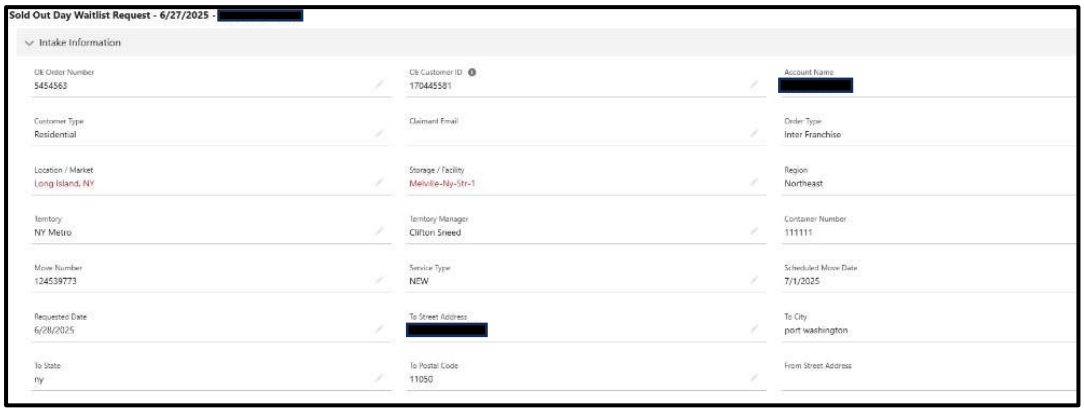
Sold Out Day Requests – Speaker Notes

0:00

Welcome back to the CORE Process micro training. Today, we're walking through how to handle Sold Out Day Requests, submitted via Salesforce by customers who want to move their scheduled job to a day that's already full.

0:16

A SOD Request happens when a customer asks to reschedule their job to a day that's already sold out. Whether it's a delivery, pickup, or a move—they're hoping for flexibility. Your response matters.



Your target? Respond to every Sold Out Day Request within 24 hours. No matter the outcome, a timely response is better than leaving a customer wondering.

0:38

First, review the job's location, job type, and the existing workload. If it pairs well with what's already scheduled, it's a go.



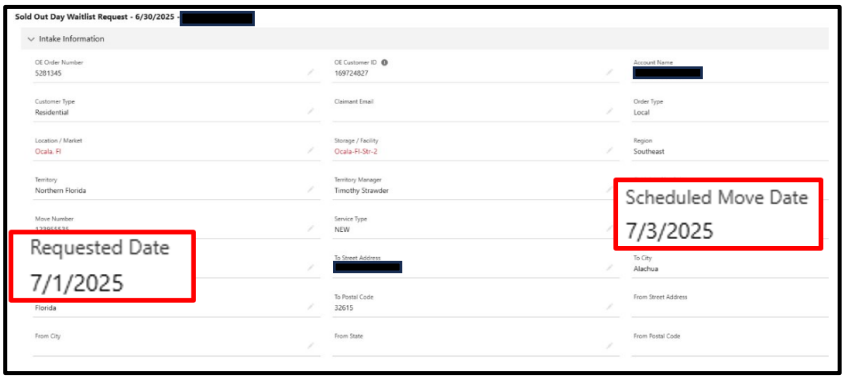
Approve it, notify the customer, and update your route planning accordingly. The best-case scenario: You approve the request.

Date Created: 07/02/2025

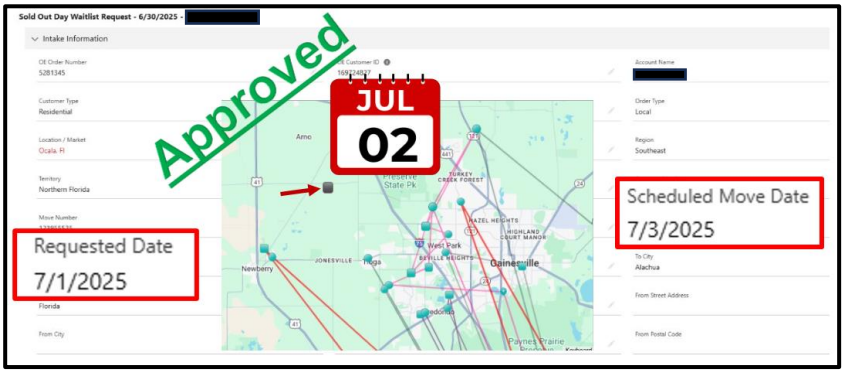
Sold Out Day Requests – Speaker Notes

0:55

In the scenario where the requested day won't work…



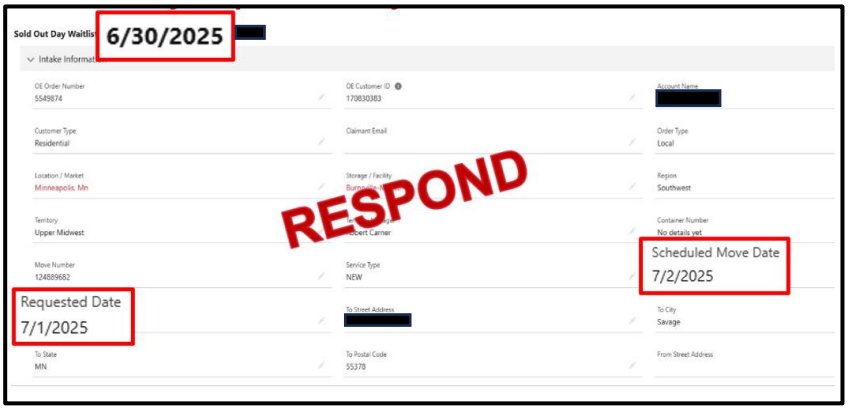
but another day close to it does…



Approve the job for that alternate day. By reviewing surrounding days on the calendar and finding where the job can be logically absorbed without overloading capacity, you can communicate clearly to the customer—most will appreciate the accommodation.

1:20

In some cases, you simply can't fit the job into the schedule. That's OK—what matters most is that you still respond. Let the customer know you've reviewed the request and explain why it isn't possible right now… No response is the worst response.



Sold Out Day Requests – Speaker Notes

2:13

Approving the request is best. Offering an alternate day is great. But even a denial is better than silence.

			
Outcome	Approve	Approve with Alternate Day	Deny
Description	Fit as requested	Adjusted but still works	Can't accommodate
Value	Best	Good	Still valuable

3:23

Remember to use your full toolkit to assess each request. Then respond fast, be clear, and help the customer feel heard, even if the answer is no.

Sold Out Day Requests Checklist:

- ✓ Always review job type and location
- ✓ Use Cheetah map to visualize fit
- ✓ Communicate clearly and quickly