
CUSTOMER SERVICE & LAST MILE DELIVERY



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Customer service

If we say that our customers are our #1 priority but they can never get a hold of us, then what message are we really sending?

With the advent of e-mail, most of us have taken to avoiding the phone at all costs. The thing is that a 5 minute phone call can often do the work of 5 e-mails with hefty attachments. “Think of how long that would take you,”

As we rely more and more on e-mail, we start to lose some of our phone skills.

This is a problem because when we are on the phone , how we speak and what we do has a big impact on the company.

It can take 4 – 5 good connections to make someone forget one bad connection.



How to answer the phone

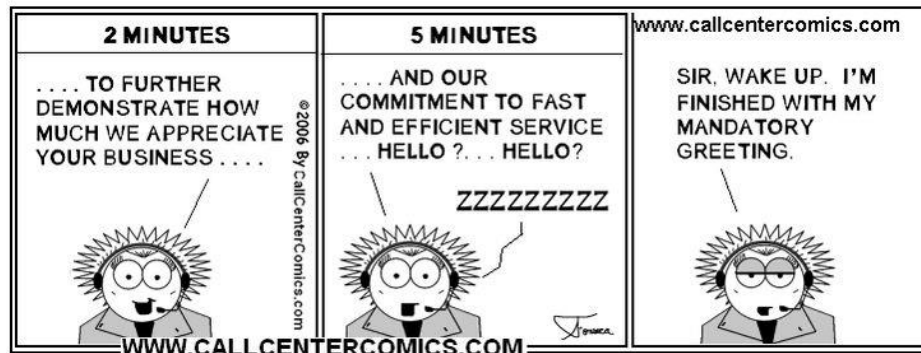
Greeting

Answering a phone call in a friendly and polite manner sets the way a call will carry on.

Main components to a basic greeting:

- Hello,
- Frontier Supply Chain Solutions (Company Name)
- Your First Name
- Question: Ask for assistance i.e “How can I help you?”

Ex: “Thank you for calling Frontier Supply Chain Solutions, my Name is Suzette, how can I help you?”



What is the phone call about?

The best way to complete a call is to decipher what the call is about at the beginning of your conversation. The faster you figure out what they need, the more time you have on resolving their issue.

- PARS / Import?
- Tracking number/Trace a Shipment?
- Accounting/billing Issue?
- PAPS/ Export?
- Sales Call?
- Line haul/Logistics call?
- Local Courier Call? Wpg, SK or Tor?
- HR? Hiring?
- Driver Safety?
- Apple Express?



How to find the team responsible

PARS, Brokerage related questions

- On Visual Importer : Click Shipment Entry.
 - Sign into Visual Importer and go to Trade Partners → Trade Partners List
 - In the search Line, type in the name of the Client.

TRADE PARTNERS LIST										Add New Trade Partner
Division:	No Division Selected		Strongco equipment					Search	Reset	Delete
<input type="checkbox"/>	CODE	COMPANY NAME	IMPORTER	COMPANY ADDRESS	CITY	STATE/ PROVINCE	ZIP/ POST CODE	IMPORTER	DIVISION	
<input type="checkbox"/>	STREQUBU	STRONGCO EQUIPMENT	<input type="checkbox"/>	1051 HERITAGE ROAD	BURLINGTON	ON	L7L 4Y1	STREQU	Team 1	
<input type="checkbox"/>	STREQUAB	STRONGCO EQUIPMENT	<input type="checkbox"/>	2820 84TH AVE	EDMONTON	AB	T6P 1P7	STREQU	Team 1	
<input type="checkbox"/>	STREQUBR	STRONGCO EQUIPMENT	<input type="checkbox"/>	1075 CLARK BLVD	BRAMPTON	ON	L6T3W4	STREQU	Team 1	
<input type="checkbox"/>	STROEQUIOT	STRONGCO EQUIPMENT	<input type="checkbox"/>	54 IBER RD.	OTTAWA	ON	K2S1E8	STREQU	Team 1	
<input type="checkbox"/>	STROEQUITH	STRONGCO EQUIPMENT	<input type="checkbox"/>	655 MOUNTDALE AVE.	THUNDER BAY	ON	P7E6E5	STREQU	Team 1	
<input type="checkbox"/>	STROEQUISU	STRONGCO EQUIPMENT	<input type="checkbox"/>	150 MUMFORD ROAD	SUDBURY	ON	P3Y1L2	STREQU	Team 1	
<input type="checkbox"/>	P7E6E5	STRONGCO EQUIPMENT	<input type="checkbox"/>	655 MOUNTDALE AVENUE	THUNDER BAY	ON	P7E6E5	CNHCAN	CNH Industrial	
<input type="checkbox"/>	STRCHI	STRONGCO EQUIPMENT	<input type="checkbox"/>	1575 RUE BERSIMIS	CHICOUTIMI	QC	G7K 1G9	STREQU	Team 1	
<input type="checkbox"/>	STR LIMBU	STRONGCO EQUIPMENT BURLINGTON	<input type="checkbox"/>	1051 HERITAGE ROAD	BURLINGTON	ON	L7L 4Y1	CNHCAN	CNH Industrial	
<input type="checkbox"/>	STREQUAC	STRONGCO EQUIPMENT CO	<input type="checkbox"/>	25616 117 AVE	ACHESON	AB	T7X5A4	STREQU	Team 4	
<input type="checkbox"/>	STREQU	STRONGCO EQUIPMENT DIV	<input checked="" type="checkbox"/>	1640 ENTERPRISE ROAD	MISSISSAUGA	ON	L4W 4L4	STREQU	Team 1	
<input type="checkbox"/>	STREQULA	STRONGCO EQUIPMENT QUEBEC	<input type="checkbox"/>	4535 RUE LOUIS B MAYER	LAVAL	QC	H7P 6B5	STREQU	Team 1	

12 records

To find the team responsible

FREIGHT, Logistics related questions

- On A1,click on companies tab.
- Type in the company/Client name in the “Search for” display box
- Select correct company/Client
- Click on the User Columns and the ISR and assigned team will be visible.

To find the team responsible

The screenshot displays the 'Company Administration' window in the Accellos One Transport software. The window title is 'Accellos One Transport (Company/Terminal: D1/T1)'. The menu bar includes 'File', 'Edit', 'Administration', 'Companies', 'Departments', 'Reports', 'Window', and 'Help'. The toolbar contains various icons for functions like 'Computer', 'Cust. Service', 'ProBills', 'Trigo', 'Trailerz', 'Trucks', 'Dimuz', 'Rating', 'Billing', 'Payablez', 'Payroll', 'Deductions', 'Export', 'Fuel Tax', 'E-Payments', and 'TrackPost...'. Below the toolbar, there are search filters for 'Search #', 'Types', 'Commodity', 'Related', 'Co-Brokerz', 'Ro-Zone', 'Contacts', 'Location', 'Set Status', 'Add', 'Delete', 'Remember', and 'Refresh'.

The main area of the window is titled 'Company Administration' and contains several tabs: 'EDI', 'Payable Details', 'Carrier Details', 'Customs Broker Info', 'Shipping Details', 'Physical Address', 'Communications', 'Mailing Address', 'Billing Details', 'Services', 'Certification', 'Markup Rates', 'Receiving Details', 'Sales / Orders', 'Directions', 'Carrier % of Rev', and 'User Columns'. The 'User Columns' tab is currently selected. On the left side, there is a search section with 'Current Company Type' set to 'All Types', a 'Search For:' field containing 'KEYST', and a 'Search By:' dropdown set to 'Company Name'. Below this is a list of company names, with 'KEYSTONE RV COMPANY' highlighted in blue. On the right side, there are 'Ok' and 'Cancel' buttons, and a 'Show' section with radio buttons for 'Active' (selected), 'Inactive', and 'Both'. At the bottom left, a status bar shows 'RNARINE = 0/0/0'.

Transferring a call

Top things to do before transferring calls:

- If you find out the caller has already been transferred, try to resolve their call without transferring. Sometimes callers get upset when they are transferred too many times.
- Ask the person who you are transferring to and confirm if they can handle the caller's issue.
- If you have confirmed whom you are going to transfer to, explain to the caller why you are transferring
- Give them correct name and phone# of who you're transferring to.
- Make sure you call someone at the other end before you transfer.
- Explain what the caller wants before you complete the transfer

How to put the caller on hold

Putting someone on hold:

- Advise the caller that you are putting them on hold
- Let them know how long the wait will be
- Do not put them on hold more than a couple of minutes without checking on them, retrieve the call and advise them they will be on hold longer.
- Giving them the option of calling them back at a set time if you are unsure of getting a response to them right away.
- Remember to thank them for holding



Shipment tracking:

Searching Customer/Consumer on Track & Trace Site

To find a Customer/Consumer on Track & Trace:

- PFS #
- Tracking number (WAYBILL #, PRO#) (ie. Loomis # FSC, Label # LDC)
- Reference # (Sales Order #, PO #)(ie. Dometic SO#, RGA #)
- NOTE:
 - Must be keyed exactly (case sensitive)
 - If there is a digit missing or too many digits, the shipment will not pull up.
 - Consumer = End User
 - Customer= Client/GST paid/Freight prepaid

<http://192.168.1.211/WebTrackDEV/views/Frontier/FrontierDetails.xhtml>

Searching Consumer/Customer on Track & Trace Site

<http://192.168.1.211/WebTrackDEV/views/Frontier/FrontierDetails.xhtml>

FRONTIER

PFS1471477

Find

Wednesday
September 02, 2020

Tracker Notes

TRACKING NUMBER TRACKING DETAILS ASSIGNED TEAM ESTIMATED DELIVERY A1 STATUS PIECES DELIVERED
PFS1471477 OFS1023567 TEAM Vaughan Cu 25-Aug-2020 DELIVERED 1 / 1

SHIPPER		
Name:	Canadian Spa Company	
Address:	1283 Cornwall Rd.	
City, Province:	Oakville, ON	
Postal Code:	L6J 7T5	
PHONE	EMAIL	FAX
877-347-7727	payablesCA@canadianspacompany.com	

CONSIGNEE		
Name:	PETER BURRELL	
Address:	25 BURRELL RD	
City, Province:	Turtle Creek, NB	
Postal Code:	E1J 1S7	
PHONE	EMAIL	FAX
5068745273		

Skids	Lbs	Kgs	PCS	Feet	Cube	WT	Note
0.0	942.0	427.0	1.0	0.0	1839.0	0.0	DO NOT LAY SPA FLAT

REFERENCES (10)				
DELIVERY APPT REQ	DO NOT LAY SPA FLAT - DO NOT STACK	F314861-0000233	F314861-0000233E	LTC50097907
LTC50097907 942lbs 1839Cube 85L x 42W x 89H	PICK UP 08/26/2020	PICK UP WITH LARGE STRAIGHT TRUCK	PO 58518369	RESIDENTIAL TAILGATE DELIVERY

Searching Customer/Consumer on Track & Trace Site

<http://192.168.1.211/WebTrackDEV/views/Frontier/FrontierDetails.xhtml>

TRACKING NUMBER: 74215109

Barcode: LTC50097907

Tracking Number: 74215109 (Barcode: LTC50097907)

Date	Time	Description	Area	Additional Information
2020-08-25	11:01:53	Shipment Record Received	OAKVILLE, ON	
2020-08-26	00:00:00	Pickup Date	VAUGHAN, ON	
2020-08-26	12:45:55	Checked-in At Facility	VAUGHAN, ON	
2020-08-26	13:16:44	Checkout To Carrier	VAUGHAN, ON	
2020-09-02	17:45:00	Delivered	ROTHESAY, NB	
2020-09-03	15:00:00	Delivery Appointment	ROTHESAY, NB	

Shipment tracking: Searching the Customer/Consumer in A1

To find a Customer/Consumer on A1:

- PFS # (Tracking number)

Reference/Probill Number Search

Reference #:	<input type="text"/>	<input type="button" value="✓ Ok"/>
Bill of Lading #:	<input type="text"/>	<input type="button" value="✗ Cancel"/>
Probill #:	<input type="text" value="PFS0250250"/>	
Order #:	<input type="text"/>	
Invoice #:	<input type="text"/>	
Trip #:	<input type="text"/>	
Assignment #:	<input type="text"/>	

Searching the Customer/Consumer on A1

- Tracking number/ Waybill# (Loomis waybill #)

Reference/Probill Number Search

Reference #:

Bill of Lading #:

Probill #:

Order #:

Invoice #:

Trip #:

Assignment #:

Searching the Customer/Consumer on A1

Alternative ways to track a customer/consumer's order:

- Name or Company Name

Accellos One Transport (Company/Terminal: D1/11)

File Edit Administration Probills Departments Reports Window Help

Computer Cust. Service Probills Trips Rating Billing Payroll Deductions Export Fuel Tax E-Forms TruckPost...

Filter Clear Filter Search Edit Pro Add Order Split Pro Consolidate Load Upload Broker Assign Assign New Programs Complete Receipts Print Reminder Refresh

Probills: Current

Saved Column Layouts Menu Date Filters P/U Date Del Date Search Specify Saved Filters Business Group

MASTERHOMETRAC All Or All JANELLE Sort (None) Edit (ALL)

Ship From	Order	Pro Bill #	Ship To	Leg Bill of Lading	Del City	Del St	Temperature	Piece Skids	Lbs	Cubed L Kgs	Status	PIU Company	PIU City	PIU		
SLEEP INNOVATIONS	0FS0043857	PFS0254125	JACKIE PRESCOTT	3	Tofino	BC		3	0	152	69	OPEN	FRONTIER SUPPLY CHAIN	Winnipeg	02	
SLEEP INNOVATIONS	0FS0043237	PFS0248729	JAIMIE-LYN BLACKALL	3 FSCH0008829	Saskatoon	SK		1	0	35	35	16	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01
MASTER HOME PRODUCTS LTD	0FS0043795	PFS0253645	JAMES BALDWIN	3 FSCA0008159	Penhold	AB		1	0	46	21	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
SLEEP INNOVATIONS	0FS0043675	PFS0252601	JAMES GILES	3 FSCK0010117	Burlington	ON		1	0	84	38	PICKED UP	FRONTIER SUPPLY CHAI	Vaughan	01	
SLEEP INNOVATIONS	0FS0043856	PFS0253930	JAMIE MAMMOLITI	3 FSCK0010741	Aris	ON		1	0	28	13	PICKED UP	FRONTIER SUPPLY CHAI	Vaughan	01	
CONN SELMER INC	0FS0043890	PFS0254378	JAMSCHOOL	337445450	Guelph	ON		1	0	480	218	OPEN	FRONTIER SUPPLY CHAIN	Vaughan	02	
SLEEP INNOVATIONS	0FS0043675	PFS0252614	JAN FORSTER	3 FSCK0010131	Mount Hope	ON		1	0	41	19	PICKED UP	FRONTIER SUPPLY CHAI	Vaughan	01	
SLEEP INNOVATIONS	0FS0043348	PFS0249906	JAN MITCHELL	3 FSCH0009231	Sherwood Pa	AB		1	0	32	15	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
SLEEP INNOVATIONS	0FS0043676	PFS0252800	JANE OSOKO	3 FSCH0010336	Rossland	BC		1	0	17	8	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
SLEEP INNOVATIONS	0FS0043954	PFS0254704	JANE POPE	3	Brampton	ON		1	0	35	16	ASSIGNED	FRONTIER SUPPLY CHAI	Vaughan	02	
SLEEP INNOVATIONS	0FS0043954	PFS0254704	JANE POPE	2	Vaughan	ON		1	0	35	16	ASSIGNED	FRONTIER USA	Itasca	02	
SLEEP INNOVATIONS	0FS0043857	PFS0254133	JANE SLATER	3 FSCH0010719	Osoyoos	BC		1	0	31	14	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	02	
SLEEP INNOVATIONS	0FS0043409	PFS0250233	JANELLE OSIKA	3 FSCK0009569	Forestville	QC		1	0	72	33	PICKED UP	FRONTIER SUPPLY CHAI	Vaughan	01	
SLEEP INNOVATIONS	0FS0043857	PFS0254085	JANET BRIGDEN	3 FSCH0010660	Calgary	AB		1	0	39	18	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	02	
SLEEP INNOVATIONS	0FS0043348	PFS0249916	JANET ISAAC	3 FSCH0009241	Cromer	MB		1	0	35	16	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
SLEEP INNOVATIONS	0FS0043676	PFS0252850	JANET YANCIW	3 FSCH0010391	Fort McMurray	AB		1	0	31	14	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
SLEEP INNOVATIONS	0FS0043856	PFS0253963	JANISSE HANDSOR	3 FSCK0010778	London	ON		1	0	31	14	PICKED UP	FRONTIER SUPPLY CHAI	Vaughan	01	
SLEEP INNOVATIONS	0FS0043781	PFS0253531	JASON HAN (Surrey, BC, 7636)	3 FSCH0010419	Surrey	BC		1	0	127	58	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
SLEEP INNOVATIONS	0FS0043485	PFS0250888	JATINDER BAIDWAN	3 FSCH0009769	Victoria	BC		1	0	101	46	PICKED UP	FRONTIER SUPPLY CHAI	Winnipeg	01	
JAYCO DROPSHIPS	0FS0042771	PFS0254966	JAYCO DROPSHIPS	1	Itasca	IL	210894	1	0	11	14	5	OPEN	JAYCO DROPSHIPS	Itasca	02
JAYCO DROPSHIPS	0FS0043991	PFS0254560	JAYCO DROPSHIPS	1	Itasca	IL	210888	1	0	16	19	7	OPEN	JAYCO DROPSHIPS	Itasca	01
JAYCO DROPSHIPS	0FS0042771	PFS0245237	JAYCO DROPSHIPS	1 DUMMY (DO NOT CANCEL)	Itasca	IL	DUMMY	0	0	0	0	0	OPEN	JAYCO DROPSHIPS	Itasca	12
JAYCO DROPSHIPS	0FS0042771	PFS0254967	JAYCO DROPSHIPS	1	Itasca	IL	210895	1	0	17	23	8	OPEN	JAYCO DROPSHIPS	Itasca	02
JAYCO DROPSHIPS	0FS0042771	PFS0254965	JAYCO DROPSHIPS	1	Itasca	IL	210892	1	0	9	9	4	OPEN	JAYCO DROPSHIPS	Itasca	02
JAYCO DROPSHIPS	0FS0042771	PFS0254964	JAYCO DROPSHIPS	1	Itasca	IL	210891	1	0	6	13	3	OPEN	JAYCO DROPSHIPS	Itasca	02
JAYCO DROPSHIPS	0FS0042771	PFS0254962	JAYCO DROPSHIPS	1	Itasca	IL	210890	1	0	55	207	25	OPEN	JAYCO DROPSHIPS	Itasca	02

Pro Count 1,689

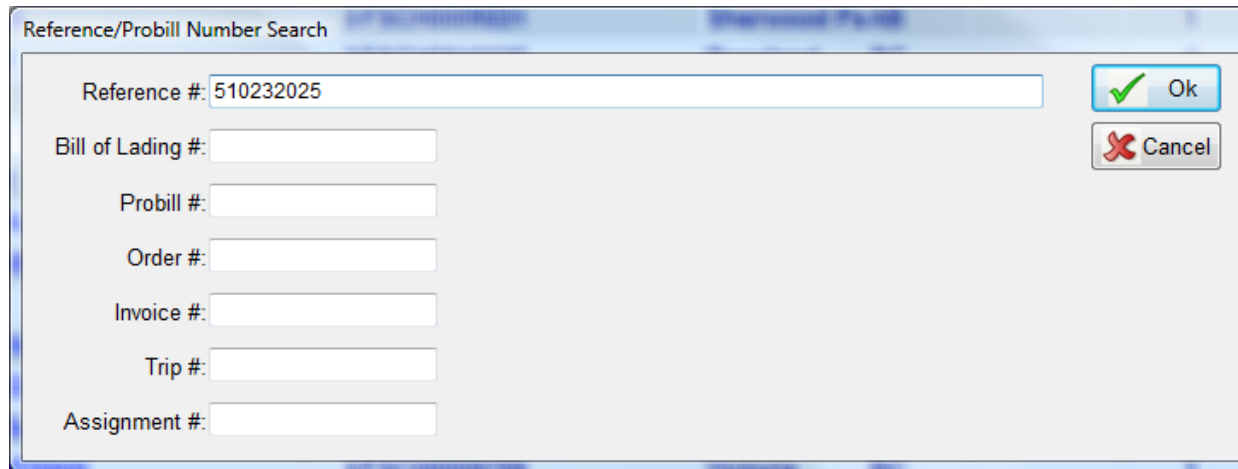
Pieces Skids Lbs Total Kgs 3,264 49,999,453 222,980,81,226

Carrier: LOMIS EXPRESS

SGONZALES = 0/0/0

Searching the Customer/Consumer on A1

- Customer Sales Order#/Reference#



Reference/Probill Number Search

Reference #: 510232025

Bill of Lading #:

Probill #:

Order #:

Invoice #:

Trip #:

Assignment #:

Ok

Cancel

Verifying Information

- Delivery address / callback # / Name

Order#: 0FS0097887, Status: OPEN, Created by Process: EDIIMPORT, External ID: SLEEP-1505191048

Order Information
Order Entered: May 19 2015 at 10:56 by EDI

Ordered By: SLEEP INNOVATIONS
Placed By: Ref.#: SLEEP-150519
3rd Party: SLEEP INNOVATIONS
Service: Standard Desc:

Business Group: Frontier Supply Ch. Cur: US Rate #: \$0.00 Total: \$0.00 Dist: .0

Probill(s)

Probill(s)	Bill of Lading
PFS0466683	FSCH0054266
PFS0466684	FSCH0054269
PFS0466685	FSCH0054242
PFS0466732	

Ship From
Pick Up: Date: 19/05/15 Time: 15:00
SLEEP INNOVATIONS
1700 WEST DOWNS DR
West Chicago, IL, US, 60185
Tel: (732) 443-2002

Ship To
Deliver: Date: 26/05/15 Time: 17:00
SPENCER SICHEWSKI
577 HARSTONE RD
Winnipeg, MB, CA, R3R 1C8
Tel:
Receiving Hours: To: City: Contacts:
Contact: SPENCER SICHEWSKI (204) 612-6147

Dimensions
Skids: 1 Lbs: 9,670 Kgs: 4,379 Com: FAK
Feet: 1 Cube: 104 T/L: 0 Temp:
WT: Note: Declared Val: .00 Cur: FDA:

Order Totals

Skids	Lbs	Kgs	PCS	Feet	Cube	WT	Note
	9,670	4,379	122	20	9,190	4835	

Carrier's Tracking and Contact info

(Check spreadsheet) , common ones below

<u>Carrier</u>	<u>Tracking number</u>
Loomis/DHL Preferred Preferred@loomis-express.com Anna DeAngelis, Anna.DeAngelis@loomis-express.com http://www.loomis-express.com/ca/wfTrackingForm.aspx	DZMAB0700043 FSCR0020366 FSCCK0055482
Midland Courier Jones, Natalie Jones.Natalie@midlandtransport.com	LDC50125339, P00113055829
Midland Transport Jennifer Raiche, Raiche.Jennifer@midlandtransport.com customerservice@midlandtransport.com https://www.midlandtransport.com/ShipmentInquiry.aspx	90725988
Vitran Express TOR CS TorCustomerService@vitran.com narinder.sharma@vitran.com erica.dolan@vitran.com http://www.vitranexpress.com/canadian_ltl/home/index.htm	In A1 – 774051007 Eight digits only – drop the last digit !
Day and Ross FRIESEN, KEVIN Kevin.FRIESEN@dayandrossinc.ca Rebecca Ward: rebecca.ward@dayandrossinc.ca TLC@dayandrossinc.ca http://www.dayross.ca/Forms/TrackShipment.aspx	TOR4387463 – starts with whatever city it is departing from.
Gardwine North http://205.200.119.2/scripts/cgiip.exe/protrace.htm	Can be similar to Midland transport, sometimes with TTO/WPG to start.

ETA ??

- “Estimated” time of arrival
- Estimated day of shipment delivery
- No Guarantees



Status of Shipment

- Where is the shipment at ? Location?
- Is the tracking information up to date?
- If tracking is not updated ?
- Follow up with Carrier
- Call back customer with updated info!



What information to share with the Consumer/Customer

It is important to know what it means to give “too much information”

- DO NOT tell the Customer/Consumer any of Frontier rates
- DO NOT provide Carriers of any rates
- DO NOT provide the carrier’s phone number or contact
- DO NOT tell them to contact our carriers.
- DO provide only the information that is necessary
- DO look through the notes for references to assist you
- DO advise customer if they ask for further information about their shipment, they should contact Frontier



Time restraints

- Most carriers do not have a specific time to attempt deliveries. They are usually delivery windows or time ranges.
- Loomis is : Mon – Fri 9AM to 5PM
- Local Frontier Carriers (Winnipeg or Vaughan) : Mon – Fri 9AM to 5 PM
- Evening Deliveries(only available for Endy): Mon- Fri 6PM to 9PM
- If the customer would like a morning delivery(8AM to 12PM), we will need to find out from the Carrier first if this option is available.
- Evening deliveries are not available unless the CLIENT has agreed to this service or if it clearly states on A1 “EVENING DELIVERY”. If you are unsure , advise the consumer that you do not have this information and that the ISR/Team will contact them back.
- Be sure to not offer any special services to the consumer unless you have been confirmed that is it available.



How to check on other carrier's website

Demonstration on Computer

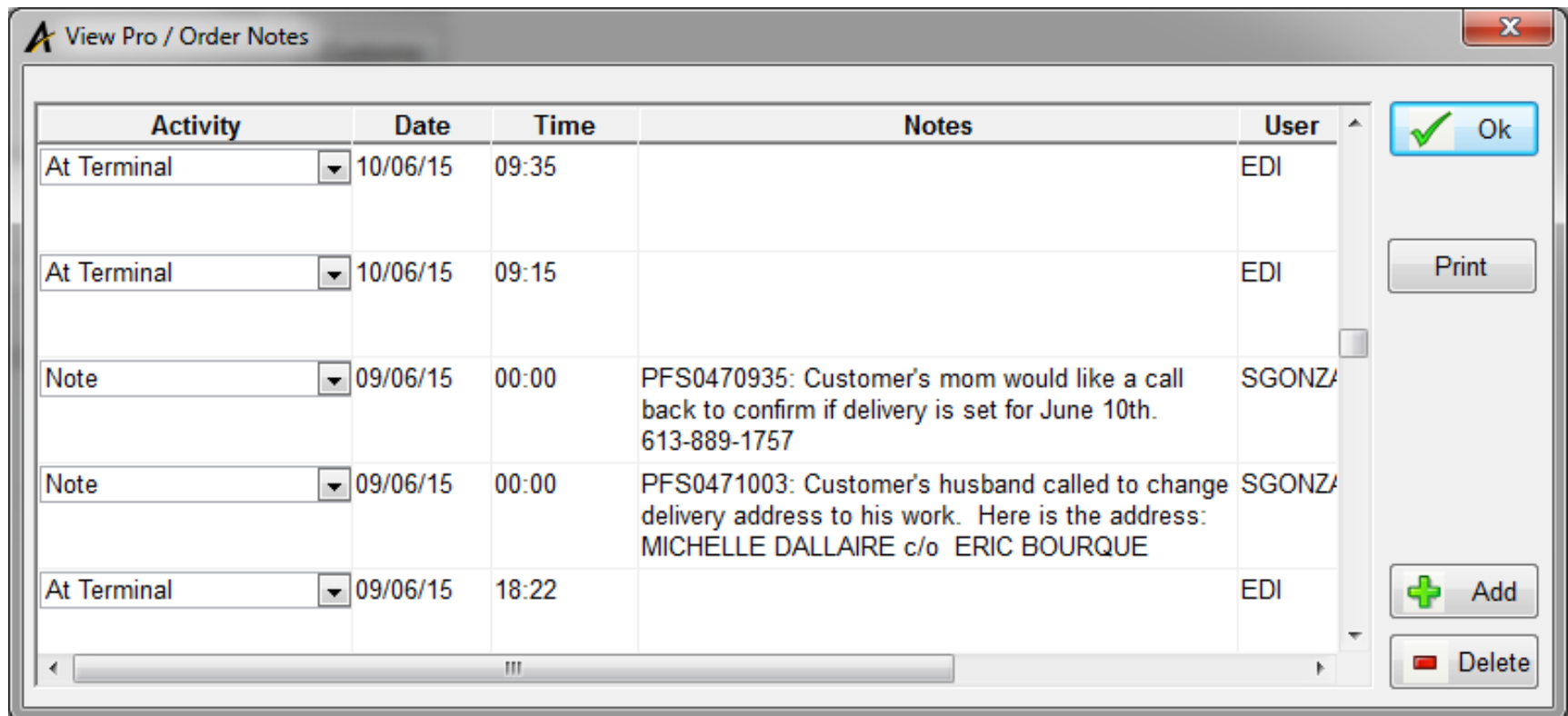


“I actually have nothing to say, so my presentation should only last an hour or two.”

Notes in A1

<http://192.168.1.211/WebTrackDEV/views/Frontier/FrontierDetails.xhtml>

- Helps to update the team and ISR
- Also used for billing purposes



Activity	Date	Time	Notes	User
At Terminal	10/06/15	09:35		EDI
At Terminal	10/06/15	09:15		EDI
Note	09/06/15	00:00	PFS0470935: Customer's mom would like a call back to confirm if delivery is set for June 10th. 613-889-1757	SGONZA
Note	09/06/15	00:00	PFS0471003: Customer's husband called to change delivery address to his work. Here is the address: MICHELLE DALLAIRE c/o ERIC BOURQUE	SGONZA
At Terminal	09/06/15	18:22		EDI

Carrier's policies and procedures

LOOMIS (General Policies for most carriers)

- All deliveries are defaulted for a signature from anyone who answers the door. They do not need proof of credit card or ID to sign. If consumer wants shipment left at the Door without signature, they will need to leave a note for the Driver with their signature. (excluded: APT, Condos or Gated Community)
- All deliveries are considered curbside. If the customer is home to accept the delivery, driver can deliver up to the door or to the driver's digression, assistance from the consumer maybe required if the shipment is over 100lbs. Drivers/Carriers have a liability issue entering the consumer's home or business so they are not allowed to enter the premises to assist or carry the shipment into the place.
- Loomis does not allow delivery appointments. After the 2nd attempt is made, it is held at the closest depot to the address. We can offer a 3rd attempt to the consumer. This will be an extra charge to Frontier. (Please be sure to advise your Client and charge them for this service, ISR/Team responsible will make this call)
- In some cases, if it is a shipment that is larger than 100 lbs, Loomis will have this shipment held at the depot and attempt to call the consumer to arrange the delivery. (This is very common if the shipment arrives to a smaller depot)
- If the customer lives in an apartment or a condo, it is required that the buzzer code information be listed or available to Loomis before delivery, otherwise, shipment will be held at the depot until Consumer or Shipper contacts Loomis with the information.
 - Deliveries to apartments with no elevators, Drivers will not deliver shipments to the apartment door.
 - Shipments can be left with the concierge/security/property manager if that option is available to the consumer.

Carrier's policies and procedures

Local Carrier Network Delivery

Deliveries to Businesses

- All deliveries are made during business hours, if carrier sees the business is close they will attempt again the next following business day.

Deliveries to Residences

- Deliveries do not require a signature and shipments are left at or near the door/curbside. If Driver feels that is it unsafe to leave shipment at the premises, driver will leave a Notice on the door that they have attempted delivery.
 - Consumers can call ahead and authorize NSR (no signature required) if they wish to have this shipment left at the premises
- If the consumer lives in an apartment or condo, local carrier will call ahead of time to schedule delivery appointment.
- All deliveries are made during weekdays
- If you need to change address, change delivery or re-delivery date, please be sure to request this from the Team/ISR that handles it as they will provide further details if there are any issues with delivery.
- If consumers are requesting for special delivery requirements, local carrier will not proceed unless they have authorization from Frontier, also contact Team/ISR first and see if these special requirements are approved.

LTL Carrier

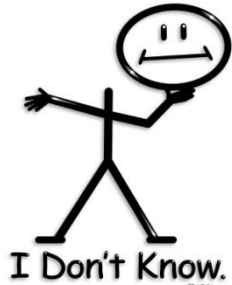
- All LTL carriers will require to contact the receiver before making delivery attempt as these shipments are over 150LBS

Why Do Consumers Get Upset in the First Place?

- Deadline is missed
 - The order or service is incorrect
- They were treated rudely or unprofessionally
 - They were given the wrong information
- They are unhappy with the product or service



Words to use (Phrases to say or not say)



Instead of saying... “I don’t know”

Try saying... “I will find out”

Instead of saying... “No”

Try saying... “What I can do is”

Instead of saying ... “ That’s not my responsibility”

Try saying “This is who can help you”

Instead of saying “You’re right- this is pretty bad”

Try saying... “I understand your frustrations”

Instead of saying... “That’s not my fault”

Try saying... “Let’s see what we can do about this”

IF ANYTHING BAD HAPPENS,
IT'S NOT MY FAULT. IT'S FATE.



Words to use (Phrases to say or not say)

Instead of saying... “You need to talk to my manager”

Try saying... “Let me talk to my manager and will get back to you”

Instead of saying... “You want it by when”

Try saying... “I’ll try my best”

Instead of saying... “Calm down”

Try saying... “I’m Sorry”

Instead of saying... “Call me back”

Try saying... “I will call you back”



The Bouncing Back Concept

- **Let them vent**
- **Say you are sorry**
- **Fix the problem**
- **Go above and beyond for the customer**

Let them vent

- Zip your lip!
- Give clues that you are listening
- Don't take it personally



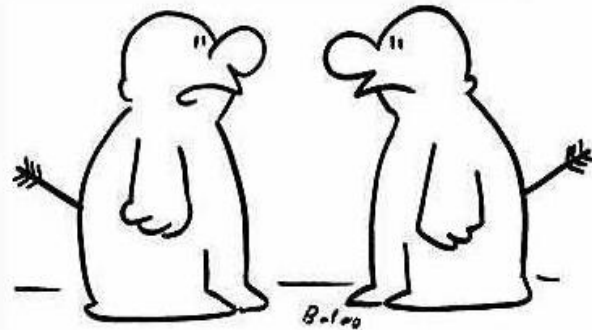
Zip Your Lips!

Say You are Sorry

Express empathy

Key empathic phrases:

- I can see why you feel that way
- I see what you mean
- I can understand how frustrating this must be
- I'm really sorry about this



"I know exactly how you feel."

Solve the Problem

- Ask questions
- Double check the facts
- Mutually Agree on a solution
- Follow up



Go Above and Beyond

- **Need to prove ourselves**
- **What can be done to ensure the problem doesn't happen again**
- **Sometimes just being good isn't enough**

QUIZ TIME!