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.
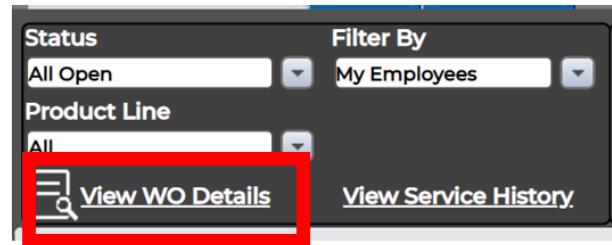
2. Scroll down until you locate the Host Contact number (this will be your POC). **Note:** *This may be located at the bottom portion of the details. If there is no host contact phone number included in the ticket, please call MS and request host contact info from Ops Tech IT .*
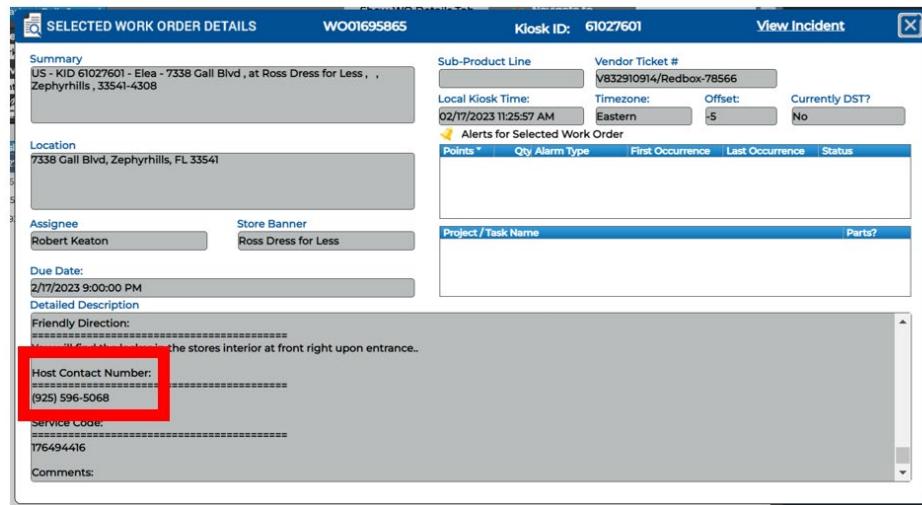
3. If the host answers and you gain access:
   - Request access and continue with your visit as normal. Please ensure you enter a Wait time line item to document the time spent attempting to contact the POC and document the tasks you perform with normal WOS expectations.

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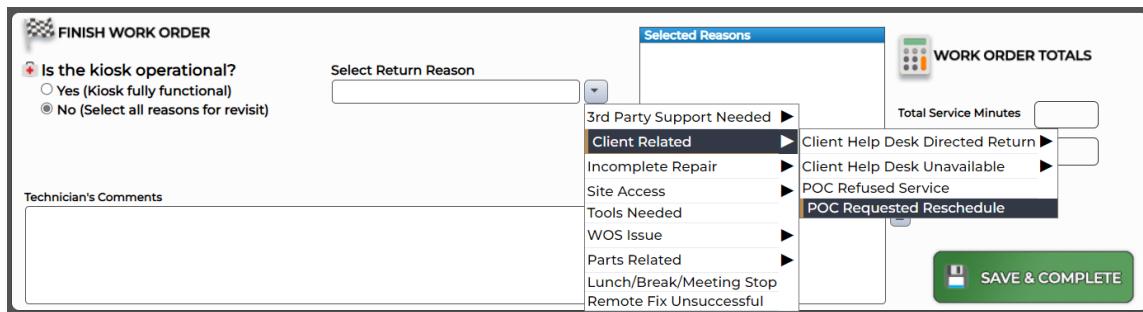
- If a future appointment is made, document in the comment section who you spoke with and the date and time of the future appointment.

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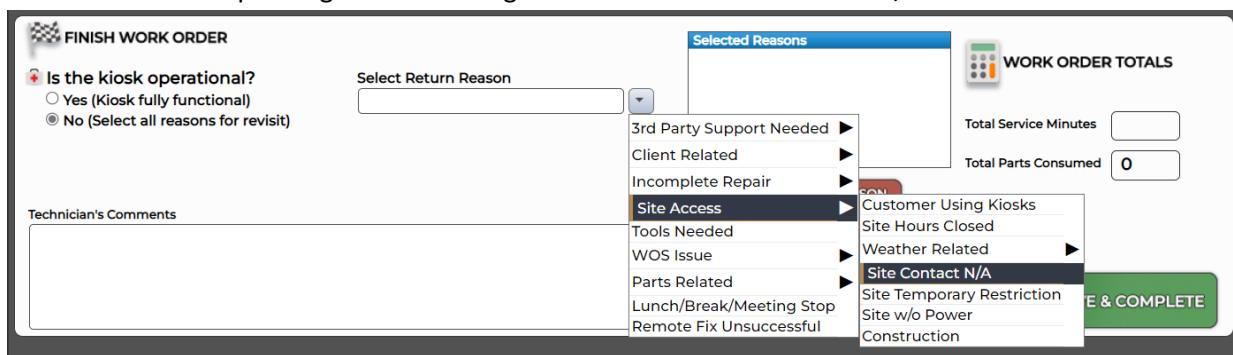
8. Document in the work order Comment section that you attempted to call the contact and that you have left a voicemail requesting a callback.

- 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