



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*





Labor Guidelines for Warranty



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 part(s). This Warranty excludes labor and equipment required to remove and/or reinstall original or replacement 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

1. 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



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 all other** previously provided Labor Quote forms.

AcuityBrands.

JOB SITE INFORMATION

TO BE FILLED OUT BY ACUITY BRANDS EMPLOYEES ONLY:

Claim Owner:		Date:	
Claim Number:		Order Number:	
Job Name:			

CI Code:	Model/Catalog Number:	Quantity:

Description of Work to be Performed:

Defective Material Returned? YES NO

TO BE FILLED OUT BY AGENT OR CONTRACTOR:

Please provide the following (REQUIRED) information about the contractor and job site:

Contractor Contact Information:

Contractor Company Name:	Site Contact Name:
Contact Name:	Site Contact Number:
Contact Email Address:	
Contact Phone Number:	

Job/Work/Location Information:

Expected Date of service: (MM/DD/YYYY)	Deadline Date, if applicable: (MM/DD/YYYY)
When can work be performed: (Normal Business hours, After Hours, etc.)	
Job Site Address: (Street Address, City, State, Zip Code)	Street Address: City State Zip Code
Jobsite Special Conditions: (include any special circumstances, i.e. clean room, freezer, food processing, etc.)	
Fixture Height and Ceiling Type:	Is Union Labor required: Yes No
Prevailing Wages Applicable? Yes No	If yes, please provide a copy of Electrical Wage Determination

* Labor requests must be pre-approved by ABL Warranty Claim Owners before work begins.
 ** Please allow 2 Business days for a response; when urgent, please call Post Sales (Warranty) Team for faster service.

*******THIS FORM IS NOT AN APPROVAL OR ACCEPTANCE OF LABOR, NOR DOES THIS FORM GIVE ANY*****
 *****AUTHORIZATION TO PERFORM WORK ON ANY ACUITY BRAND'S PRODUCT.*******

Rev. E 05/31/18

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



AGILE Request For Claims Improvements

Features - New Updates to the AGILE Tool

what's new?

- 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

Claim Request User name															
Search		New		Export		Refresh		Current Filter: Default		Save Filter: Default		Corporate User: ll_mainVtlc01		Agency	
Request #	Claim #	Contact	FF Contact	Order #	Created Date	Updated Date	Request Status	Claim Status	Description of Issue						
472362	285285029	Teresa Clark	1-800-705-7378, Option 2, Press *	A123-116356-LA	7/10/2018 2:17:00 PM	7/10/2018 2:40:48 PM	Accepted (Action Required)	Open	Health Care Facility - Blinking and intermittent light issue						

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

Order Line Selector

Search Parameters

Shipped Ordered
 Start Date: 1/30/2018
 End Date:
 Agent Number: 435
 Order Number: 2728
 Order Type:
 Customer PO:
 Job Name: Contains
 Customer: Contains
 Ship to Zip Code(s):
 OR Ship to State:

Change page: <> | Displaying page 1 of 1 items to 1 of 1

Agent Number	Type	Order Type	National Account Code	Store Number	Customer PO Number	(Ship-To) Customer Name	(Bill-To) Customer Name
Select A435	2728	LLA	LLA	UNK	1043562	NEWTON ELECTRICAL SUPPLY INC -	UNKNOWN

Line Number	Part Number	Description	Qty	Product Group	Shipment Number	Shipment Date	Manufacturer	Production Date	Vendor Name
1	*776777	LR48 34	Yes	STRIPS & SPECIAL APPS (GRP-8500)	1	1/22/2015 12:00:00 AM	MONTERREY MEX (COM)		UNKNOWN F

RFC Entry Screen

Claim Request - Internet Explorer

Claim Request

Please note that additional comments are not visible until the claim request has been accepted. For urgent Services Team at 800-705-SERV (7378) and have your claim request number available.

Request Information

Request Number: 350792
 Service Team: Post Sales SEMDC
 Claim Status: Pending
 Customer: Church - test
 Rep: A435
 Contact:
 Email or phone:

Product Details

Qty Req: 3.00 Qty Ord: 20.00 Ship Date: 1/22/2015 Reason 1: Missing Parts (5261103) Reason 2: L
 Line #: 1 Ct: *776777 **Ctrl Sel Y** Prod. Group: STRIPS & SPECIAL APPS (GRP-8500) Prod Desc

Comments/Attachments

Date Time User Narrative
 No records to display.

Shipping Information

Ship To: CUS 20664 NEWTON ELECTRICAL SUPPLY INC - 8155 HIGHWAY 278 E

Dashboard

Home Projects Specs Quotes Submittals Orders **Post Sales** Contacts Administration Reports Help

Claim Request

Claim Request

Search New Export Refresh Current Filter: Default Save To Filter: Default Corporate User: Agency: --Select One--

request	Claim #	Alt Owner	Contact	FF Contact	Order #	Update Date	Request Status	Claim Status	Description of Issue	Items												
8232		Post Sales SEMDC	Alan Gufflye	1-800-705-7378, Option 2 + Ext. 1837	A435-2728-LLA	4/26/2018 12:44:27 AM	Pending		Church - test	<table border="1"> <thead> <tr> <th>Line #</th> <th>CI</th> <th>Prod. Desc.</th> <th>Qty. Req.</th> <th>Ctrl Sel</th> <th>Reason</th> </tr> </thead> <tbody> <tr> <td>1.000</td> <td>*776777</td> <td>LR48 34</td> <td>3</td> <td>Yes</td> <td>Missing</td> </tr> </tbody> </table>	Line #	CI	Prod. Desc.	Qty. Req.	Ctrl Sel	Reason	1.000	*776777	LR48 34	3	Yes	Missing
Line #	CI	Prod. Desc.	Qty. Req.	Ctrl Sel	Reason																	
1.000	*776777	LR48 34	3	Yes	Missing																	
8231	284957237	Post Sales SEMDC	Alan Gufflye	1-800-705-7378, Option 2 + Ext. 0912	A380-28862-LLA	4/24/2018 9:58:32 AM	Accepted	Open	Area Lighting / Parking lots - Testing contractor select	<table border="1"> <thead> <tr> <th>Line #</th> <th>CI</th> <th>Prod. Desc.</th> <th>Qty. Req.</th> <th>Ctrl Sel</th> <th>Reason</th> </tr> </thead> <tbody> <tr> <td>1.000</td> <td>*22844T</td> <td>501-00288-101</td> <td>30</td> <td>No</td> <td>Missing</td> </tr> </tbody> </table>	Line #	CI	Prod. Desc.	Qty. Req.	Ctrl Sel	Reason	1.000	*22844T	501-00288-101	30	No	Missing
Line #	CI	Prod. Desc.	Qty. Req.	Ctrl Sel	Reason																	
1.000	*22844T	501-00288-101	30	No	Missing																	
8229	284957235	Post Sales SEMDC	Alan Gufflye	1-800-705-7378, Option 2 + Ext. 0912	A380-28862-LLA	4/23/2018 8:18:28 PM	Accepted (Action Required)	Open	Commission - testing for PO Number not correctly generating	<table border="1"> <thead> <tr> <th>Line #</th> <th>CI</th> <th>Prod. Desc.</th> <th>Qty. Req.</th> <th>Ctrl Sel</th> <th>Reason</th> </tr> </thead> <tbody> <tr> <td>1.000</td> <td>*22844T</td> <td>501-00288-101</td> <td>48</td> <td>No</td> <td>Missing</td> </tr> </tbody> </table>	Line #	CI	Prod. Desc.	Qty. Req.	Ctrl Sel	Reason	1.000	*22844T	501-00288-101	48	No	Missing
Line #	CI	Prod. Desc.	Qty. Req.	Ctrl Sel	Reason																	
1.000	*22844T	501-00288-101	48	No	Missing																	



Warranty Returns Expiration

Expiration Date For Warranty Returns Extended

Returns Authorized for Warranty - ABL Product Issue Only =
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

120 Days!





Thank You!

 **AcuityBrands.**

©2015 Acuity Brands Lighting, Inc. all rights reserved.