Case Type	Used When	Corp Ops/Franchise Responsibility
Container Door Issue	Customer received a container where they are unable to operate the door.	• Review new Container Door Issue cases via queue/dashboard reporting DAILY • If the Location identifies that a site visit can be accommodated sooner than scheduled or that a site visit fee should be charged, the Resolution Case Notes field should be updated with details of actions taken • Assign the case to SSC Operations Support, SST or Commercial Inbound Support • If no further action is needed, update the case to Resolved to close the case
Container Full/Empty Confirmation	Customer is claiming the container that shows full in OE is actually empty or that a container that is timestamped as empty is actually full.	• Review new Confirm 'Empty After Access' cases via queue/dashboard reporting DAILY • Container is Empty: - Local office timestamps the SFPU - Update the Case Resolution Notes with details of action(s) - Update the case to Resolved to close the case • Container is NOT Empty: - Local office updates the Resolution Case Notes field to indicate the container is not empty. - Re-assign the case to SSC Operations Support, SST or Commercial Inbound Support
Container Swap Needed	Customer received a container that has physical damage which could cause damage to the customers items.	• Review new Customer Price/Charge Adjustment cases via queue/dashboard reporting DAILY • In the event the location cannot add swap to Order Entry/RBMS, create Reschedule Service Internal Request for SSC Operations Support to do so • Perform the swap needed related to case. • Update the Case Resolution Notes with details of action(s) • Input Root Cause type that best fits the nature of the request • Update the case to Resolved to close the case
Late Arrival Notice	Notification from Logistics to Ops Support that transit will not be completed in time for the scheduled redelivery or access. On time is defined as arriving prior to 6 am the day of redelivery. In some cases where the container is arriving the morning of redelivery after 6 am, Logistics will notify the market to see if redelivery can still be accommodated.	• Update Sold Out Date Request child case to indicate if the redelivery can be accommodated • Close Sold Out Date Request child case
Legal Issues (Franchise Location Only)	A customer is deceased or for packer referral complaints (after they've already tried to resolve directly with packer referral).	If related to a Local order in a Franchise market, Advocacy will change the Case Owner to the correct Franchise. Franchise will resolve issue.
Location Information Request	A request for the Location to provide photos and/or information.	• Review new Location Information Request cases via queue/dashboard reporting DAILY • Review Scheduled Move Date, Action Needed / Confirmed, and Intake Case Notes to determine the need • Update Status to In Process • If information is required: - Enter information in Resolution Case Notes - Click Save Record • If photos are required: - Click the Chatter tab and click Post - Click the paperclip icon, click Upload Files, select the file, click Open, then click Share. • Once file is posted, enter note in Resolution Case Notes to indicate the requested photo is attached, and click Save Record • Update the case to Resolved and click Save Record
Missed Job (Before 5PM local time)	Account is not notated and no reschedules were requested through Advocacy. Any job not completed within 3 hours of ESW without a notation indicating the reason, and it's before 5 pm local time.	When the customer's ETA has been missed by more than three hours, update the customer with the revised ETA and close the case, or update the case to indicate the job needs to be rescheduled and change the Case Owner to Operations Support (if Residential customer) or Commercial Inbound Support (if Commercial customer).
Missed Job (After 5PM local time)	Account is not notated and no reschedules were requested through Advocacy. Any job not completed within 3 hours of ESW without a notation indicating the reason, and it's after 5 pm local time.	The customer's ETA has been missed by more than three hours and the job has been added to the following day's calendar. • If job was not completed as originally scheduled, remove the job from the original route and close the case • If job was completed as originally scheduled, change the Case Owner to the SSC Operations Support queue
Placement Regulation Questions	The customer needs a PODS obtained permit or has placement/service questions that only the local office could answer.	• Review new Placement Regulation Questions cases via queue/dashboard reporting DAILY • Reply to the question in the Case Resolution Notes field • If customer follow up is needed, assign the case to SSC Operation Support, SST or Commercial Inbound Support • If no customer follow-up is needed, update the case to Resolved to close the case
Restricted Delivery Request	The customer is requesting service to a zip code outside of our current servicing area.	• Review new Restricted Delivery Request cases via queue/dashboard reporting DAILY • View the Reason Code on the case • If the Reason Code is an Extended Delivery Request, it is up to the Location's discretion to determine if the area can be serviced • If the Reason Code is Quoted Zip, the customer was quoted when the zip code was open, and the area MUST be serviced • Once serviceability is determined, update the Approval Status field • Any specifics such as pricing and service restrictions should be updated in the Resolution Case notes of the case • The case should then be assigned to SSC Operation Support, SST or Commercial Inbound Support to follow up with the customer
Same Day Move Change Request	Notification from a Residential or Commercial associate to the location that a job was rescheduled or cancelled on the day of scheduled service, per customer's request and not due to a missed job.	• If job was not completed as originally scheduled, remove the job from the route and close the case • If follow up is required, create a Modify Service or Reschedule or Cancel Service case and close this case
Sold Out Day Wait List Request	The customer is requesting service on a Sold Out Day.	• Review new Sold Out Wait List Request cases via queue/dashboard reporting DAILY • Review the request to determine if an earlier service date can be accommodated using the Reason code to determine severity of the request • Once determined, update the reply in the Approval Status field • List any details of the approval/denial in the Resolution Case Notes • Assign the case to SSC Operation Support, SST or Commercial Inbound Support to follow up with the customer
Vehicle Accident	A customer or 3rd party is calling to report damage caused by a PODS vehicle (not to be used for damage caused by PODzilla).	• Review new Vehicle Accident cases via queue/list/dashboard reporting DAILY • Create a new vehicle accident case in Origami • Update Status to Resolved and click Save Record