Driver Hotline Details

AVAILABILITY

- Monday–Saturday: **7:30 AM – 10:00 PM EST**
- Closed on Sundays.
- Any inquiries made through the hotline will receive expedited attention.

By adhering to this process, drivers and support teams can ensure efficient resolution of rescheduling needs while minimizing unnecessary changes and maintaining customer satisfaction.

Limitations by Order Type:

- **Commercial Orders:** Ops Support cannot make changes that affect pricing.
- **Canadian Orders:** Ops Support can only modify dates (no address or service type changes).
- **Hawaii/City Service Jobs:** Ops Support cannot make any updates.

DRIVER HOTLINE PROCESS

Step 1: Notify Market Manager

- **Attempt a Phone Call:** The driver should call the Market Manager before proceeding to the next job.
- **Market Manager Response:**
  - If the Market Manager answers, they will provide instructions:
    - **Call the Driver Hotline** or
    - Offer an **alternative solution**.
  - If the Market Manager does not answer, proceed to **Step 2**.

Step 2: Evaluate Rescheduling Needs

- **Blocked Placement Area or Customer-Resolved Issues:**
  - If the issue is due to a **blocked placement area** or any other issue that might be resolved by speaking with the customer:
    - The driver **must wait 15 minutes** to allow time for resolution.
    - During this time, the **driver will make every effort to communicate with the Manager** if they are not able to make contact on the initial call in step one.

Driver Hotline Details

Step 3: If Unable to Contact Market Manager, Call Ops Support at 855-640-4853

- **Driver Preparation:** Before calling Ops Support , ensure you have:
  - **Order Number**
  - **Service Date**
  - **Reason for Reschedule** or **Service Modification Details.**
  - **New Service Date** based on Reschedule Guidelines below.
- **Reschedule Guidelines:**
  - If the reschedule is due to a **PODS issue** (e.g., equipment or hours of service constraints), the customer should be rescheduled for the **following day**.
  - If the reschedule is at the **customer's request** or due to a **placement issue** that cannot be resolved within the 15-minute wait period, the customer can be rescheduled to the **next available day**.

OPS SUPPORT RESPONSIBILITIES

- **Case Creation and Customer Notification:**
  - Ops Support will create the appropriate **Salesforce case**.
  - Notify customers as needed.
- **Limitations by Order Type:**
  - **Commercial Orders:** Ops Support cannot make changes that affect pricing.
  - **Canadian Orders:** Ops Support can only modify dates (no address or service type changes).
  - **Hawaii/City Service Jobs:** Ops Support cannot make any updates.
- **Priority Handling:**
  - Any request made via the **Driver Hotline** is treated as a **priority** and will be addressed immediately after the call.
  - Requests are expected to be completed within **one hour** during operational hours.