



Asurion – Walmart Services

Service Guide

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The most current version of this document can be found under "Manuals" on the DOLI home page.

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ABOUT ASURION – WALMART WORK

Installs performs delivery and installation of home theater equipment purchased at Walmart. The customer purchases an extended warranty and installation bundle from Asurion.

The customer has the option of the following bundles.

- TV Delivery and Setup
- Premium On-wall Mounting
- Premium On-wall Mounting and Delivery

The required paperwork for this job will be:

- Installs Installation Workorder
- Installs Pickup and Delivery Form

VEHICLE REQUIREMENTS

All vehicles used for Asurion jobs **MUST** meet the following standards:

Requirements

- Cargo van, box truck, or enclosed trailer
- Service company must maintain insurance coverage on all vehicles used on Installs jobs
- Vehicles with existing branding can be used, but the branding should not show affiliations to any competitors of Installs' clients'
- Keep your vehicle clean and damage-free

Not Acceptable

- Cars
- Open pick-up trucks
- Open trailers
- Equipment cannot be laid on its side for transport
- Equipment cannot be exposed during transport
- Equipment cannot be transported in an open vehicle covered with a tarp or plastic; the equipment must fit safely, securely and completely inside the vehicle
- Equipment must **NOT** hang off the back or out of the windows of the vehicle

SERVICER DRESS GUIDELINES

Requirements

Large companies like Asurion invest a great deal of effort and financial resources to build and maintain a brand that consumers trust. When you accept Asurion work from Installs, you also accept the responsibility of representing the Asurion brand appropriately.

All Installs Asurion servicers are required to follow the dress guidelines outlined below.

GENERAL APPEARANCE:

Professional appearance, style, and hygiene

Keep hair neat, clean, and conservatively styled; keep facial hair trimmed and neat in appearance

HATS:

No hats

SHIRTS:

Clean, appropriately sized collared polo shirt with no logo or Installs logo

PANTS:

Clean and appropriately sized slacks or khaki pants; **no jeans**

SHOES:

Closed toe work shoes or boots appropriate for job site
Use shoe covers while inside customer's home

COLD WEATHER:

Servicers may wear clean white or blue long-sleeved shirts with no tears under their collared shirts

Servicers may wear clean jackets, parkas, or winter coats with no logos, no sports team affiliations, and no tears



Not Acceptable

The following items are unprofessional and may pose safety hazards. These items are not allowed at any time on any Installs job; do not wear these items to client locations or job sites.

- “Hoodie” sweat shirts
- T-shirts
- Jeans
- Shorts
- Torn clothing
- Baggy or low rise pants
- No visible pierced body jewelry (including tongue, nose, and eyebrow), excessively pierced ear jewelry, or jewelry that presents a safety hazard
- Tattoos that may be considered offensive (violent or sexually explicit images, profanity) must be covered



Remember, the way you present yourself reflects on Asurion. If the client is unhappy with the way you represent their brand, they can ask Installs to remove you from your primary position on their store. Complying with the client’s dress guidelines is an easy way to avoid escalations, and maintain your store primary position.

Ordering Installs Polo Shirts

1. Log in to DOLI with your administrative username and password.
2. Click the **ORDER SHIRTS** button on the main navigation panel of the DOLI homepage.
3. Compile and submit your order. Please note that the shirt prices displayed include shipping.



Shirt prices range from \$17 to \$25 per shirt, depending on the size. Each technician who works on Asurion jobs should have at least one Installs polo shirt; technicians who frequently work Asurion jobs should have multiple shirts. To simplify the payment process and ease the impact of the expense, Installs will deduct the cost of your shirt order(s) from your tech pay.

SERVICER PROCESSES

Contacting Installs

Most issues you encounter on the job can be reported to Installs via the Installs Mobile App. (Please see the [Installs Mobile App document](#) in the Manuals section of DOLI). All questions and issues that required immediate attention can be called into the Installs call center at 1-888-490-4321.

Pick-Up and Delivery

Excessive Wait Times at Pick-up

If it takes more than 30 minutes to complete the pick-up process at Walmart, please use the Installs Mobile App to document the wait time as part of the **Equipment Pickup** step.

Product Pick-up

1. Arrive at the Walmart location listed on the *Installs Installation Workorder*.
2. Bring a copy of the *Installs Pickup and Delivery Form* and the *Installs Installation Workorder* into the store with you.
3. Go to the Electronics department and ask to speak to an Electronics Associate.
4. The Electronics Associate will escort the servicer to the Installation and Delivery area of the store.
5. The Electronics associate will match the PIN and equipment model to those listed on the *Installs Installation Workorder*.

NOTE: All of the customer's products will be marked with a green sticker.

INSTALLS inc® Work Order Page 1 of 3

Installs PICKUP AND DELIVERY FORM

CUSTOMER	WORK ORDER INFORMATION
TEST ORDERROBJ 241 Main St BUFFALO NY, 14203	INSTALLS inc® Job Number: 4184181 ASURION-WALMART Order #: ggg Install Date: 2016-08-01 Pin #: pinnum
DELIVERY TECHNICIAN	Additional Instructions: Test Order Test Order
INSTALLS INC 999 INSTALLS INC A9668 800- 344- 4856 Tech Name: _____	
STORE LOCATION	
Store Number: 2586 2500 WALDEN AVE CHEEKTOWAGA NY, 14225 716- 896- 3669	

6. If any the TV is wrong or missing, perform the following steps:
 - a. Use the Installs Mobile App to report the damaged product. Update the Pickup step to **Equipment Problem** status. Enter detailed notes detailing the missing or wrong product.
7. Inspect the outer packaging for damage including holes, scrapes, cuts, repaired areas, or marks from tires or forklifts tines.
8. If you find damage, perform the following steps:
 - a. Bring the damage to the attention of the Walmart Electronics Associate.
 - b. In the Installs Mobile App, update the Pickup step to **Equipment Problem** status. Enter detailed notes describing the damage to the equipment.

9. Complete the **Product Pickup** section of the *Installs Pickup and Delivery Form*. Have the Electronics Associate sign and initial the form.
10. The Electronics Associate will deactivate the EAS tag and help the servicer load the equipment on to a hand cart or L-cart.
11. The Electronics Associate will escort the servicer to the front exit of the store and past the Greeter.

30-Minute Customer Call Ahead

- On the day of the job, call the customer on the order 30 minutes before your arrival to confirm your ETA.
- Update the Pre-Call step in the Installs Mobile App documenting the ETA provided to the customer.

Onsite

Customer Not Home Policy

If you arrive at the customer's location and they do not respond to your attempts to make contact, perform the following steps:

1. Wait 15 minutes; call all available numbers for the customer on the *Installs Installation Workorder*.
2. If you make successful contact with the customer, work with them to determine if the service can be completed as scheduled.
3. If you are unable to reach the customer or the customer is not available for the appointment, update the job in the Installs Mobile App. From the Onsite step, update the status to **Customer Not Home**. This will update the job in DOLI and no call to Installs is required.

Inspecting the Site and Equipment

Inspect the installation site with the customer **before** beginning the installation. Document any pre-existing damage on the paperwork.

Also inspect the equipment onsite with the customer before beginning the installation. Ensure that the customer agrees that there is no damage. Plug in and turn on the new TV prior to installation. Ensure that the TV powers on and the display is undamaged.

Inspect the equipment a final time with the customer upon completion of the installation. Obtain the customer's signature on all paperwork indicating that the work was completed.

Wrong, Damaged, or Defective Equipment; Missing Parts

As you are preparing to begin the installation inspect the equipment thoroughly to ensure that there is no damage and that it is the correct unit.

- If there are missing parts, notify the customer that the equipment is incomplete.
 - Advise the customer to contact Asurion at 866-551-5908 regarding the missing parts.
 - In the Installs Mobile App, select **Equipment Problem**. Enter clear, detailed notes about the problem when updating the Onsite step in the app.
- If you find that the equipment is damaged/defective, show the product to the customer.
 - Advise the customer to contact Asurion at 866-551-5908 regarding the missing parts.
 - Update the job in the Installs Mobile App. From the Onsite step, select **Equipment Problem** and make clear, detailed notes about the problem.
 - If you discover the problem after you make your Onsite status update, select the appropriate status (**Partial Completion**, **Equipment Returned**, or **Equipment Problem**), depending on the situation, when you provide your Job Complete status.
 - Return the damaged or defective equipment to the pickup location.

Customer requests work outside of the Scope of Work

If at any time the customer requests services outside of the Scope of Work, call Installs for the next steps at 1-888-490-4321 immediately.

Servicers are able to sell HDMI cables directly to the customer. All sales should be called into Installs at 1-888-490-4321 from onsite. Installs will document the sale and the price charged to the customer. Servicers with access to the Installs Mobile App can report the sale of cables by entering notes in the app that include what was sold and the price charged to the customer.

Customer wants to upgrade from TV Delivery and Setup to Premium On-wall

At times the customer will change their mind about the service they wish to have performed. If the customer wishes to upgrade their service from an On-stand to and On-wall installation, the new sale must be processed by Walmart.

1. Call the customer's request into Installs at 1-888-490-4321 immediately. Installs will document the request and update the job status in DOLI.
2. Advise the customer they will need to go to the Walmart store to upgrade the service.
3. Leave the customer's product onsite.
4. When the customer purchased the upgrade, Installs will schedule a return visit on a new DOLI job.

Returning Uninstalled Equipment

There are a variety of reasons why you may not be able to complete a job once you arrive onsite. Some examples include:

- Customer not home
- Customer refuses delivery
- Wrong product
- Damaged product
- Product does not work properly

If you are unable to complete the set-up of the customer's TV for an Asurion-Walmart order, you **must**:

1. Use the Installs Mobile App to report the product return. In the Complete step, select the appropriate status (**Partial Completion, Equipment Returned, or Equipment Problem**), depending on the situation,
2. Return the uninstalled product to the **same store** where it was picked up on the **same day** it was picked up.

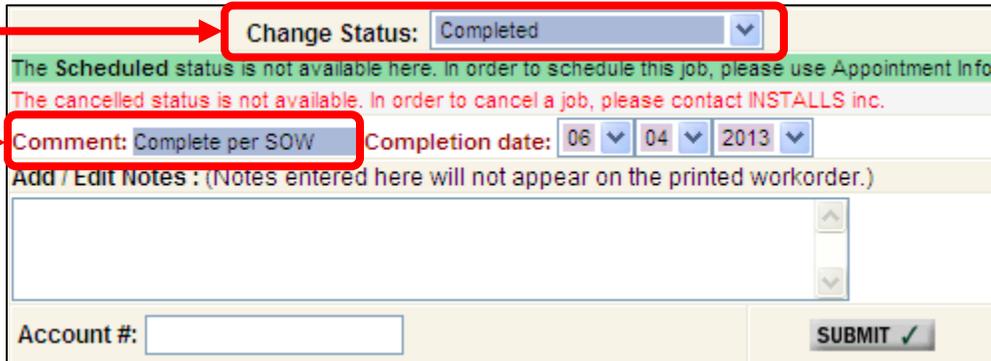
Note: Product removed from a customer's home and not returned to the store the **same day** cannot be accounted for and may be considered stolen property.

Closing the Job in DOLI

Note: Asurion-Walmart jobs must be closed out in DOLI the **SAME DAY** the service is completed.

1. Locate the desired order in DOLI.
2. From the **Change Status** drop-down list, select **Completed**.

Note: The status comment displays **Complete per SOW**.



The screenshot shows a web form for closing a job. At the top, there is a 'Change Status:' dropdown menu with 'Completed' selected. Below this, there are two lines of red text: 'The Scheduled status is not available here. In order to schedule this job, please use Appointment Info.' and 'The cancelled status is not available. In order to cancel a job, please contact INSTALLS inc.' Below the red text is a 'Comment:' field with 'Complete per SOW' entered. To the right of the comment field is a 'Completion date:' field with three dropdown menus for month (06), day (04), and year (2013). Below the comment and date fields is a text area for 'Add / Edit Notes : (Notes entered here will not appear on the printed workorder.)'. At the bottom left is an 'Account #' field, and at the bottom right is a 'SUBMIT' button with a checkmark icon.

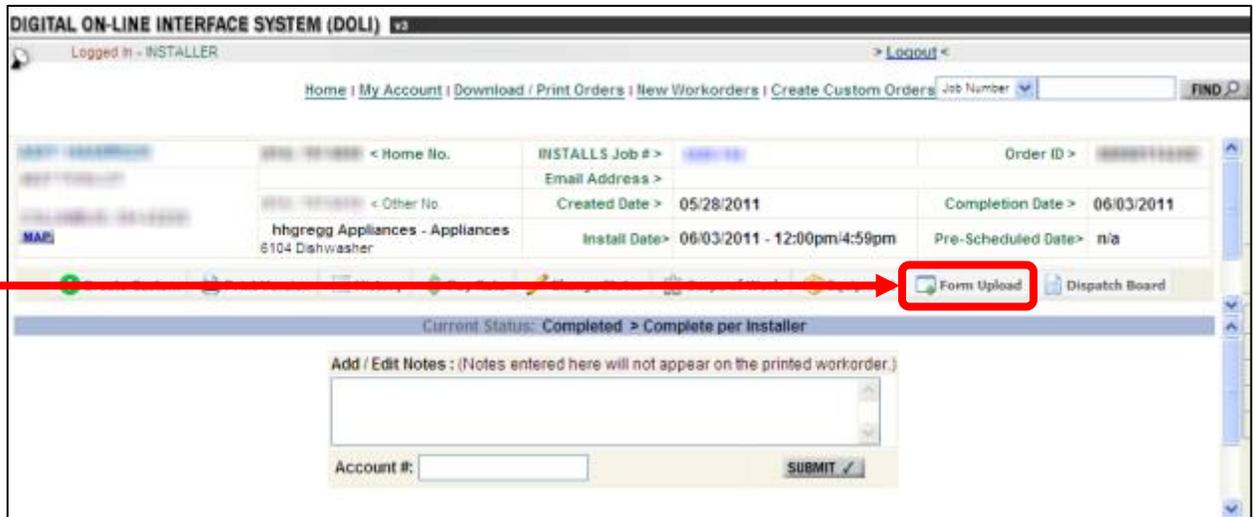
3. From the **Completion Date** drop-down lists, select the month, date, and year you are closing out the order.
Note: Asurion-Walmart jobs must be closed out in DOLI the **SAME DAY** the service is completed.
4. Enter any comments related to the order closeout in the **Add/Edit Notes** field.
Note: Installs has a liberal viewing policy regarding work order notes and history. Installs clients, their management, and Installs personnel have access to read the comments you enter. Data integrity is important; all comments should be documented in a complete and professional manner.
5. Click the **SUBMIT** button to save the status change and notes.
Note: This closes the job.

Submitting Paperwork for Payment

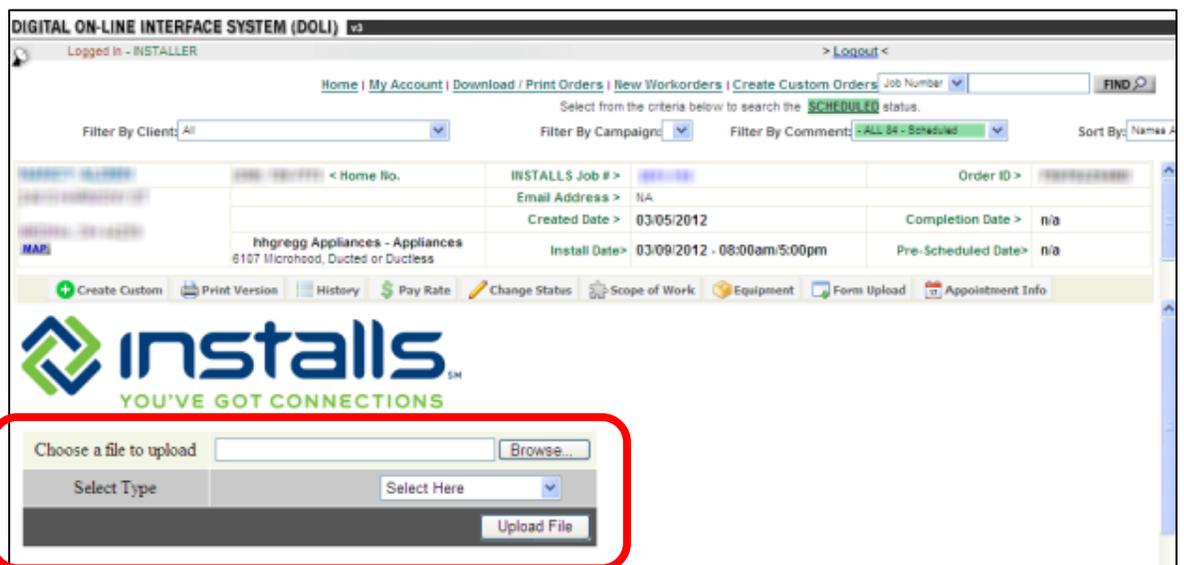
Note: Please use **one** of the following methods to submit paperwork to Installs for payment. Please do not submit the same paperwork by more than one method unless Installs asks you to do so.

Uploading Paperwork to DOLI

1. Scan all completed, signed, initialed paperwork to a PDF file:
 - *Installs Installation Workorder*
 - *Installs Pickup and Delivery Form*
2. Upload the PDF paperwork to the job in DOLI:
 - a. Click the **FORM UPLOAD** button on the Order Tool Bar.



Note: This displays the *Form Upload* screen.



- b. Click the **Browse** button.
Note: This opens the *Choose File to Upload* dialog box.
- c. Using the *Choose File to Upload* dialog box, locate and select the file you wish to upload to DOLI.
- d. Click the **Open** button on the *Choose File to Upload* dialog box.
Note: This closes the *Choose File to Upload* dialog box and enters the path to the selected file in the **Choose a file to upload** field in DOLI.
- e. From the **Select Type** drop-down list, select **Accounting Paperwork**.

- f. Click the **Upload File** button.

Note: This uploads the file and displays a link to the uploaded file.

installs
YOU'VE GOT CONNECTIONS

Choose a file to upload

Select Type

File Name:	Modified Date:	File Label:	<input type="button" value="Remove File"/>
2012-02-01.pdf	2012-02-01	Click here for file or right click and Save As	

- g. If you do not see a list of links to each uploaded file (you may need to scroll down), click the **FORM UPLOAD** button again to refresh the screen.

Emailing Paperwork to Installs

Only if you are unable to upload the paperwork to DOLI, email scanned PDF version of your completed, customer signed paperwork to paperwork@installs.com.