



Local store to door

Customer Service Guide For Stores

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HELLO!

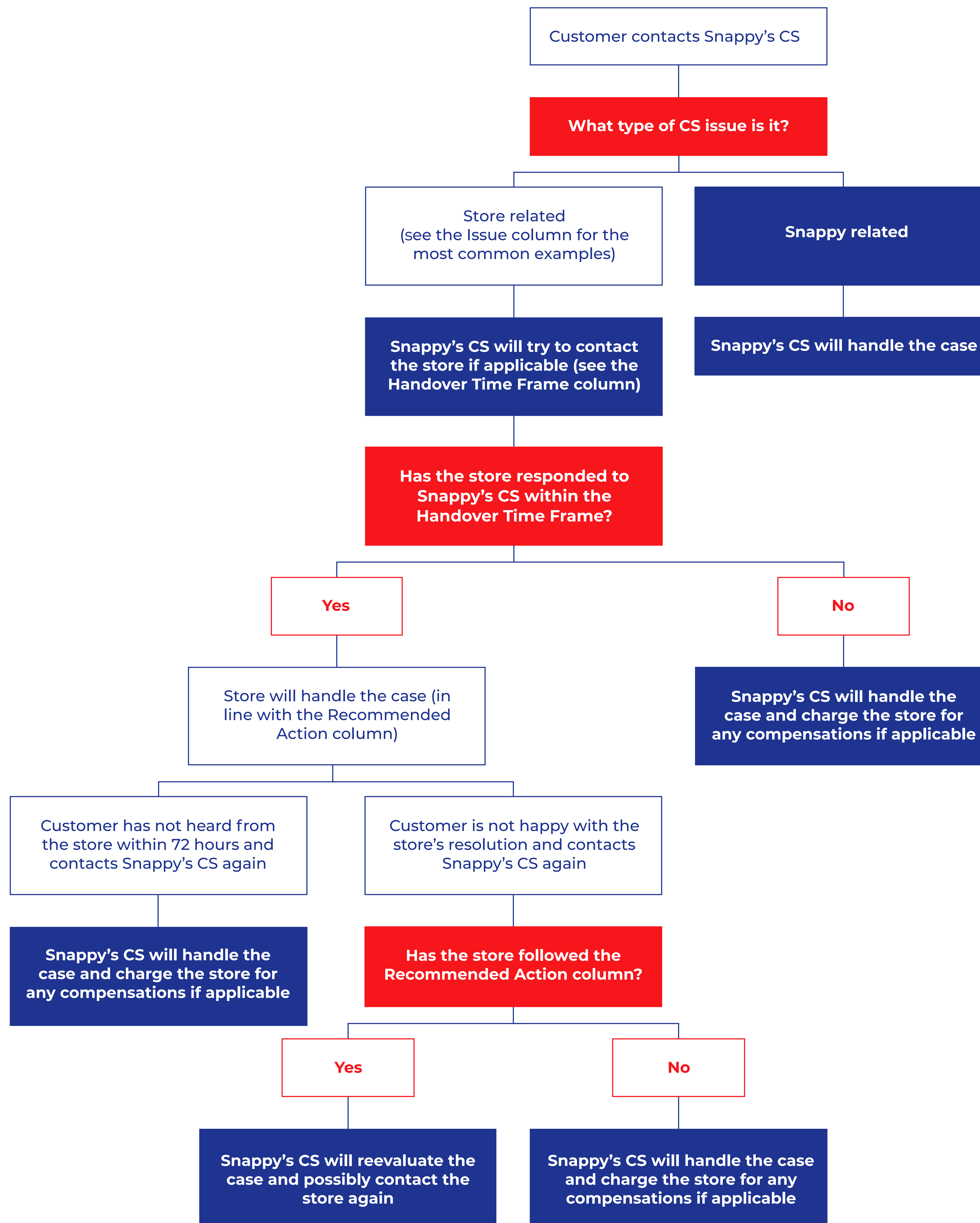
Online shopping and home deliveries come with a unique set of challenges and customer issues, and our team is here to help you. We'll work with you to resolve these issues quickly and strive to make sure the customer is satisfied with the outcome, ideally with a smile on their face!

This guide highlights the standards that we aim for and includes tips on how to prevent the most common issues from being repeated.

It has been said, "it takes months to find a customer but seconds to lose one". We are confident that by working together to resolve issues, we will keep our shared customers happy.

If you have any questions, please ask your Account Manager or contact us directly at contact@snappyshopper.co.uk.

All the best,
Customer Service Team
Snappy Shopper



Issue	Handover Time Frame	Recommended Action	How to Prevent in Future
Late delivery (order running or delivered late)	N/A When a customer complains about this, Snappy's CS will resolve the issue based on the data in the Admin Dashboard without the need to contact the store	Refund the delivery fee or issue a compensation coupon for their next order paid by the store. (This also applies for orders that used a free delivery coupon. In this case we would use the normal store's delivery fee or estimate the delivery fee as being £3.) • Less than 30 mins late from the Requested Time: No compensation • Over 30 mins late from the Requested Time: Compensation equal to a full delivery charge, paid by the store NOTE: The above would not apply in circumstances beyond reasonable control, for example, extreme weather conditions.	• Use POS Time Estimate effectively • Call the customer to inform them about the delay and explain the reasons for it • Keep the customer up-to-date, especially in case of further delays • Keep the order details up to date: assign driver and use driver tracking
Declined/cancelled order	12 hours, including weekends	Issue a £3 or £5 compensation coupon for next order. However, the appropriate compensation might need to be higher depending on the situation	• Before declining/cancelling an order, try to come up with an alternative solution, such as later delivery • Call the customer to discuss the best possible solution for both parties NOTE: when you decline an order, the customer will need to wait for the money for up to 10 working days • Use the Order Pause feature if available to you • Promptly communicate with Snappy if there are any issues preventing you from accepting orders

Issue	Handover Time Frame	Recommended Action	How to Prevent in Future
Lost/misplaced order	12 hours, including weekends	If the order was delivered to a wrong address and it was the store's fault, re-deliver a full replacement order or issue a full refund for the order	Train the delivery drivers to: • Always use the app tracking • Verify the customer's name before handing the order over • Possibly take pictures of order on doorstep to have a proof of delivery
Unavailable items (either substituted or refunded)	N/A When a customer complains about this, Snappy's CS will resolve the issue based on the data in the Admin Dashboard without the need to contact the store	Depending on the number of substituted or refunded items, issue a compensation coupon for next order paid by the store equal to 50% or 100% of the delivery charge. (This also applies for orders that used free delivery coupon. In this case we would use the normal store's delivery fee or estimate the delivery fee as being £3.)	• Frequently check your stock levels and keep them up to date • If substituting or refunding an item from an order, use the feature to mark the item out of stock directly from the order details NOTE: customers are especially upset if an item is not delivered to them but still appears on the store's menu later in the day
Out of date/damaged item	24 hours, including weekends	Replace the out of date/damaged item, refund it, or issue appropriate compensation coupon for next order	• Check the expiry date of items. If you need to include a product with a shorter expiry date than usual, inform the customer about it • Ensure the orders are packed and stored appropriately. This is especially important for hot food and frozen or chilled items

Issue	Handover Time Frame	Recommended Action	How to Prevent in Future
Missing item	12 hours, including weekends	Deliver the missing item or refund it (if you choose to refund the item, possibly issue a small compensation coupon for next order in addition)	Carefully follow the order details. Pay special attention to the Quantity column
Wrong item NOTE: A separate sub-category of this CS Issue are items that do not match the store's menu, for example, the size is different (4 Pack x Single Can / Crisps 100g x 70g)	24 hours, including weekends	Replace the wrong item with the correct one, refund it, or issue appropriate compensation coupon for next order	- Carefully follow the order details. Pay special attention to products that appear on your menu in many variants (for example, IRN-BRU) - Always follow the correct procedure when substituting an item. If possible, call the customer to discuss the substitutions with them - Regularly check your menu and fix or report any issues promptly. Pay special attention to multi-pack beers as these tend to be wrong most often

ADDITIONAL INFORMATION

- In situations where there is insufficient evidence, Snappy reserves the right to arbitrate the case.
- During the Handover Time Frame, Snappy's CS will try to contact the store using the following methods:
 - They will call the store's phone number 3 times.
 - If they cannot get through on the store's phone number and alternative contact details are available, for example manager/owner's phone number or dedicated e-mail address, Snappy's CS will use this alternative contact method once.
- When a case is handled by Snappy's CS on behalf of the store (as outlined above), an Internal Note will be added to the Order Details page with a summary of the resolution.
- When a refund of a product or a cancelled order is not issued because the store did not follow the correct procedure, Snappy's CS reserves the right to action the refund manually and deduct the cost from the next weekly payment to the retailer. Depending on the situation, Snappy's CS might also issue a £3 or £5 compensation coupon for the customer to apologise for the issue.