



**STANDARD OPERATING PROCEDURE**

**Updated: 08-12-2021**

<b>Department:</b>	Service Network Delivery <b>Location:</b> Share Point		
<b>Procedure:</b>	Area Manager Escalation Process		
<b>Sub Process:</b>	N/A		
<b>Preceding Task:</b>	N/A		
<b>Date Issued:</b>	04-19-2019	<b>SOP Reference#</b>	000-003
<b>Revision Date:</b>	08-12-2021		
<b>Description:</b>	To provide guidelines to the various support teams when escalating a Service Pros' workmanship, conduct, or other service missed commitments to the Area Manager.		
<b>Responsibility:</b>	Service Network Team		
<b>Frequency:</b>	As Needed	<b>Timing</b>	Escalation of Service Pros' service delivery failures.
<b>Process Steps</b>	<p><b>Authorizations Team</b></p> <ul style="list-style-type: none"> <li>• <b>Step 1-</b> If the Authorizer is unable to achieve a satisfactory resolution with the Service Pro regarding a repair price estimate, time frame, or other related roadblocks, they must escalate to their supervisor for assistance.</li> <li>• <b>Step 2-</b> If no resolution is achieved, the authorization team must open the corresponding task exception.</li> <li>• <b>Step 3-</b> The admin team will review the exception and communicate the issue to the assigned Area Manager via email.</li> </ul> <p><b>Note:</b> For time-sensitive issues impacting the customer and/or the service pro, the Authorizer is required to send an email to the Area Manager's inbox in addition to opening an exception indicating (Time Sensitive) and tag the email as "High Importance."</p>		