

PRACTICE TOUCH UP

DELIVERY EXCEPTIONS – LOANER PROCESS

TRUE

OR

FALSE?

All appliances can be left as loaners.

FALSE!

Only refrigerators may be left as loaners in the customer's home, if the customer does not have another working unit. Delivery team must obtain the vendors approval before leaving the unit.

WHAT TO DO...

- Delivery team should select "Delivered with exceptions" in the handheld with reason "Product Refused Damaged" for the refrigerator.
- Delivery team takes a picture of the damage unit to document in handheld.
- Notations made in the handheld and on the POD that a loaner refrigerator was left with the customer.
- Delivery team should call the vendor to report loaner being left and request a replacement to be ordered.
- Finally, delivery team should report the loaner to dispatch before departing customers home.

