

# PRACTICE TOUCH UP

## Reschedule Process

### QUESTION

How do you reschedule customers that have missed their delivery?

### Answer ...

Customers that have missed their delivery should be contacted next business day & offered the next date available on the capacity calendar. Customers that cannot be contacted should be called back each day until a calendar date is solidified. Any customer beyond a 30-day period must be cancelled unless otherwise coordinated in advance by GE and/or HD.

### WHY IS THIS IMPORTANT?

- Improve the customer experience by proactively engaging with the customer to coordinate a suitable delivery date.
- Increase warehouse space and reduce damage product by scheduling the customer on the calendar for the earliest date possible.
- Increase completion metrics by making the contact. Each time a delivery is missed it is negatively impacting completion metrics!