SOP: Driver Reporting of Property Damage

SOP Applies to: Corporate Operations, Franchise Operations

Prepared by	**Effective Date**
CI Pathfinders	4/1/2022

OVERVIEW:

In the interest of increasing our Customer Service (CSAT & KSAT), specifically with those customers who experience Property Damage, the PODS' Driver ("**Associate"**) must report with efficiency and accuracy any and all damage that occurs at time of delivery, container move or relocation, or pickup. Accordingly, this policy will outline the procedure for PODS' Drivers to report Property Damage that occurs in a timely manner.

Property Damage Claim Reporting:

In the event a driver causes Property Damage to a customer's property (or 3rd party property), the incident should be reported before leaving the property. If the customer is home, the driver shall inform the customer of the incident and that the incident will be reported immediately and thus claim process started. The driver shall then inform the Market Manager of the incident and then call the established Corp Ops Support Line @ 1-855-640-4853 with the following information available: Customer Name, Customer ID, customer contact information, address of incident, container number, and any additional necessary information.

In addition to the driver reporting the damage through the Corp Ops Support Line, in the event the customer is not home, the Market Manager shall attempt to call the customer and notify of the damage and that the incident has been reported, and claim process started. Though an Advocacy Agent will proactively reach out to the customer, in the event customer requests a contact number to follow up with their claim, provide them with 1-800-776-PODS (7637).

Property Damage Claim Documentation:

Once a driver reports the damage to the appropriate individuals, the damage must then be documented via pictures in Cheetah. Driver shall take pictures close up of the damage as well as from various distances to show scale of damage.

OVERSIGHT AND MONITORING:

Adherence to consideration of customer satisfaction is vital to the success of the PODS enterprise. Thus, any associate in violation of this policy may be subject to counseling and coaching, which can lead to performance improvements and/or termination of employment.

QUESTIONS/COMMENTS:

Any questions or comments surrounding this policy should be forwarded to Bryan Davidson, CI Pathfinder.

SOP Revision History:

Date	**Revised by**	**Revision Description**
3/27/2023	Bryan Davidson	New
10/1/2023	Bryan Davidson	Updated Phone Number