

ROUTES Check list []

Upon Leaving Distribution Center:

- When loading truck make sure you write the products condition, number of product and initial in every product received.
- Drivers must upload their routes onto the store operations email
 - EX:
ROBERTO HDZ/ JORGE CAMION #38 HDZ EXPRESS
 1. 65258 from 9-12pm
 2. 71546 from 10-1pm
 3. 71456 from 11-2pm
 4. TRANSFER # 0014762 SALE# 45987 PLAZA from 12-3PM
(Transfer number, sale number, store)
 5. 78546 from 2-5pm
 6. 72354 from 3-6pm
- The store operations department will inform you via Podium or call of any changes, delays, or cancellations.

Things to remember:

- A minimum of 5 flyers to be handed out in each delivery.
- Two Business cards: One of the store where purchase was completed and of the contractor. Always take extra cards to leave behind if the customer is not home.
- Carry claim forms in case an item comes out damaged. Damaged merchandise must be returned in their original packaging to the Distribution center.
- Delivery truck must be clean and locked upon completion of route.

While on the Road:

- Check Link- Make sure it matches customers address on file.
 - Check delivery memo- check what merchandise is going to be delivered.
 - Check additional instructions for COD, different address, transfers, display items etc. All COD's money received during delivery must be handed with invoice to operations dept.
 - Check if sales are within correct time frame, in case they are not please contact Store Operations Department.
 - Input next delivery address upon leaving the recent delivery and send message to Store Operations Department
- So they can confirm customers availability for next delivery Ex: Sale #71546 we will arrive within 35 min
- If any delays please contact Operations Department so they can update customer.

Arrival:

- Greet customer and ask for invoice to verify if it's the correct customers
- All drivers will be provided with shoe protectors in case a customer request no shoes in the home.
- Explain Service to customer such as COD's, service exchange etc.
- Ask customer where they would like their merchandise arranged.
- Make sure area is clear(Do not take old furniture with you due to safety and health reasons)

If the area is small try to suggest different options.

- All delivery services must include Set-Up(if customer declines have them sign memo declining service)
- Always clean after yourself
- Have customer initial each product received and sign that everything was good upon delivery. Also ask them to leave a comment on delivery memo if satisfied.
- Take picture of merchandise to upload with your delivery memo, if something was damaged also take a picture of it and report it to the Store Operations Department.
- Provide customer with information over our locations, website, flyers, special etc. and don't forget to distribute flyers around the area before moving on to the next delivery.

Next Location:

- Scan and upload Delivery memo and pictures of previous delivery in PDF form to [store](#) email The Operations Department will confirm that delivery memos and pictures have been uploaded. Everything Ok

EX: 1. Sale 65258 Delivery Ok Daniel/Jorge Damaged

EX: 2. Sale 76432 Daniel/Jorge Sofa feet are missing, chair was damaged "We did not leave it" or "Customer kept it and will wait for exchange." If it is a transfer:

EX: 3 Transfer display Plaza #001234 OK

- Input next delivery address upon leaving the recent delivery and send message to Store Operations Department so they can confirm customers availability for next delivery

Ex: Sale #71546 we will arrive within 35 min

- If any delays please contact Store Operations Department so they can update customer.

In case of a problem:

- In case of damage/ back order or any issue with the merchandise please inform Store Operations department will contact customer if there is a service to be made or trouble shoot any issue.
- Never give extra information in regards a solution or promise anything to a customer.
- If the customer is not home or does not answer the door: Wait 20 Minutes then leave two business cards: One of the store where purchase was completed and of the contractor.
- After leaving both cards, take a picture of the house and send it in to the operations dept.
- If confronted with an aggressive customer do not engage, remove yourself from the situation and inform your contractor and the Operations dept. immediately.
- In case of a traffic accident pull over and stop immediately, call the police, show proof of insurance and provide your driver license and inform your contractor and the Operations dept. immediately.