

Pending Code Reason Work Order Instructions

Overview

This document defines the pending code definitions to be used when a kiosk is not fully functional upon the closure of a work order. This information is used to enhance our understanding and reporting on return visits. These pending codes are also used for our contractual agreements with our additional clients such as Amazon Locker, KeyMe and ecoATM.

Process

1. Complete the Trip Details and Task Tracker sections of the work order, ensuring you add a task line item for all activities you have performed.

Actions Performed						
Symptom	Category	System	Issue	Cause	Resolution	Time
Report - MIMM	Troubleshoot	Troubleshoot	Troubleshoot	Troubleshoot	Troubleshoot	13
Pre-Order	Pre-Order	Pre-Order	Pre-Order	Pre-Order	Pre-Order	1
Report - MIMM	Kiosk Hardware	Picker	Gripper Motor	Failed	Part Not Available	0

Parts Used									
Symptom	Rem. Part #	Rem. Part	Rem. Qty	RMA Type	Ship Method	Status	Inst. Part #	Inst. Part	Inst. Qty
Pre-Order				Pre-Order	FedEx-1R	Reported	RDBX00134	GRIPPER & TRACK OP	1

2. In the “Finish the Work Order” section of your work order, indicate “No” under “Is the kiosk functional?”

 **FINISH WORK ORDER**

 Is the kiosk operational?

Yes (Kiosk fully functional)
 No (Select all reasons for revisit)

3. Choose the appropriate pending code reason from the dropdown.
Please note: some pending codes may have second and third tier options to better define your purpose for placing the work order into “Pending”.

 **FINISH WORK ORDER**

 Is the kiosk operational?

Yes (Kiosk fully functional)
 No (Select all reasons for revisit)

4. After choosing the Pending Code Reason, complete the Comment section of the work order.
5. Submit the work order.

Pending Code Categories

Tier One – This is the primary reason the work order was placed in “Pending”. Tier One codes may contain Tier 2 and Tier Three sub-categories to better define a Tier One Pending Code Reason.

Tier one codes may contain Tier Two and Tier Three sub-categories to better define a Tier One Pending Code Reason at a more granular level.

Tier One category options contain:

- Parts Related
- Client Related
- Site Access
- Incomplete Repair
- 3rd Party support Needed
- Lunch Break/Stop
- Remote Fix Unsuccessful

Tier Two – This is a sub-category of a Tier One Pending Code Reason that is used to define the reason at a more granular level.

Tier Three – This is a sub-category of a Tier Two Pending Code Reason that is used to define the reason at a more granular level.

The example below demonstrates a Multi-day, weather related site issue. Arrows located beside a selection is an indicator that additional tiers are required.



Tiers and Nesting

Tier One	Tier Two
<p>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: <i>Parts in this tier include parts that are ordered at the discretion of a client.</i></p>	<p>Local Part - This code should be chosen 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.</p>
	<p>Central Warehouse Part – This code should be chosen 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</p>

	housed at either RDC (Redbox Distribution Center) or the client direct supplier.
	Client Direct Part Order - This code should be chosen 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 or local warehouse, 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.
	Trunk Stock N/A - B/O – This code should be chosen 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.
	Trunk Stock Not on-Hand – This code should be chosen 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.

Client Related -

Tier One	Tier Two	Tier Three
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. <u>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.</u>	Client Help Desk Unavailable – This tier two code should be chosen 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 tier three code will be required.	Excessive Hold/No Answer – This tier three 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.
		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.
		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 helpdesk's business day.

	Client Related-Client Help Desk Directed Return. This tier two code should be chosen in situations when the ecoATM help desk directs the FST to come back later or leave ticket open and check in on another day.	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.
		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.
		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.

Site Access -

Tier One	Tier Two	Tier Three
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 chosen 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.	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.
		MultiDay - This tier three code should be chosen when a weather related event will prohibit access to the kiosk longer than one day.
	Construction – This code should be chosen in situations in which a kiosk cannot be accessed due to construction activities at the site.	
	Site Temporary Restriction – This code should be chosen in situations in which an FST cannot gain access to the kiosk due to temporary restrictions at the site. Examples include but are not limited to: civil unrest, pandemic related issues.	
	Site Contact N/A – This code should be chosen in situations in which the FST is required to make contact with site	

	management, but no site management is available.	
	Site w/o Power – This code should be chosen in situations in which the <u>site</u> is without power.	
	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.	
	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).	

Incomplete Repair

Tier One	Tier Two	Tier Three
Incomplete Repair – This tier one code should be chosen in situations in which an 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 chosen in situations in which the FST troubleshoots a dispatched issue, but cannot find a resolution to rectify the incident.	
	Site Closing EOD – This code should be chosen in situations in which the FST cannot complete the repairs to the kiosk prior to the site closing for the day.	
	Excessive time on site – This code is chosen 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. This time may vary from client to client. Please consult your ROS before leaving a site for excessive time.	
	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.	
	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.	
	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.	
	<p>Schedule Conflict-leave Site – This code should be chosen 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.</p> <p>You will be required to enter a third tier entry to indicate whether the conflict is personal or business related.</p>	<p>Personal – This 3rd tier option should be chosen when leaving the site in for personal reasons. Examples include but are not limited to: personal appointments or illness.</p> <p>Please note: <i>This option is not used for breaks or lunch.</i></p>
		<p>Business – This 3rd tier option is chosen when leaving the site in for business purposes. Examples include but are not limited to: Dispatches that take priority (such as security dispatches), meetings, required training sessions.</p>

3rd Party Support Needed –

Tier One	Tier Two
3rd Party Support Needed – This tier one code is chosen when additional support is needed by a third party. This can be an outside 3 rd party (such as Brendamour) or in house third party support such as a multi-tech dispatch.	<p>Electrician – This code is chosen when an FST is on site and a task cannot be completed until electrical work is performed by a licensed electrician.</p> <p>Please note: <i>this code should not be used if the entire site is without power.</i></p>
	Network Provider – This code is chosen for situations in which the FST is on site and the kiosk comms cannot be restored due to network issues.
	A/C Repair – This code is chosen when an FST is on site for an AC issue that could not be resolved by the FST.
	Machine Move Required – this code is chosen when the FST is on site, assistance is needed in order to move the kiosk.
	Locksmith – This code is chosen when a locksmith is required in order to open a kiosk or safe.

WOS Issue

WOS Issue	WOS System Issue – Do not use this option at this time. Additional system functionality is required.
	FST Error - This code is chosen when the FST erroneously chooses the incorrect work order and motivates to the incorrect site.

Lunch/Break Stop -

Tier One	Tier Two
Lunch/Break/Meeting Stop – This code should be chosen when an FST is actively working an open work order, but needs	This is a Tier One category only.

to stop their work in order to take a lunch, break or to attend a scheduled meeting.

This code is used only if the FST is returning right to the site to complete immediately after the meeting has ended.

Tools Needed

Tools Needed – This code should be chosen when a tool needed for an activity that an FST does not have on-hand.	This is a Tier One category only.
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Remote Fix Unsuccessful –

Tier One	Tier Two
Remote Fix Unsuccessful – This code should be used for situations in which an FST dials into a kiosk remotely and the attempted repair is unsuccessful.	This is a Tier One category only.