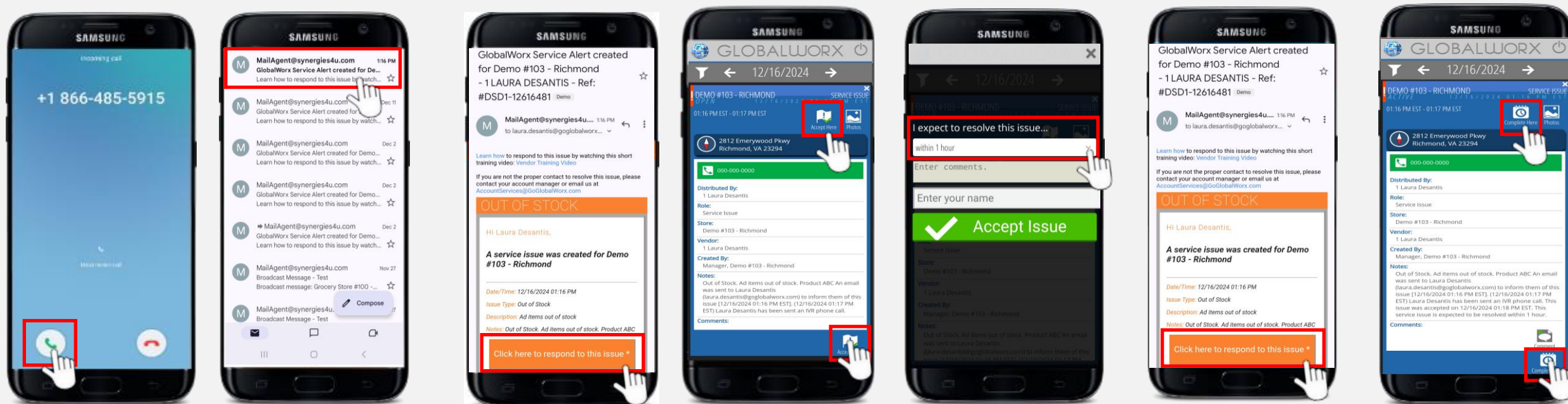


# Smart & Final Service Alert Guide

## Step-by-Step Guide To Accepting & Completing Service Alerts



### RECEIVING AN ALERT

#### **IVR Phone call: (866) 485-5915**

- Description of the service alert
- Verbally prompted steps on how to ACCEPT Service Alerts

#### **Email: MailAgent@Synergies4U.com**

- Additional service alert details
- ACCEPT AND COMPLETE Service Alerts through platform
- Provide additional comments

### ACCEPTING AN ALERT

#### **STEP 1**

Open the email and select the "click here to respond to this issue" button.

#### **STEP 2**

Once you are ready to accept the alert, select one of the "Accept Here" icons.

#### **STEP 3**

Select the timeframe when you intend to resolve the opportunity. Enter in your name. Then select "Accept Issue".

Accepting the Service Alert provides instant feedback to the store that you are aware of the alert and when you anticipate the opportunity will be resolved. To view alerts created on a previous day, use the white arrows at the top of the screen.

*\*Please direct any inquiries to SmartandFinalDSD@tactiqtech.com.*

### COMPLETING AN ALERT

Click the link to open the Service Alert from the original email. Select one of the "Complete Here" icons.

*Note: Alert cannot be completed through the phone call*



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