

Rouses Service Alert Types

Escalated Service Alerts

The following alerts follow an escalation path and require acceptance and completion.

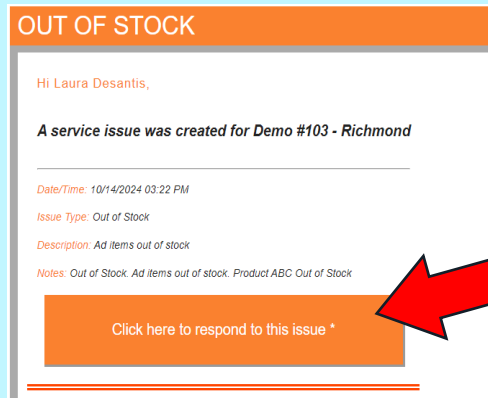
Alerts that follow the direct escalation path of Contact 1 → 2 → 3:

Out of Stock	Need Merchandising
Out of Date	Delivery Discrepancies
Missed Service	Service Alert: Other

Alerts that follow a customized escalation path:

Housekeeping	Contact 1 → Contact 3
Backstock/Overstock	Contact 2 → Contact 3
Missing Invoice	Contact 2 → Contact 3
Failure Processing Credits	Contact 2 → Contact 3

To respond to an Escalated Service Alert, click the link in the email to go to the GlobalWorx platform, where you can accept and complete the alert.

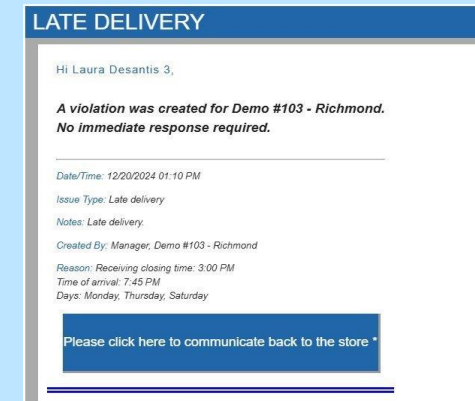


Non-Escalated Service Alerts

The following alerts DO NOT follow an escalation path and DO NOT require acceptance and completion.

Alerts that escalate directly to Contact 3 and will send a “Communicated” notification that does not require a response:

Unprofessional Conduct	Fire Lane Violation
Using Customer Parking	Tag Removal
Late Delivery	



Alerts that are for reporting only and will not send a notification:

Unauthorized Equipment Usage
Failure to Check Out
Positive Comment