

Family Dollar Vendor Training Guide

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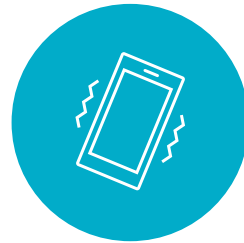
Partnership with Family Dollar

Family Dollar will utilize Tactiq's Globalworx Platform to enhance communication, grow sales, and improve the customer experience.



Streamlined Communication

GlobalWorx eliminates inefficient communication methods between stores and vendors and provides transparent service issue tracking for both parties.



Immediate Notification

Vendors are instantly alerted to in-store product and service opportunities via email.



Data Collection and Reporting

GlobalWorx aggregates service and product opportunity data into actionable reporting, providing vendors with real-time insights.

GlobalWorx Service Alert Process

Vendors will repond to Service Alerts through the GlobalWorx Platform.



Receiving Service Alerts

Service Alerts can be accepted through the email notification.

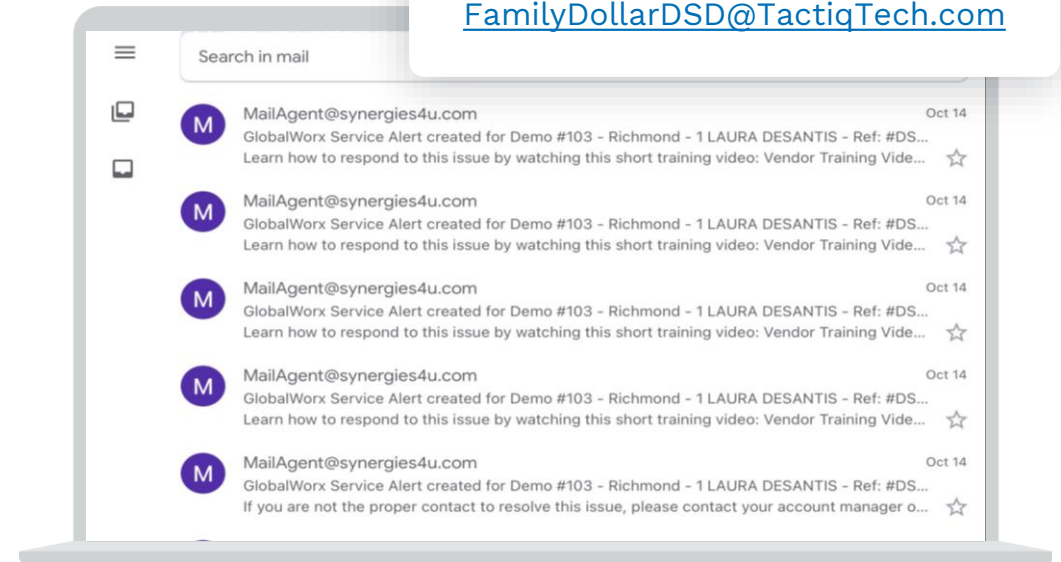
- All Service Alert emails will come from

MailAgent@Synergies4U.com

- If you are not receiving Service Alert emails, please check your spam folder.
- We suggest you save this email address to your contact list to ensure Service Alerts go directly to your inbox.

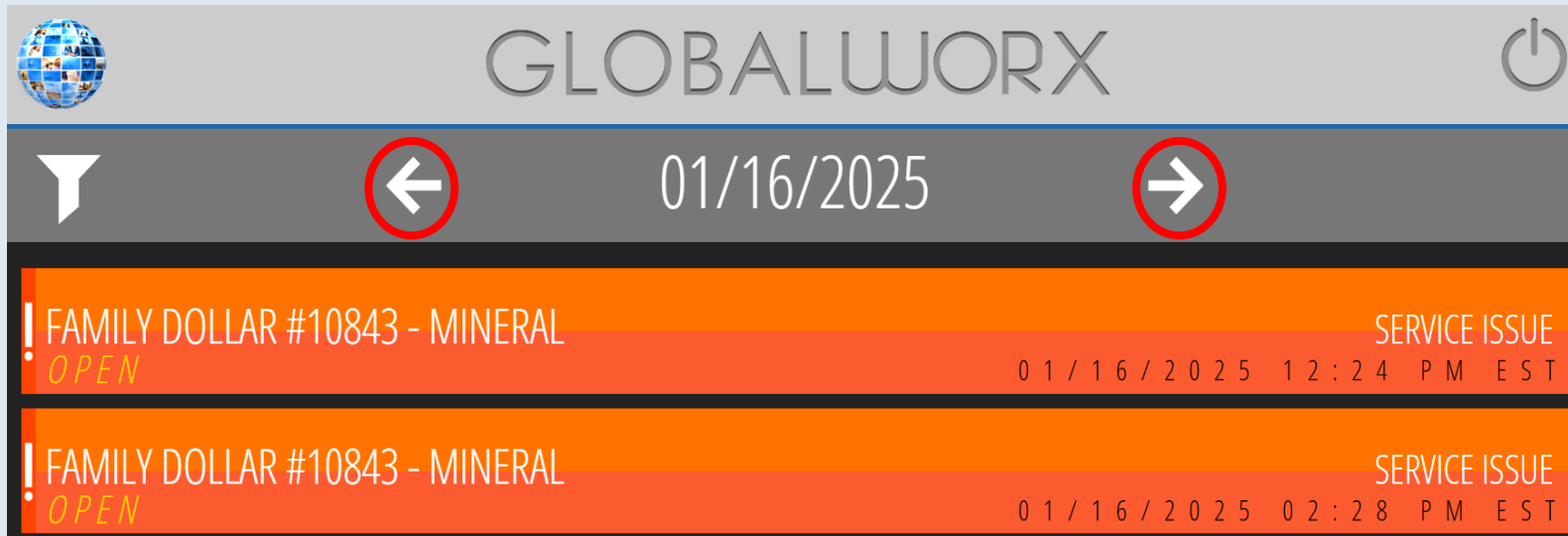
Need to update your contacts?

Please reach out to our support team at FamilyDollarDSD@TactiqTech.com



Accepting Service Alerts

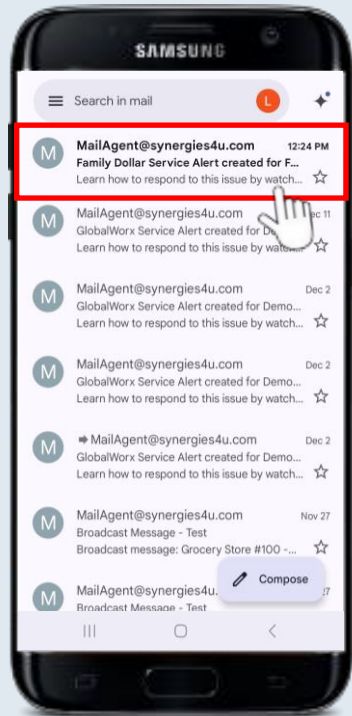
Accepting a Service Alert is an acknowledgment to the store that their request was heard



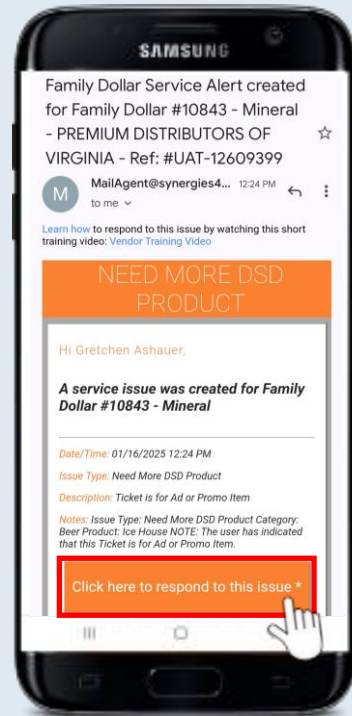
In the GlobalWorx Platform, use the arrows at the top of the screen to toggle between days

Accepting Service Alerts

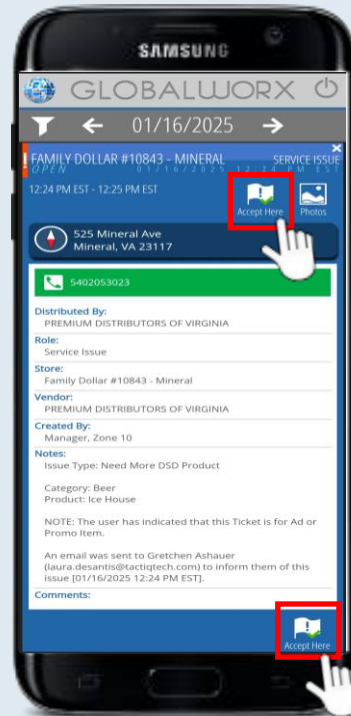
Follow the steps below to **accept** a Service Alert:



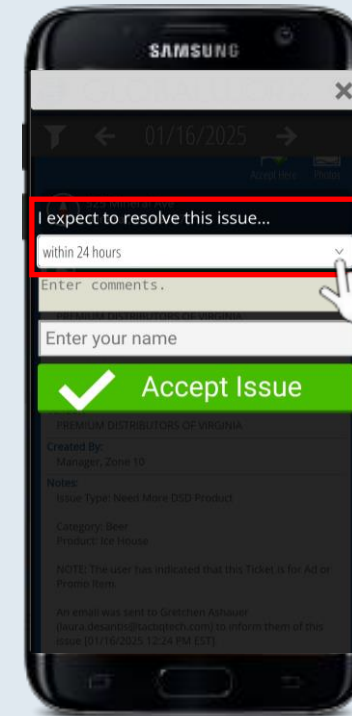
Find the **service alert email**



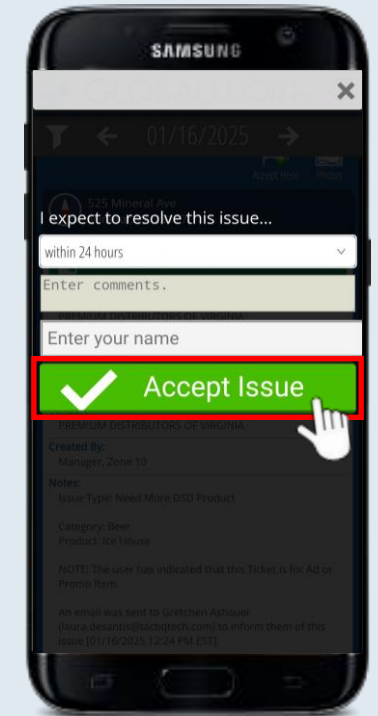
Select **“Click here to respond to this Issue”**



Select one of the **“Accept Here”** icons



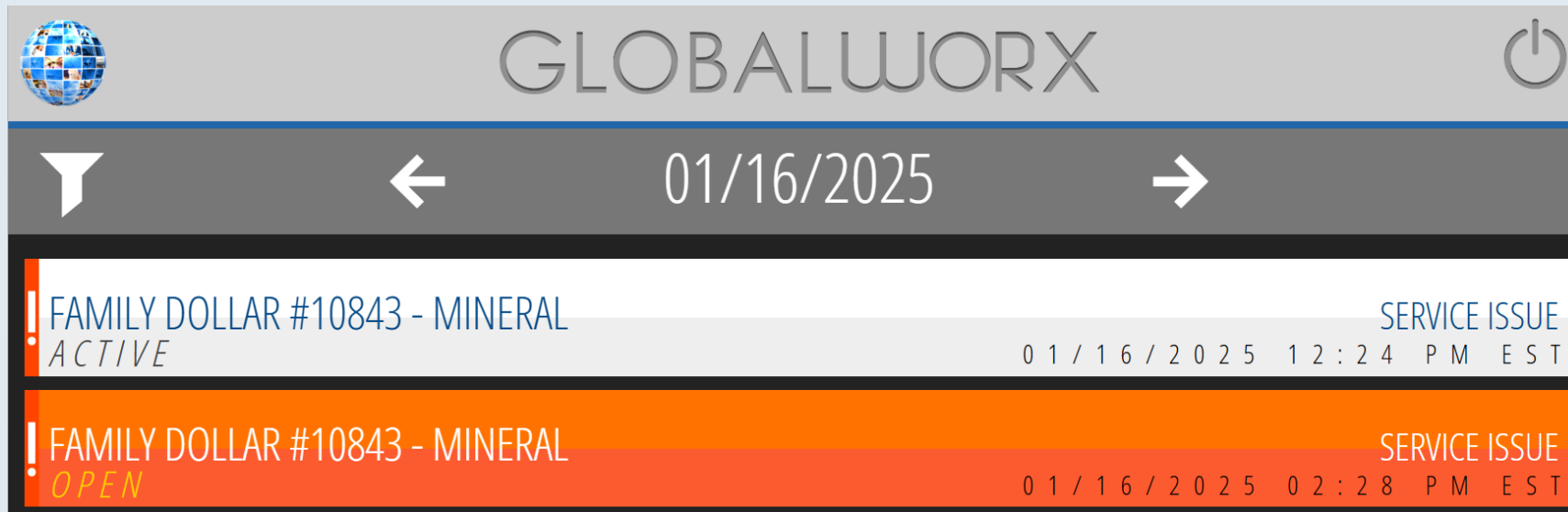
Select the **time frame** you will resolve the Service Alert



Enter comments and your name and select **“Accept Issue”**

Alert Status

Once in the GlobalWorx platform, vendors can track a Service Alert through its lifecycle by the status.



The screenshot shows the GlobalWorx mobile application interface. At the top, there is a header with a globe icon on the left, the text "GLOBALWORX" in the center, and a power icon on the right. Below the header is a navigation bar with a home icon on the left, a back arrow in the center, the date "01/16/2025" in the center, and a forward arrow on the right. The main content area displays a list of service alerts. The first alert is titled "FAMILY DOLLAR #10843 - MINERAL" and has a status of "ACTIVE" (indicated by a blue bar). The second alert is titled "FAMILY DOLLAR #10843 - MINERAL" and has a status of "OPEN" (indicated by an orange bar). Both alerts show the time "01/16/2025 12:24 PM EST" and "01/16/2025 02:28 PM EST" respectively.

Alert Title	Status	Time
FAMILY DOLLAR #10843 - MINERAL	ACTIVE	01/16/2025 12:24 PM EST
FAMILY DOLLAR #10843 - MINERAL	OPEN	01/16/2025 02:28 PM EST

- **Open** – Alert is not yet accepted
- **Active** – Alert is accepted

Deleted Alerts

Stores can **delete** an alert if an error was made during creation.

- Stores have the **Delete Alert** action available after submitting an alert.
- When the store deletes an alert, all vendors that were notified of the alert will receive an email notification letting them know that no further action is required.

DELETED

Hi Laura Desantis,

The service issue for Demo #103 - Richmond has been deleted. No further action is required.

Date/Time: 10/14/2024 03:22 PM

Issue Type: Out of Stock

Description: Ad items out of stock

Notes: Out of Stock. Ad items out of stock. Product ABC Out of Stock An email was sent to Laura Desantis (laura.desantis@goglobalworx.com) to inform them of this issue [10/14/2024 03:22 PM EST]. (10/14/2024 03:23 PM EST) GlobalWorx called Laura Desantis and left a voicemail.

Comments: Incorrect Vendor [10/14/2024 03:23 PM EST]

Re-escalated Alerts

Stores can **re-escalate** an alert to bring the alert to the attention of the vendor.

Stores can **re-escalate** an alert for the following reasons:

- **Not accepted in reasonable time period:** Alert escalated through all contact levels without being accepted
- **Resolution time is unacceptable:** Responded resolution time is deemed unacceptable by the store
- **Did not mitigate in expected time period:** Vendor did not resolve the Service Alert in the response time provided when accepting the alert

The **3rd Level Contact** will receive an email notifying them that the store escalated the alert



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ATTENTION REQUIRED

Hi Laura Desantis 3,

The service issue for Demo #103 - Richmond has been escalated by the store. Please check notes for details.

Date/Time: 10/14/2024 03:26 PM

Issue Type: Out of Stock

Description: Ad items out of stock

Notes: Out of Stock. Ad items out of stock. Product ABC An email was sent to Laura Desantis (laura.desantis@goglobalworx.com) to inform them of this issue [10/14/2024 03:26 PM EST]. (10/14/2024 03:26 PM EST) Laura Desantis has been sent an IVR phone call. This issue was accepted on 10/14/2024 03:27 PM EST. This service issue is expected to be resolved within 3 hours. The store has escalated this service alert for the following reason: Did not mitigate in expected time period. Alert accepted with a 3 hour response time, but store was not serviced within 3 hours. [10/14/2024 03:28 PM]

Comments:

Click here to respond to this issue *

Contact Us

Tactiq Support Team:

FamilyDollarDSD@TactiqTech.com