

(after reaching out to the store for 2 days in a row-Minimum of 3 attempts)

To: Store  
Cc: DSm  
From:  
Date: XX/XX/XXXX  
Subject: POS Help Desk Issue

Situation:

- We are reaching out to you to get your Ticket Number HINC0000000000 resolved.
- We have attempted to reach out to your location for the previous 2 days.
- A phone number is needed to contact someone in the store to fix the issue.

What To Do:

- If the issue is not resolved, reply to this email with a contact phone number so we can contact you to fix the issue.
- If the issue is resolved, reply to this email that this is resolved.

Questions:

- Contact your DSM.

(48 Hours after sending email above)

To: DSM and store  
From:  
Date: XX/XX/XXXX  
Subject: POS Help Desk Issue

Situation:

- We have tried contacting store #XXXX regarding their Ticket Number HINC0000000000 requesting a working number to contact the store.
- We have not received a working phone number from the location to contact and trouble shoot.
- The ticket will be marked resolved if not provided a phone number within 24 hours.

What To Do:

- Please reply to this email with a number so we can contact the store to trouble shoot their issue.

Questions:

- Contact your Regional