

**AMAZON ASSEMBLY TECH WORKFLOW**

**CUSTOMER SERVICE EMAIL ADDRESS:** **amazon@apolloretail.com**

**CUSTOMER SERVICE PHONE NUMBER: 855-836-3483**

**NEED HELP? WATCH THESE VIDEOS ON THE YOUTUBE PLAYLIST!**

<https://www.youtube.com/playlist?list=PLdWfaRei9-cQwHbd1Ze2YluCbtxdEy1aN>

**It is important to follow the work flow identified in this document to the letter. Failure to do so may impact our ability to continue doing business with Amazon.**

**Amazon Work Order**

* You will receive a Mars manifest for all Amazon work orders. You will also need to find the work order on the Amazon app.
	+ In Mars, the customer name will be preceded with ‘*Must Use the Amazon App’.*
	+ The Mars schedule notes will identify the time bucket for the build as well as the product to be assembled.
	+ Amazon time buckets are different from those we use for other in-home customers and we must adhere to them.
		- 8 AM – 11 AM
		- 11 AM – 2 PM
		- 2 PM – 5 PM
		- 5 PM – 8 PM
* These time windows are negotiated through Amazon, never are you to call a customer and try to negotiate a new assembly time. If you run into a problem getting to your work order on time contact your DM or DC, not the customer.

**Customer Communication**

* The Apollo Customer Service unit will contact each Amazon customer and confirm our appointment 24 hours prior to the schedule date.
	+ Technicians MUST give the customer an ETA from the Amazon App. Please do so one hour before you will arrive to the customer’s location. Some technicians also like to call their in-home customers. This is fine, however, **do not assume a customer is not home because they do not answer the phone** -many people do not answer unrecognizable numbers. And remember, **calling does not replace the ETA step** – you will still need to send an ETA notification even if you called the customer as this is required by Amazon.
	+ You should proceed to the job whether you have spoken to the customer or not.
	+ It is possible you may see an email sent by the customer to Amazon. **Never should you respond to any emails on the Amazon app.**

**Reporting**

* As soon as you arrive at the customers location, you should record the start time for the service using the Amazon app’s “Start Job” button.
	+ You will hit accept and the job will be uploaded to Amazon.
* Upon completion of the assembly select the “Complete Job” button, have the customer sign the app with their finger and hit submit which will confirm the assembly has been completed
	+ **NOTE: Apollo will not get paid if a job is not uploaded in the Amazon app with the customer’s signature. They will also suspend all new job opportunities if 1 job is left unreported**.
* On rare occasions you may encounter a problem with your phone, phone service etc, which may prevent your ability to secure the customer’s signature on your smartphone. In this case, complete a Manual Proof of Service Form. You complete the top half ‘*To be completed by the service provider’* and the customer will complete the bottom half ‘*To be completed by the customer’.*
	+ **NOTE: Keep copies of this form in your vehicle so that you have one with you at all times**. You can find the form on Mars under “Company Information”, the name on the form must be Apollo Assembly.
	+ **The Manual Proof of Service form is time sensitive and must be turned in immediately. Text or email immediately to** **amazon@apolloretail.com****. This MUST be done from the customer’s property!**

**Submit a photo for verification for the Amazon App**

* After you retrieve the customer’s signature in the app, the app will prompt you to submit a picture of yourself from the customer’s location.
	+ Select **ALLOW** for the question ‘Allow Sell Services to access your location while you are using the app
	+ Select **O**K when the message ‘Seller Central Amazon.com would like to use your current location’ is presented.
	+ **Click** the box that says **For Photo Verification**
	+ Select **OK** when the message ‘Sell Services would like to access your camera’ is received.
	+ Take a headshot picture of yourself while still at the customer’s location.
	+ Select **Use** **Photo**
* You MUST go back after the selfie and check that the job has cleared from the “jobs to complete” folder in the app. If it’s still there, close out the application completely take the selfie again and resubmit. Check once again that the job has cleared from the jobs to complete folder. If you have done this twice and it doesn’t work please fill out a Manual POS form.

**ESCALATED ISSUES**

**Any issue that prevents you from getting the customer signature within the app is considered ESCALATED.**

 **ALL ESCALATED ISSUES, PLEASE EMAIL** **AMAZON@APOLLORETAIL.COM** **FROM THE CUSTOMER’S PROPERTY!!!**

**App Issues**

* **Manual POS needed (time sensitive, remember to text email to** **amazon@apolloretail.co****m and copy Dm/Dc.**
* **Job not submitting after selfie (close out app, try again, if still hung up, use manual pos form)**
* **Any other tech issues immediately email amazon@apolloretail.com**

**Customer No Shows**

* **If you discover the customer is not home, immediately take a picture of the door and email** **amazon@apolloretail.com** **then contact Customer Service at 855-836-3483 & EMAIL.**  Apollo CSA will call the customer.
* If the customer is on their way you will receive a call to make you aware.
* If you do not receive a call from Customer Service and the **customer does not arrive within 30** **minutes** you may leave and will be paid a failed visit fee of 1.2 units. Notify your DM or DC and copy amazon@apolloretail.com so they can ensure you are paid correctly.
* In Mars, update your sign in and sign out time and complete the report indicating the reason as to why the work order was not completed.
* The job will remain open on your app, do not close it out. Leave it open even if it remains for several days. Someone from the office will resolve closing the wo out if it cannot be scheduled for a different day.

**Product Has Not Been Delivered/Customer Assembled Product**

* If upon arrival you find the product has not been delivered, only part of the product has arrived or, the customer has already completed the assembly **contact your DC or DM immediately** to make them aware and email amazon@apolloretail.com from the customers location.
* The DC or DM will ensure you are paid a trip charge of 1.2 units and they will inform customer service there is a problem.
* Update your time at the customer’s location in Mars.
* Do not close out the job on the Amazon app, this will be handled by the office.

**Product Is Damaged/Parts are missing**

* If theproduct was damaged during delivery, or if there is a manufacturing flaw, immediately take a picture and email or text it to Customer Service at amazon@apolloretail.com so they can schedule a revisit. Make sure to include the shift and/or wo number on the communication. **This must be done while you are still at the customer’s location.**
* If parts are missing, inform the customer what is needed and make them aware they will need to contact Amazon to have the parts ordered. Ask the customer what they’d like for you to do with the unfinished product and clean up the work space.
* Before you leave, make sure you inform the customer that our customer service department will schedule an appointment for a revisit 60-90 days out (the customer will see the new appointment in their Amazon account). Explain that we understand the part will come in much sooner, therefore, the customer needs to email us immediately when the part arrives so we can move the appointment up.
* Contact your DM or DC and make them aware of the problem so they can ensure you are paid a trip charge of 1.2 units. Tell them also if you completed most of the assembly.
* **In either scenario, you should not close out the job on the Amazon app.**
* NOTE: **If product was damaged / missing a part during the assembly process, email or text a picture of the damage to Customer Service at** **amazon@apolloretail.com** **and then call customer service immediately to discuss, 855-836-3483.** You will need to have the Manufacturer Name as well as the Model Number to give to customer service. They will determine the course of action. Do not leave the premises until you have been instructed to.

**Additional Product**

* You may encounter a time when the customer would like you to assemble more product than is listed on the work order.
* Email amazon@apolloretail.com with subject line: More Work than Scoped. Call Customer Service at 855-836-3483 and make them aware. They will tell you if it is OK to proceed, give you the price for the additional assembly and make the change to the unit value in Mars.
	+ Proceed with assembling the product that was listed on the work order. Hold off building the newly added product until the customer has signed off on the price change.
* If OK, you have the ability on the app to change the price. You will see the original estimate and the change amount. List the additional amount in the Change Amount.
* Next click on the ‘Select a Reason’ button and indicate why the price was changed.
* The next step will be to review the price. If the customer is in agreement, they will select yes and sign the app.
* Proceed with building the new items.

\*\*\* don’t forget proper etiquette: use interpersonal skills, never park in customer’s driveway, etc.

**CHEATSHEET TO PRINT & CARRY IN WALLET!**

