Pending Code Definitions and Scenarios

Overview

Below is the listing of how the pending Code Reasons are nested, their definitions and scenario examples of when/how they are used.

Parts Related - **This tier one code should be chosen in situations in which the FST is on site and the repair requires a part to successfully complete the activity or repair.** *Please note: Parts in this tier <u>include</u> parts that are ordered at the discretion of a client.*

Tier Two Parts Related Categories include:

- **Local Part** - This code should be used in situations in which the FST is on site and the repair requires a part that is not part of their ***trunk stock**, but is instead housed in their local warehouse until needed.

  *A **trunk stock** part is a part that has been approved for you to carry in your vehicle for immediate access for repair activities. These are typically Redbox parts which can be found in the Spare [Parts Kit Catalog](#), but can also include a limited supply of approved 3rd party vendor parts. Examples from a third party vendor would include parts such as cable cassettes for ecoATM or sensors for Amazon Locker that the client has pre-approved for a limited amount of stock.

  Scenario - An FST is onsite at a Redbox dispatch and finds that the touch screen to the kiosk has been shattered. Because this isn't the first time the touch screen has been shattered, you want to install a hardened touchscreen. Your market only has one hardened touchscreen for emergencies which is stored at the warehouse so that multiple FSTs can have access if the need should arise.

  In this scenario, the FST would place the work order into pending for a "Local Part" because the part is not utilized as trunk stock, but is shared by the group of FSTs and is stored at the local warehouse.

- **Central Warehouse Part** - This code should be used in situations in which the FST is onsite and requires a service part that is not considered a trunk stock item or local part. These parts are ordered on a case by case basis and are typically housed at either RDC (Redbox Distribution Center) or the client direct supplier.

  Scenario – An FST is dispatched to an ecoATM. They work with an ecoATM representative and determine that the DPU board is the issue and will need to be replaced.

  In this scenario, the FST would place the work order into pending for a "**Central Warehouse Part**" because (a) this is not an approved trunk stock part, therefore it is not on hand for the FST's use; (b) the part must be ordered and shipped (in this case) from RDC.

- **Client Direct Part Order** - This code should be used in situations in which a part that can only be ordered by the client is needed to complete an activity or repair. These parts are not housed in the FST's trunk stock, local warehouse, or RDC but instead are sourced by the client. This can be either at the direction of the client prior to motivating to the site, or while working with the client's support desk while attempting the activity or repair while at the location.

  Scenario – An FST is onsite troubleshooting with an ecoATM representative and it is determined that the PC in the kiosk will need to be replaced.

In this scenario, the FST would place the work order in pending for a "**Client Direct Part Order**" because (a) the PC is not an approved trunk stock part; (b) the part is not stored or sourced by RDC; (c) the PC is sourced/ordered/shipped directly by the client or the client' source.

- **Trunk Stock N/A - B/O** – This code should be used for situations in which the FST is on site, but requires a service part, that is an approved trunk stock item, but is out of stock in their trunk due to the part being on back order (B/O) at RDC or the direct client supplier.
  Scenario – An FST motivates to a Redbox dispatch and finds the 17inch outdoor touch screen inoperable. According to the Back Order Report, 17 inch outdoor touch screens are out of stock and on back order at RDC. In this scenario, the FST would place the work order in pending for "**Trunk Stock N/A – BO**" because (a) the 17 inch touch screen is an approved trunk stock part; (b) although the 17 inch touch screen is typically shipped from a Redbox facility and is currently ordered from such, it is out of stock.

- **Trunk Stock Not on-Hand –** This code should be used for situations in which the FST is onsite, and the completion of the repair requires a part that is an approved FST trunk stock item, but is not currently on hand in their trunk stock due to the FST running out of stock before the part can normally be replenished by RDC.
  Scenario – An FST goes to the warehouse to pick up a part and to replenish their trunk stock. The FST grabs the last non camera sensor board to replenish their trunk stock. The FST notifies the ROS that they have taken the last one. The ROS adds it to their list and places a parts order. The FST motivates to a Redbox dispatch and needs the sensor board to complete the repair. The FST uses the board, but needs another one before the order that was placed arrives.
  The FST would place the work order in pending for "**Trunk Stock Not On Hand**" (a) the sensor board is an approved trunk stock part; (b) additional stock for replenishment is typically stored in the local warehouse; (c) the part is **not** on back order at RDC, the order that was placed by the ROS simply hasn't arrived.

Client Related – **This tier one category should be chosen in situations in which an FST is required to delay motivating to a dispatch, or return to the site based on circumstances presented by the client.**

*Please note: This category is not for parts related issues. Please use the appropriate part related category should your issue be parts related, **even if it is directed by the client**.*

- **Client Help Desk Unavailable** – This code should be used in situations in which client support is needed to complete an activity or repair, but the client is unavailable for assistance. This is a tier two code. A third tier selection will also be required.
  - **Excessive Hold/NO Answer - –** This code should be chosen in situations in which the FST has been placed on hold or the call has remained unanswered in excess of 20 minutes.
    Scenario – The FST is dispatched to an ecoATM dispatch. The dispatch details clearly state to call ecoATM for further instructions before proceeding with the repair. The FST arrives on site and attempts to make the call. The FST is placed in hold. After 20 minutes of waiting, the FST places the work order into pending for **Excessive Hold/No Answer.**

- o **2ⁿᵈ Level Support Unavailable –** This tier three code should be chosen in situations in which the FST needs a higher level of client support than the current level of support that is available.
  Scenario – The FST is performing a repair at an ecoATM kiosk. There have been multiple trips to resolve the issue and nothing they have advised us to try has worked. The rep on the phone cannot help the FST troubleshoot any further and needs assistance from a higher tier. No representatives are available from the higher tier to assist. The FST places the work order in pending for "**2ⁿᵈ Level Support Unavailable"** to return at another time.

- o **Closed After/Before Hours –** This tier three code should be chosen in situations in which you are required to call a client helpdesk, but the dispatch is outside of the hours of operation for the help desk's business day.
  Scenario – The FST is performing a repair at a KeyMe kiosk. As they are completing the repair, they run into an issue they cannot resolve and must call KeyMe support for further assistance. By the time the FST is at the point to make the call, it has become late in the day it is now outside of KeyMe's normal business hours for their tech support. The FST places the work order in pending for "**Closed After/Before Hours"**

- **Client Related-Client Help Desk Directed Return**. This is code should be used in situations when a client such as the ecoATM help desk, directs the FST to come back later or leave ticket open and check in on another day. This is a tier two code. A third tier selection will also be required.
  - o **Process Running –** This tier three code is chosen in situations in which a program or process is running in the background that must be completed before an incident can be reconciled.
    Scenario – An FST is dispatched to complete an ecoATM install. The FST cannot complete the install until the required software for the kiosk has finished downloading. The FST calls ecoATM machine support and the representative informs the FST that the download has several hours before it is complete. The FST places the work order in pending for "**Process Running**" for a return visit.

  - o **Client Troubleshooting –** This tier three code should be chosen in situations in which the client informs the FST that an incident requires further troubleshooting by the client and to return to the site after the troubleshooting is complete.
    Scenario – The FST is dispatched to an ecoATM and discovers that the ports on the PC are failing. The FST calls ecoATM support to discuss what they have found. The ecoATM rep expresses that he would like to monitor the kiosk and explore other troubleshooting options before the decision to replace the PC is made. The FST places the work order in pending for "**Client Troubleshooting**".

  - o **Verify Kiosk Functioning –** This tier three code should be chosen when a member of the client helpdesk is unable to verify if the kiosk is functioning with the potential of a repeat visit after the determination is made.
    Scenario – The FST is dispatched to an ecoATM kiosk for repeated DPU failures. A new DPU arrives and the FST motivates to the kiosk. The new DPU is installed. When calling ecoATM as they are completely

the visit, the ecoATM representative states that the FST should leave the dispatch open while they monitor the performance of the DPU. The FST places the work order in pending for "**Verify Kiosk Functioning**" until further instructions are given.

- **POC Refused Service** – This code should be used in situations in which the POC (Point of Contact) of a kiosk location refuses the services the FST has been dispatched to perform.
  Scenario – The FST arrives onsite to complete an install for ecoATM. The store manager informs the FST that they do not want the kiosk in the location and to not proceed with the installation. The FST places the work order in pending for "**POC Refused Service**".

- **POC Requested Reschedule –** This code should be used in situations in which the POC (Point of Contact) of a location request that the work the FST has been dispatched to perform be performed at different time.
  Scenario – The FST arrives at a location at a dispatched Amazon Locker. The FST cannot gain access to the Locker. They call the POC listed in the dispatch details. The POC requests that the FST return at a different time to perform the tasks. The FST places the work order in pending for "POC Requested Reschedule" and returns at the decided time.

Site Access - **This tier one code should be chosen in situations in which the FST arrives at the site, but is unable to gain access to the kiosk.**

- **Weather Related** - This code should be used in situations in which a site cannot be accessed due to weather related issues. A tier three category entry is required to indicate if the issue is a single or multiday event.

  o **Single Day** – This tier three code should be chosen when a weather related event will **not** prohibit access to the kiosk longer than one day.
    Scenario – An FST responds to a dispatch. They begin their activity and a storm with lightning enters the area. It is an outdoor kiosk and it is unsafe to work with lightning in the area. They check the radar on the phone and the storm will last for the next couple of hours.
    In this scenario, the FST would place the work order in pending for "**Weather Related"** with a tier three "**Single Day**" because the storm or effects of the storm is not expected to last past the current day. Examples include but are not limited to temporary weather related events thunderstorm, rain or wind events.

  o **MultiDay** - This tier three code should be chosen when a weather related event will prohibit access to the kiosk longer than one day. Examples include but are not limited to weather related issues taking longer than 24 hours due to blizzards, tornados, fires, high wind, severe storms, etc.
    Scenario – An FST responds to an offline Amazon Locker. Unfortunately, the FST finds that the area of the apartment complex that contains the Locker has suffered damage by the wind. The FST speaks with the site manager and learns that it will take a couple of weeks for the damage to the area and access to the Locker can be restored.

In this scenario, the FST places the work order into pending for **"Weather Related"** with a third tier **"Multi Day"** because the access to the Locker was restricted due to the wind damage and the restriction will last in excess of 24 hours.

- **Construction** – This code should be used in situations in which a kiosk cannot be accessed due to construction activities at the site. These do not include weather related events. Examples include but are not limited to store remodels, parking lot resurfacing.
  Scenario – The FST arrives onsite and finds that the kiosk cannot be access because the location in which the kiosk is housed will be closed for the next 3 weeks for remodeling.
  In this scenario, the FST would place the work order in pending for "Construction" because the kiosk cannot be accessed due to construction activity.

- **Site Temporary Restriction** – This code should be used in situations in which an FST cannot gain access to the kiosk due to temporary restrictions at the site. These do not include construction or weather related events. Examples of temporary site restrictions include but are not limited to: civil unrest, pandemic related issues.
  Scenario – An FST responds to a dispatch and arrives at the location to find a note on the door stating that the location is temporarily closed due to COVID staffing issues. The kiosk is located inside the store and cannot be accessed.
  In this scenario the FST would place the work order in pending for "**Site Temporary Restriction**" because site could not be access due to a pandemic related issue.

- **Site Contact N/A** – This code should be used in situations in which the FST is required to make contact with site management, but no site management is available.
  Scenario – The FST has been dispatched for an inoperative locker in which the contents of the locker must be removed and taken to the property manager. Upon arrival, the FST discovers that the office is closed and the property manager has already left for the day.
  In this scenario, the FST will place the work order in pending for "**Site Contact N/A**" because the work could not be completed without the property manager's presence.

- **Site w/o Power** – This code should be used in situations in which the _site_ is without power.
  Scenario – An FST responds to a dispatch for an offline Amazon Locker. When the FST arrives on site, they find that the store is having electrical issue and that the building is without power.
  The FST places the work order in pending for "**Site w/o Power**" because the building is without power. This is not to be confused with "Third Party Support/Electrician" which is used for electrical issues with kiosks or lockers or their associated outlets.

- **Customer Using Kiosk** – This code should be chosen in situations in which the FST cannot access the kiosk due to customer use if the FST has waited in excess of 10 minutes.

Scenario – The FST arrives at an ecoATM. The kiosk is operational, but a repair must be made. When the FST arrives, a customer is using the kiosk selling multiple devices. The FST patiently waits for 10minutes for the customer to finish, but they still have several more devices to sell. The FST places the work order in pending for **"Customer Using Kiosk"** and returns at a later date.

- **Site Hours Closed** – This code should be chosen in situations in which the FST cannot gain access to the kiosk because the site is closed (outside of business hours).
  Scenario – The FST arrives on site and begins their activity. One issue leads to another and time slips away. Now it's closing time for the location, but repairs still need to be completed to bring the kiosk back up. The FST places the work order into pending for "**Site Hours Closed"** to return at another time.

Incomplete Repair – **This tier one code should be chosen in situations in which the FST leaves the site before a repair or activity is complete due to time constraints/conflicts or no resolution is found.**

- **No Resolution Found –** This code should be used in situations in which the FST troubleshoots a dispatched issue, but cannot find a resolution to rectify the incident.
  Scenario – An FST motivates to a Redbox kiosk for due to the kiosk repeatedly being placed into MIMM. The FST cannot find the root cause of the issue.
  After discussing the situation with the ROS, it is decided that the work order should be placed into pending for "No Resolution found", so that the FST can return to the site after more research is conducted into the issue.

- **Site Closing EOD** – This code should be used in situations in which the FST cannot compete repairs to the kiosk prior to the site closing for the day.
  Scenario – The FST is working on an Amazon Locker that is housed inside of a gym. The FST is not able to complete the necessary repair prior to the gym closing for the day.
  The FST places the work order into pending for "Site Closing EOD" so that they can return to the site to complete the repair activity.

- **Excessive Time On Site** - This code is used in situations in which the FST has spent an excessive amount of time on site to rectify an issue without the resolution of the incident. Time may vary from client to client. **Please consult your ROS before leaving a site for excessive time.**
  Scenario – An FST is on site working on an ecoATM kiosk. The FST has been working with an ecoATM representative trying to resolve the issue. After multiple calls and multiple troubleshooting attempts to bring the kiosk back up, nothing has worked. The FST has been onsite for a little over 4 hours at this point without a potential resolution with other dispatched to address.
  The FST notifies the ROS of the situation and it is determined that the best course of action is to return to the kiosk after the ROS seeks guidance on how to proceed. The FST then places the work order in pending for a repeat visit for "Excessive Time on Site"

- **FST EOD –** This code is chosen in situations in which the FST must stop the task or repair because their work day must be ended.

- **Schedule Conflict – Leave Site –** This code should be used in situations in which the FST is actively working a work order, but must stop their work to leave the site for personal or business related activities.
  You will be required to enter a third tier entry to indicate whether the conflict is personal or business related.
    o **Personal –** This third tier option should be used when leaving the site for personal reasons. Examples include, but are not limited to a personal appointment or illness.
      Scenario – An FST is in the middle of a repair. The FST receives a call from their child's day care and informs the FST that their child is ill and must be picked up from their facility.
      The FST stops the repair and places the work order in pending for a repeat visit for "Schedule Conflict – Leave Site" with a third tier reason of "Personal"

    o **Business -** This third tier option should be used when stopping a repair to leave the site for business purposes. Example include, but are not limited to dispatches that take priority (such as security dispatches), meetings and required training sessions.
      Scenario – An FST is performing a repair. The repair required a little more time than expected to troubleshoot and complete. The FST is required to attend a mandatory training class and the repair cannot be completed prior to the beginning of the class. **The FST will not be returning to the site the same day.** The FST places the work order into pending to return to the site to complete the activity with a pending code reason of 'Schedule Conflict – Leave Site" with a third tier reason of "Business"

- **FST EOD –** This code is chosen in situations in which the FST must stop the task or repair because their work day must be ended.
  Scenario – The FST is in the middle of a repair that has become really complicated and is taking much longer than expected with at least a couple more hours to go. The FST calls the ROS to inform them of the situation, as they have already worked a substantial amount of hours that day. The ROS instructs the FST to place wrap up what they can and head home for the day. The FST places the work order in pending for **"FST EOD"** and returns another day.

- **Multi-tech Needed** – This code should be chosen in situations in which a repair or task cannot be completed because an additional FST is needed on site in order to complete the activity.
  Scenario – The FST arrives on site for an Amazon Locker. The configuration was showing incorrectly in the dispatch. A secondary FST is needed in order to successfully preform the sweep due to the quantity of adders. The FST places the work order in pending for "**Multi-tech Needed"** until a secondary FST is available to assist.

- **Different Tech Needed** – This code should be chosen in situations in which a different tech is needed to motivate to the site in order to further troubleshoot an issue.
  Scenario – The FST is onsite trying to troubleshoot why a Redbox kiosk keeps going into MIMM. The FST has made trips previously and has replaced multiple parts to try to prevent error from continuing to occur. When the FST begins to troubleshoot, the kiosk will not present the issue again. The FST calls the ROS and requests that a different set of eyes may be in order because they have tried everything they know to do. The ROS agrees

to dispatch an alternate FST to see if they can resolve the issue. The FST currently on site places the work order in pending for "**Different Tech Needed**" so that the alternate FST can be dispatched.

3rd Party Support Needed – **This tier one code should be chosen when additional support is needed by a third party. This can be an outside third party (such as Brendamour) or in-house third party support such as a multi-tech dispatch. Please note: this option is used only if the _kiosk_ is without power. If the _site_ is without power, please use the "Site w/o Power" option.**

- **Electrician –** This code should be used when an FST is onsite and a task cannot be completed until work is performed by a licensed electrician.
  Scenario – An FST arrives to an Amazon Locker dispatch and finds that the breaker to the kiosk has tripped and will not stay on. There is not an alternative outlet. An electrician is required in order to make the repair.
  The FST places the work order in pending with a Pending Code Reason for "Electrician". Once the electrical work has been performed, the FST can return to the site to continue.

- **Network Provider** – This code should be used for situations in which the FST is on site and the comms cannot be restored due to network issues.
  Scenario – An FST is dispatched to an Amazon Locker for an offline kiosk. Upon arrival, the FST determines that the offline status is not due to the failure of comms equipment, but that T-Mobile is experiencing a network outage in the area.
  The FST places the work order in pending with a Pending Code Reason of "Network Provider".

- **A/C Repair –** This code should be used when an FST is on site for an AC issue that could not be resolved by the FST.
  Scenario – An FST arrives to a dispatch and discovers that the PDCM has tripped and the lockout device has been installed. The FST requires assistance with installing the new unit.
  The FST places the work order in pending with a Pending Reason Code of "A/C Repair"

- **Machine Move Required** – This code should be used when the FST is on site and assistance is needed to move the kiosk.
  Scenario – An FST is dispatched to a site for an offline kiosk. When they arrive, they find that the kiosk has been unplugged and the site is undergoing a remodel. The store manager approaches the FST and states that the kiosk will need to be moved to a different location within the store while the remodel is completed. There is an ideal location for the kiosk, but the FST requires a second FST to safely move the kiosk.
  The FST places the work order in pending for "Machine Move Required" so that they can return to the site with a secondary FST.

- **Locksmith –** This code is chosen when a locksmith is required in order to open a kiosk safe or door.

Scenario – The FST arrives on site to a Redbox kiosk for a broken door lock. The FST finds that the FSR has used an old worn out key that has messed up the tumbler. The FST cannot remove the lock to replace it. They place the work order in pending for **"Locksmith"**

WOS Issue –

- **WOS System Issue – This option is not functional at this time. Additional functionality is required. This tier will be chosen when the FST is unable to complete a work order due to system issues.**

- **FST Error - This code is chosen when the FST erroneously choses the incorrect work order and motivates to the incorrect site.**
  Scenario – An FST chooses a work order and goes En Route. When they arrive on site, they complete the Trip Details and begin their work. As they begin to troubleshoot the incident, they discover that they have accidently chosen the incorrect dispatch. Because the trip Details have been submitted, they can no longer reroute to indicate that they are at the correct location. The FST places the current work order into pending for "FST Error" so that the correct work order can be selected.

Tools Needed – **This tier one only code should be chosen when a tool needed for an activity that an FST does not have on-hand.**
Scenario – Scenario – The FST arrives on site and cannot open the kiosk door through the kiosk's application. They reach out to ecoATM to obtain a code to use the Southco. The FST tries to open the door utilizing the code given to them by the ecoATM rep. This does not work. ecoATM must send the FST a break-in tool in order to open the kiosk. The FST places the work order in pending for "**Tools Needed"** and returns when the part arrives.

Lunch Break/Meeting Stop – **This tier one only code is chosen when an FST is actively working an open work order, but needs to stop to take a lunch or break.** *This code is used only if the FST is returning right to the site to complete immediately after the meeting has ended.*
Scenario – An FST in the middle of repairing an ecoATM kiosk. Although they still have about an hour left in the repair, the time threshold for taking the required meal break is quickly approaching. The state's time requirement taking lunches will be breached if you continue with the repair.
The FST stops the repair and places the work order into pending with a Pending Code Reason of "Lunch Break/Stop". The FST takes their lunch and returns to the site using the pending work order after their meal break is complete.

Remote Fix Unsuccessful **This tier one only code should be used for situations in which an FST dials into a kiosk remotely and the attempt at the repair was unsuccessful.**
Scenario – An FST is dispatched for a Redbox kiosk in MIMM in a remote area. The FST dials into the kiosk through Kaseya and attempts to file away a disc stuck in the picker. The FST cannot file away the disc.
The FST places the work order in pending with a Pending Reason Code of "**Remote Fix Unsuccessful**".