

PHONE POLICY FOR CONTACTING DRIVERS AND TECHS

Trans:

1. Call the driver with questions or concerns (keep in mind, 95% of the calls from TMs are PROBABLY meant to help the driver in cases of missing product, meeting to grab B2S2 or letting them know if a customer will or will not be present for delivery. (There should not be any “where you at?” calls)
2. If you are needing to know where the truck is to give customers a heads up, please use Omnitrax app. If you do not have the app, or cannot get it to function properly, please see Eli.
3. If the driver does not return said call in the appropriate time per the issue, call Bobby directly on his cell.
4. If Bobby does not answer call David Emmert.
5. If David does not answer call KP.
6. If KP does not answer call KMac
7. If KMac does not answer call Chris Sasse
8. If Chris does not answer call the warehouse.

Bev / Chem:

1. If it is a customer equipment emergency dial hotline; option 2 on our main call menu.
2. If it is a lead email Phil the particulars. Phil to call back and discuss in a reasonable time.
3. If it is a non-emergency situation, but does require a visit from a tech, call, or email tech, **DO NOT EXPECT A CALL BACK RIGHT AWAY** (make sure the tech does reply in a reasonable time)
4. If it is a general question for a tech about the result of a customer visit, call or email tech, **DO NOT EXPECT A CALL BACK RIGHT AWAY** (make sure the tech does reply in a reasonable time)
5. Any product related questions or issues, call or email Phil. Phil to call back and discuss in a reasonable time.