests, termination requests, and relocation requests - DrinkPrime

Support Queries Source

- Partnership Team (Slack & Freshdesk Tickets)
- DrinkPrime App

New Device Delivery

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New Installation

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TAT - 24 - 48 Hours (Based on Customer Response)

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Relocation - Installation

Relocation Installation will be done by the DrinkPrime Team itself.

TAT - 24 - 48 Hours (Based on Customer Response) - This will be as per DP SOP Policy.

Payment Cycle

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Recharge Type	Validity
3 Month	90 Days
6 Month	180 Days
12 Month	360 Days

NOTE: Automation is executed at the end of each month. No manual addition of validity will be required or performed by the CX team.

Transfer Of Ownership & Mobile Number Update

Transfer of Ownership

- The CX Team is not responsible for handling Transfer of Ownership requests. Customers should be informed proactively to contact CityFurnish directly to update their records. We will obtain the necessary details from CityFurnish. No changes should be made to the details on our end, as this could result in data loss.

Mobile Number Update


- The CX Team is not responsible for processing mobile number change requests. Customers should be advised to contact CityFurnish directly to update their records. We will receive the updated information from Rentomojo. No changes should be made on our end, as this could lead to data loss.

Plan Change

- No Plan should be changed for CityFurnish customers. It will be fixed to **unItCF** in the dashboard and Business Partner will be mentioned as **CityFurnish**

Device Id 205571	Installation Id 261875	Installation Status NEW	Business Partner CITYFURNISH
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[Purifier Details](#) [Device Configuration](#)

Purifier Id 0086AE0204	Status ACTIVE	Total Litres 45020	Validity 2024-09-30
Connectivity  WIFI	Plan unItCF	Sync Total Litres 30020	Paid Until 2024-09-30
Bot Id 34987aca2c31	Deposit Status NOT_PAID	Dispensed Litres 66	Last Serviced Date 2024-08-03
Input TDS	Deposit Amount 1500	Balance Litres 44954	Installation Date 2024-07-26
Output TDS	Latitude 12.9072587	Sync Done Yes	Uninstallation Date
Last Connected Network kaizoku	Longitude 77.6356005	Firmware Version 14.1.1	

Uninstallation

- Any uninstallation request received directly from a customer via IVR call should be redirected to the Partnership Team with the following details:

Status: Assign to Partnership

PID: <PID>

Type of Issue/Complaint: Uninstallation

Group: Partnership Team

The Partnership Team will verify the uninstallation request with the CityFurnish team and proceed accordingly. After confirmation, the ticket will be transferred to the Retention Team by the Partnership Team. Direct ticket movement from Support to the Retention Team should be avoided.

Uninstallation TAT

The confirmation process with partners and initiation of device pickup will take up to 48 hours from the ticket creation date.

Retention - Transfer of Ownership (Retention Team Only)

The Retention Team may transfer ownership on a case-by-case basis to prevent churn. The necessary documentation will then be provided to the Partnership Team for record updates.

Refund Calculation

CityFurnish will handle the entire refund process, based on an assessment of whether any other products are currently rented and the condition of the device, including any wear, tear, or damage. DrinkPrime will not process any refunds directly to the customer.

Deposit Refund

Refunds are typically issued to the partner, CityFurnish, rather than directly to the customer. The turnaround time (TAT) for processing refunds is within 7 business days, excluding Saturdays, Sundays, and national or fixed holidays.