 (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 HINC00000000000 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 HINC00000000000 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