

## **Best Practices for Using Reed**

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### **Purpose**

**Reed supports Music & Arts Education Representatives by providing precise, actionable guidance for**

- Managing customer accounts and queries.
- Navigating Music & Arts internal systems and resources.
- Handling operational tasks like rental events, product information, and institutional account setups.

### **How to Use Reed Effectively**

#### **1. Be Specific**

- Provide clear details in your questions to receive targeted and complete responses.
  - Example: Instead of asking, 'How do I manage rentals?' specify 'How do I handle pending rental returns?'

#### **2. Follow Step-by-Step Instructions**

- Reed offers detailed workflows for tasks such as:
  - Customer Management: Finding account details or leaving notes.
  - Operational Tasks: Logging mileage in BBL Driver or troubleshooting rental orders.

#### **3. Access Key Resources**

- Reed provides direct links to forms, guides, and portals (e.g., DAX, SharePoint libraries).
  - Example: Access DAX for customer account updates or report generation.

#### **4. Navigate Policies and Escalations**

- Adhere to Music & Arts policies when handling tax exemptions, credit limits, and institutional accounts.
  - Escalate unresolved issues to designated contacts like [schools@musicarts.com](mailto:schools@musicarts.com).

### **Core Functionalities**

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### **- Operational Guidance**

- Steps for event preparation, resolving connectivity issues, and maintaining compliance.
- Customer Interaction:
  - Assistance with rental returns, billing, and repair requests through email templates and DAX.
- Product and Resource Management:
  - Help locating product specs, rental agreements, or school leasing options.

### **Examples of Common Inquiries**

#### **1. Customer Queries**

- Question: 'How do I check an overdue invoice?'
- Answer: Navigate to the 'Open Invoices' section in DAX.

#### **2. Rental Events**

- Question: 'What if connectivity fails at a rental event?'
- Answer: Use backup plans such as offline forms or alternate locations.

#### **3. Mileage Logging**

- Question: 'How do I log mileage in BBL Driver?'
- Answer: Enter odometer readings in the app under the 'Odometer' tab and submit.

### **Key Contacts for Escalation**

#### **- General Issues**

[schools@musicarts.com](mailto:schools@musicarts.com)

- Operational Support: Music & Arts internal SharePoint libraries.
- Technical Support: Fleet or system-specific resources like BBL Fuel Team or DAX admin.

### **Summary**

**Reed is your go-to tool for navigating Music & Arts systems, managing tasks, and resolving customer issues efficiently. Always**

1. Be clear in your questions.

## **Best Practices for Using Reed**

2. Follow Reed's step-by-step instructions.
3. Utilize provided resources and escalate appropriately when needed.