Driver FAQ

PODS

Ops Support: 855-640-4853

Placement Issues

In the event the driver has concerns about container placement, address the customer with the following:

- "I am unable to place the container in the requested location due to the present conditions and our equipment's limited capabilities. However, I am happy to work with you to find an alternate location to place your container that works best for both of us."

Placement Waivers

In the event the driver determines a placement waiver is required before delivery due to certain delivery conditions, please use one of the following statements, as applicable:

- **Fragile & Non-Paved Surface** – "Due to the increased risk involved in causing damage to your property with this specific delivery (ex. wet ground or fragile & decorative surface), PODS requests this waiver be acknowledged before I begin the delivery."
- **Placement Near Structure** – "Due to the increased risk involved in causing damage to your property with this specific delivery in close proximity of a structure, PODS requests this waiver be acknowledged before I begin the delivery."
- **Street Placement & Parking Lot** – "There are certain risks associated with your requested container placement. PODS request this waiver be acknowledged before I begin the delivery."
- ***Customer declines signing waiver** – "I certainly understand your reservations with the waiver. However, given the risks involved with your specific placement instructions , I just wanted to make you aware of the difficulties I am facing. If it would make you feel more comfortable, I am happy to work with you to find an alternate placement location that does not require you signing the waiver."

Property Damage Occurs

In the event the driver causes property damage, please respond to the customer with the following:

- "Unfortunately, damage was caused to your property while delivering/picking up your container. I will immediately report this incident to our service center who will follow up with you within 24-72 hours, with an email or phone call, to discuss next steps."
- ****Driver Only** – The difference between 24 and 72 hours' response time is based on the day the incident is reported. All claims filed on Monday-Thursday will be addressed within 24 hours. Claims filed on Friday or Saturday will be handled within 72 hours.

In the Event a Manager Needs to be Contacted

If a driver needs to call a manager for further guidance, please respond to the customer with the following:

- "Let me partner up with my manager to provide additional assistance in resolving this situation. Thank you in advance for your patience while I work on a solution for you."

Customer Needs to Contact SSC (Call Center)

If the customer requests information or support for one of the following scenarios:

- Missing ancillary items
- Scheduling & rescheduling
- Pricing concerns
- Content damage claim reporting
- Transit delays or timing

Please refer the customer to call the SSC by saying the following:

- "I'm sorry but I am unable to assist you with your request. We have another team that is dedicated to handle this type of request for you. Please contact our service center at **1-800-776-7637** or if you prefer to use SMS, please send us a text at **697637**."

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Customer Not Ready, Asking the Driver to Wait

If the customer is not ready for PODS service when the driver arrives and asks the driver to wait, partner with your manager and respond to the customer with the following:

- "Please understand that I need to stay on schedule so I am not delayed in serving other customers. I am happy to wait 15 minutes for you. If you will require more time than that, I will have to coordinate with my manager and possibly return later today or find another time that works for both of us. Let me know what works best!"

3rd Party Interaction

In the event 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."

On-Site Equipment Breakdown

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."

Container Condition Concern

If the customer is concerned about the condition or type of container being delivered, please respond to the customer with the following:

- "You can trust that all our containers have undergone a thorough physical inspection prior to your delivery. Nonetheless, we want our customers to have the best experience in using PODS. Should you discover any issues while you are loading your container, you can rest assured we will promptly address any concerns you may have with your container."

SSC Appears to Set Improper Expectations

If the customer is claiming that the SSC agent "promised" something that the driver is unable to complete, respond in an understanding manner with the following:

- "I understand your frustration. Our agents do their best to evaluate every unique situation from afar, but some things are unknown until we arrive on-site. For the safety of myself, our equipment and your property, I'm happy to work with you to find an alternate spot for placement that ensures a safe and successful delivery."

If a customer cannot be assured of a safe container delivery, please respond with the following:

- "I'd like to consult with my manager to explore any other options that meet your needs while maintaining our safety standards. I'll get back to you shortly with the best solution."

Delivery Timing Issue (missed window/day/availability)

If the customer is upset about PODS missing the delivery window, respond to the customer with the following:

- "I am truly sorry for arriving outside of your delivery window. I appreciate your patience. I understand the inconvenience and disruption this may have caused. PODS is committed to making sure everything goes smoothly from this point forward."

Adverse Conditions

If a job cannot be performed due to adverse conditions (weather, obstructions, surface, etc.), explain to the customer:

- "Due to changing conditions, we are unable to perform the requested service at this time as it could compromise the safety of everyone involved. We will need to reschedule the service at a time that works best for both of us when the adverse conditions have cleared. We appreciate your understanding and patience."

***As a reminder, please speak to customers and third parties in a courteous and professional manner.**

- If the customer has questions regarding scheduling or pricing, please refer to **Customer Needing to Contact SSC** section on page 1 of this document.