

Warranty Post Sales
Process Improvements
Roll-Out

**Acuity Sales Team / Agency Partners Communication and Training** 

**July, 2018** 





# **Improving Efficiency and Agency Experience!**

- Acuity is rolling out several new warranty processes and tool updates to our Agency Partners
- ➤ Voice of the customer during collaborative Kaizen event (12/17) has resulted in a number of actions

### These include:

- New Labor Process
- AGILE Claim Request Enhancements
- 120 Day return period For ABL Product Issues
- Added carton markings to Auto NC orders





# **Acuity Warranty**

#### **Terms, Conditions and Warranties**

If the Product(s) fail to comply with the terms of this Warranty, Acuity, at its option, will repair or replace the Product(s) with the same or a functionally equivalent Product(s) or component parts. This Warranty extends only to the Product(s) as delivered to, and is for the sole and exclusive benefit of, the original end user of the Product(s) at the original location. This Warranty may not be transferred or assigned by the original end user. The repair or replacement of any Product(s) or component part within the Product(s) is the sole and exclusive remedy for failure of the Product(s) to comply with the terms of this Warranty and does not extend the Warranty period. Warranty claims regarding the Product(s) must be submitted in writing within (30) days of discovery of the defect or failure to an authorized Acuity post-sales or customer service representative. Product(s) or component part(s) may be required to be returned for inspection and verification of non-conformance by Acuity, but no Product(s) or component part(s) will be accepted for inspection, verification or return unless accompanied by a "return authorization number" which can be obtained only from an authorized Acuity post-sales or customer service representative. Acuity is not responsible for any costs and expenses incurred in connection with shipment of Product(s) to Acuity, but Acuity shall bear all cost and expense incurred in connection with shipment of replacement Product(s) to the customer.



# **New Approach to Labor Agreements**

#### Benefits of new strategy:

- ➤ We have established Standardized Labor Rate pricing across the country in order to be more efficient (effective Feb. 2018)
- ➤ Eliminate delays caused by negotiating Labor Rates for jobs when Acuity product is found to be defective and within the Warranty Period.
- ➤ This is to serve as a guide only; some jobs may be more dependent on the job location, prevailing wage rate, union work, off hours, etc.
- ➤ This guide for standardized pricing should cover approximately eighty percent (80%) of the jobs for Acuity Brands Products.





# **Warranty Claim and Returns**

### Typical Scenario for New Labor Request

- Customer troubleshoots fixture and suspects product is defective and submits a warranty claim to Warranty Services
- 2. Warranty Services may elect to send replacement parts or fixtures as a resolution for the issue
- 3. If applicable, agent completes the Job Site information form that is required for Acuity to make a determination of the labor cost of the repair
- 4. After receiving this information, using the pricing schedule, Warranty Services will state the allowable amount per fixture to repair the defect or warranty issue

next



#### Labor

5. The Warranty Services team member will reply back to the agent / customer with the allowable rate.

#### **Customer Decision**

- ❖ The agent /customer can determine if "their contractor" can perform the job for the allowable rate. If so, labor is approved by the Warranty Services Team to proceed (in writing, via the Claims Workbench).
- If the agent / customer cannot have the job performed for the allowable rate, Warranty Services will engage an Acuity Approved Contractor to perform the work at the designated location using contact information provided





#### **Job Site Information Form**

This form **REPLACES** <u>all</u> other previously provided Labor Quote forms.

TO SE FILLED OUT SY ACUIT	Y BRANDS EMP	LOYEES ONL	Y:		
Claim Owner:				Date:	
Claim Number:				Order Number:	
Job Name:					
Ci Code:   Model/Ca	talog Numb	05			Quantity:
Ci Code. Modelica	lalog Nullib	ei.			Quartuty.
Description of Work to be Perfor	med				
Defective Material R	eturned?	YE	SI	NO	
TO BE FILLED OUT BY A				tor and only arts:	
TO BE FILLED OUT BY A				tor and job site:	
Tease provide the following (R Contractor Contact Information	EQUIRED) inform				
Texas provide the following (R Contractor Contact Information Contractor Company Nam	EQUIRED) inform			Site Contact Name:	
Tease provide the following (R Contractor Contact Information Contractor Company Nam Contact Name:	EQUIRED) inform				
Peace provide the following (A Contractor Contact Information Contractor Company Nam Contact Name: Contact Email Address:	EQUIRED) inform			Site Contact Name:	
Tease provide the following (R Contractor Contact Information Contractor Company Nam Contact Name:	EQUIRED) inform			Site Contact Name:	
**Sease provide the following (#Contractor Company Nam Contractor Company Nam Contact Name: Contact Email Address: Contact Phone Number:	EQUIRED) inform IS			Site Contact Name:	
Pease provide the following (#Contractor Combact Information Company Nami Contact Name:  Contact Email Address:  Contact Phone Number:  Iob/Work/Location Information	EQUIRED Information		he contrac	Site Contact Name: Site Contact Number:	abla: I
**Sease provide the following (#Contractor Company Nam Contractor Company Nam Contact Name: Contact Email Address: Contact Phone Number: lob/Work/Loadion Informat Expected Date of service adm/DO/YYY)	interest int		he contrac	Site Contact Name:	able:
Texas provide the following (A Contractor Company Nam Contact Name: Contact Email Address: Contact Phone Number: Iob/Work/Locetion Informat Expected Date of service AND AND AND AND AND AND AND AND AND AND	icion: e: prmed:		he contrac	Site Contact Name: Site Contact Number:	able:
These provide the following (#Contractor Contact Information Contact Name: Contact Panie: Contact Email Address: C	ion:	nation about t	he contrac	Site Contact Name: Site Contact Number:	able:
These provide the following (Richards Contractor Company Nami Contractor Company Nami Contact Name: Contact Email Address: Contact Phone Number: Iob/Work/Loadion Informat Expected Date of service (MMDO(YYYY)) When can work be perfo (Mormal Business, hours, Alter Hour Job Site Address:	ion: e: commed: s, do Sine:		he contrac	Site Contact Name: Site Contact Number:	
These provide the following (#Contractor Contact Information Contact Name: Contact Panie: Contact Email Address: C	ion: e: commed: s, etc. Sine:	nation about t	he contrac	Site Contact Name: Site Contact Number:	able:
These provide the following (Richards Contractor Company Nami Contractor Company Nami Contact Name: Contact Email Address: Contact Phone Number: Iob/Work/Loadion Informat Expected Date of service (MMDO(YYYY)) When can work be perfo (Mormal Business, hours, Alter Hour Job Site Address:	interest int	nation about t	he contrac	Site Contact Name: Site Contact Number:	
Tease provide the following (A Contractor Company Nam Contractor Company Nam Contract Name: Contract Name: Contract Email Address: Contract Phone Number: Iob/Work/Location Informat Expected Date of service (Nam/DO/YYY) When can work be perfor (Namya Business, hours, Albert Hour John Site Address; (Street Address, City, State, Zip Jobsite Special Condition (Include any special circumstance)	informacia commedication control contr	nation about t	he contrac	Site Contact Name: Site Contact Number:	
These provide the following (R Contractor Company Nam Contact Name: Contact Email Address: Contact Phone Number: IobhWork/Location Informat Expected Date of service (MMDD(YYYY) When can work be performed by the Service Job Site Address: (Street Address, City, State, Zip Jobsite Special Conditio	informacia commedication control contr	nation about t	he contrac	Site Contact Name: Site Contact Number:	
"Sease provide the following (R Contractor Company Nam Contact Name: Contact Email Address: Contact Email Address: Contact Phone Number: IndoWork/Location Informat Expected Date of servic (MMDD/YYYY) When can work be performed Sease and Sease Address: (Street Address: (Street Address: (Street Address), City, State, Zip Jobsite Special Conditio (Include any special circumstains clean room, freezer, load process	interest in the second	nation about t	he contrac	Site Contact Name: Site Contact Number:	State Zip Code
Tease provide the following (R Contractor Company Nam Contractor Company Nam Contact Name: Contact Email Address: Contact Phone Number: Iob/Work/Looation Informat Expected Date of service (Montral Existence, hours, After Hour Job Site Address: (Steent Address;	interest int	et Address:	he contrac	Site Contact Name: Site Contact Number:  site Contact Number:  eadline Date, if applica	State Zip Code
Texas provide the following (R Contractor Company Nam Contract Name: Contact Email Address: Contact Email Address: Contact Phone Number: Iob/Work/Loeation Informat Expected Date of service When can work be performed basiness, hours, After Heal Job Site Address: (Street Address, City, State, Zip Jobsite Special Conditio (Include any apecial circumstance) clean room, fresser, lead process etc.) Fixture Height and Ceiling Fixture Height and Ceiling Prevailing Wages Applicat Leber requests must be gree-epg	interest in the second	el No	De OM	Site Contact Name: Site Contact Number:  Bate Contact Number:  Baddine Date, if applica  Baddine	Stelle Zip Code  irred: Yes No cal Wage Determination
"Sease provide the following (R Contractor Company Nam Contact Name: Contact Email Address: Contact Email Address: Contact Phone Number: IndoWork/Location Informat Expected Date of servic (MMDD/YYYY) When can work be perfic (Momal Business, hours, Afer Hou Job Site Address: (Street Address; City, State, Zip Jobsite Special Conditio (Include any special circumstains clean room, freezer, lead proces etc.) Extract Height and Ceiling Prevailing Wages Applicat	interest in the second	el No	De OM	Site Contact Name: Site Contact Number:  Bate Contact Number:  Baddine Date, if applica  Baddine	Stelle Zip Code  irred: Yes No cal Wage Determination





# **Rules of Engagement**

- ➤ The labor rates are non negotiable unless specific conditions are met, per our Senior Leadership Team
- ➤ The standardized labor rates are based on the information provided by the agent; site conditions, mounting height and fixture types, union and prevailing wages, etc.
- Labor that is not pre-approved by a member of the Warranty Services team may not be honored, and the agent takes the responsibility for the work performed without prior permission.
- Labor requests submitted after one year past last documented claim activity will not be considered for review or approval





# Features - New Updates to the AGILE Tool

- Ability to submit multiple product groups per Order Number via Request For Claim (RFC) entry
- Added carton markings to Auto No Charge Replacement orders
- Visibility of Contractor Select (CS) products in claim submissions
- Adding Request for Claim "creation" date on AGILE dashboard



# Multiple Products per Entry

#### You will now be able to:

- PER ORDER number Enter multiple product groups per claim request submission (RFC)
- Enter separate reason codes for each claim line
  - = Multiple Claim requests will be generated per entry as required



Your Savings =

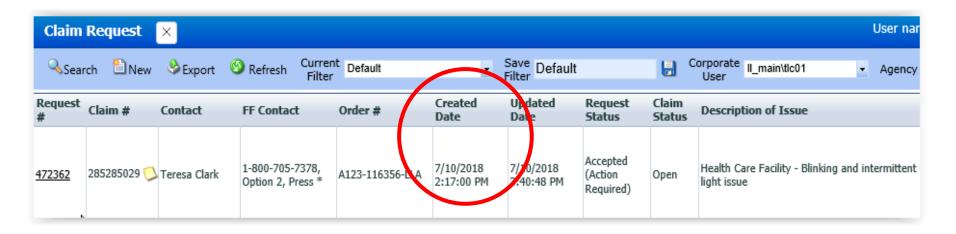
Reduce the amount of time required to enter multiple submissions for different products on an order





### **Create Date of AGILE Request For Claim**

### Now showing on your dashboard



Track when your claim requests are submitted and monitor claim activity, resolution

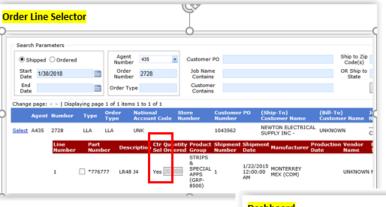


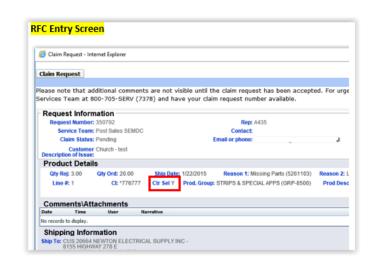


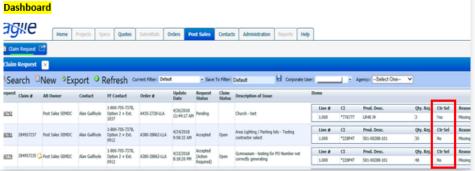
# **Contractor Select Screen Updates - AGILE**

#### Contractor select Identified:

Columns and Y/N indicator











### **Expiration Date For Warranty Returns Extended**

Returns Authorized for Warranty - <u>ABL Product Issue Only</u> = Expiration date of returns extended from 60 days to 120 days

#### Results:

- This will allow more time at job site to coordinate return of defects, especially for larger projects
- Eliminate requests to Sales Team for extensions





