

Point of Contact Pending Codes for Amazon Locker

Overview

This document outlines the appropriate Pending Code Reason choices should an FST arrive on site and cannot gain access to a Locker, or once the FST makes contact with the POC, the POC requests that the visit be rescheduled for a future time.

Process

Scenario

The FST is dispatched to an Amazon Apartment Locker. The FST arrives onsite outside the posted hours of operation and finds that they are unable to gain access the locker.

1. The FST enters a "Wait Time" task line item for Vendor check in. Enter the time spent attempting to contact the POC in minutes.

2. Place in Pending with reason code "Site Hours Closed"

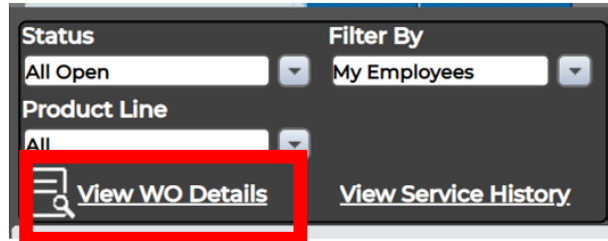
3. Note the posted hours of operation in the comment section and that you will return during those hours.

4. Close the work order.
5. Return to the location during the posted hours of operation.

Scenario

The FST goes onsite and finds that they are unable to gain access to a locker and it is during the posted hours of operation.

1. Click the Work Order Details link or double-click the dispatch line to populate the Work Order Details.



2. Scroll down until you locate the Host Contact number (this will be your POC). **Note:** This may be located at the bottom portion of the details. If there is no host contact phone number included in the ticket, please call MS and request host contact info from Ops Tech IT.

A screenshot of a 'SELECTED WORK ORDER DETAILS' form. The form has a blue header with the title, 'WO01695865', 'Kiosk ID: 61027601', and a 'View Incident' link. The main content area is divided into several sections: 'Summary' (US - KID 61027601 - Elea - 7338 Gall Blvd, at Ross Dress for Less, Zephyrhills, 33541-4308), 'Location' (7338 Gall Blvd, Zephyrhills, FL 33541), 'Assignee' (Robert Keaton), 'Store Banner' (Ross Dress for Less), 'Due Date' (2/17/2023 9:00:00 PM), 'Detailed Description' (Friendly Direction: Please call the stores interior at front right upon entrance.), 'Host Contact Number' (925) 596-5068, 'Service Code' (776494416), and 'Comments'. The 'Host Contact Number' field is highlighted with a red rectangular box.

3. If the host answers and you gain access:
 - Request access and continue with your visit as normal. Please ensure you enter a Wait time line item to document the time spent attempting to contact the POC and document the tasks you perform with normal WOS expectations.
4. If the POC requests that you not begin your work and return at an agreed future time:
 - Place the work order in pending with a Pending Reason code of "POC Requested Reschedule"

- If a future appointment is made, document in the comment section who you spoke with and the date and time of the future appointment.

Comment(s) Character Count: 443/25

2.17.23;PJ;Hold N/A; Dispatched for offline locker. I arrived onsite to find the gate locked. I called the site manager (state their name) that requested that I do not complete the work today and to return to the site on 2/19 during normal operating hours to complete the repair. The posted hours of operation are 9-5 with a closure between 12- 1:30 for lunch. I will return to the site on 2/19 during business hours to complete the repair.]

- Return to the locker at the scheduled appointment time
5. If the host does not answer, leave a voice mail explaining why you are calling and request a call back.
 6. Enter a “Wait Time” Task line item for Vendor Check In” for the time spent in minutes attempting to contact the POC and leaving the voicemail
 7. Place the work order in pending with a Pending Reason code of “Site Contact N/A”

8. Document in the work order Comment section that you attempted to call the contact and that you have left a voicemail requesting a callback.

Comment(s) Character Count: 287/25

2.17.23;PJ;Hold N/A; Dispatched for offline locker. I arrived onsite to find the gate locked during the posted hours of operation. I called the site manager with the provided number, but received no answer. I left a voicemail requesting a call back. No work was completed at this time.]

- If you do not receive a call back from the host after 24 hours, call MS and request that the ticket be routed back to Amazon as you were unable to gain access and the host has not returned your call.

Action Items for MS/TNT

1. MS/ TNT should add this note to the ticket: Tech unable to reach host to gain access to building, to please reach out to host to allow access
2. MS/TNT should then route the ticket to: Resolver Group: BizDev AM - AP – NA