City Service FAQ

CUSTOMER REQUEST

When a driver arrives on location to perform a City Service move, cover the 4-hour time range during overview:

- **"**Your 4-hour window to complete the move begins at _____ and runs through _____."

If a customer requests that the driver stay longer than the 4-hour window, please respond with the following:

- "Of course, I'd be happy to help you with that. We can add another hour for a flat fee of $249-$349 plus tax, depending on where you are located. You will be invoiced after the service is completed. If you have any questions, please contact our Service Center at **(800) 7637.**"

If a customer asks if driver can make multiple stops within the given 4-hour window, please respond with the following:

- "I completely understand the need for flexibility during your delivery window. To ensure that we provide efficient service and meet the schedule for all customers, drivers are unable to make multiple stops during the 4-hour window. However, if you have any specific requests, feel free to contact our Sales and Service team at (**800) 776-7637**, and we'll do our best to explore a solution that works for you."

If a customer requests help loading the container, please respond with the following:

- "I wish I could help, but for legal and safety reasons I am not allowed to handle customers' items. If you require help loading, our Sales and Service team at **(800) 776-7637** could suggest labor providers, but you may need to consider rescheduling to ensure all parties' dates align."

If customers ask to ride with a driver, please respond with the following:

- "I understand that riding along might seem convenient, but for safety and insurance reasons, we cannot allow customers to ride with our drivers. We appreciate your understanding as we prioritize your safety and that of our team."

If a customer is not ready when driver arrives, or packers are not ready, please respond with the following:

- "I understand that things don't always go as planned, and I'm here to help where I can. Just as a reminder, your 4-hour delivery window has already started and time can be extended by up to one extra hour at a rate of $249-$349 plus tax. If more time is needed beyond that, rescheduling may be required to ensure we stay on schedule for other customers. Please let me know how I can assist within this time frame to keep things on track."

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If the customer assumes packers come with the container, please respond with the following:

- “If you need assistance, our Sales and Service team would be happy to suggest professional services that can assist you with loading. They can be reached at **(800) 776-7637**.”

If a customer requests an additional container, please respond with the following:

- "You can reach out to our team directly at **(800) 776-7637** for more details on availability and scheduling. While I’m unable to provide one immediately, I will do my best to make sure the experience with the current container goes as smoothly as possible.”

If during the course of performing a City Service job, the driver is approached with questions on PODS’ services:

- "I appreciate your interest in our services! I am a City Service specialist driver so I’m not familiar with the other many offerings PODS has, but you can find more information by calling into our team at **(800)-776-7637** or by visiting our website at www.pods.com.”

If a driver must go to the restroom (please give customer 15-30 minutes heads up):

- "I just wanted to let you know I’ll need to step away for a quick restroom break. I’ve already notified my manager, and I’ll make sure the truck and container are fully secured before I leave. While I am away, all liftgate operation must cease. I’ll be back as quickly as possible to continue with your service. For any concerns regarding your allotted 4-hour window, I will keep track of any lost time and tack on at the back end with no additional charges. Thank you for your patience!“

LIFTGATE SAFETY

If the customer is not wearing proper closed-toe footwear while on the liftgate:

- “For your safety, we require that anyone on the liftgate must wear closed-toe footwear.”

If the customer or their helpers request to or attempt to operate the liftgate:

- “For your safety and insurance reasons, I am the only person legally qualified to operate the liftgate during your service. I will be here to operate the liftgate for you whenever you need help to quickly get through your move!”

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SERVICE ISSUES

If a customer has identified content damage during an RDL or FPU, please respond with the following:

- "We're sorry to hear about the damage and want to resolve this for you as quickly as possible. Please take clear photos of the damaged items. Once you've documented the damage, reach out to our Service team at **(800) 776-7637** so we can assist you further. Our team is here to ensure the situation is handled promptly."

If the driver is interacting with a 3rd party company or individual regarding the actions of the PODS' driver, please respond with the following:

- "I understand you have concerns. We are acting on behalf of our customer. Please refer any issues or concerns you have directly to our customer. Our customer will contact us as needed."

If PODS' equipment breaks down at the customer's site and the customer will be impacted, please state the following:

- "Unfortunately, our equipment has broken down on your property. I have already contacted our support team for assistance, and we are working to resolve the issue as quickly as possible. We apologize in advance for any inconvenience that this may cause."

PARKING

If a driver is unable to find suitable parking and is required to park further away from customer's property (keep eyes out for a closer, more suitable spot), please respond with the following:

- "I must find suitable parking close to your property. I've parked at the nearest safe and legal location. If a closer, more suitable spot becomes available, we will need to secure the container/contents and attempt to relocate to the new location. I'll do everything I can to ensure your delivery is as smooth as possible despite the extra distance."

If must performing a City Service job, a traffic enforcement officer requires truck to be repositioned to another location:

- "Due to traffic enforcement instruction, I must find another suitable location to park. I've parked at the nearest safe and legal location. I'll do everything I can to ensure your delivery is as smooth as possible despite the extra distance."

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Questions or concerns, contact Continuous Improvement