



VIP Orders

VIP Orders are for those customers paying to have their luggage delivered rather than waiting for the luggage to come out on the carousel. When we receive a VIP order, the scheduled driver will be contacted by the district manager and provided the necessary information to effect delivery in a timely manner. What each driver should be sensitive to is the fact that the customer has agreed to pay for the delivery of his/her luggage as a convenience to him/her rather than wait at the carousel the usual 20 – 30 minutes after arriving to their destination. In these cases, extra care should be taken to insure a prompt delivery occurs. The following steps are critical to this end.

- 1) Be at the carousel no later than 15 minutes after the flight has arrived.
- 2) Retrieve the luggage from the carousel and take to our area/office. Using the WMS App, click on the VIP delivery and show the luggage as "Picked Up". This is an extra step that we usually do not perform.
- 3) Contact the district manager immediately, letting him/her know you have the luggage.

Note: If luggage doesn't arrive on the scheduled flight or if flight is delayed, notify him/her of that as well.

- 4) Review WMS APP to determine if passenger has waived signature.
 - a) If they have waived signature, deliver bag immediately if possible but no later than 2 hours after collecting from carousel.
 - b) If they have not waived the signature, contact passenger BEFORE delivery occurs. If you don't reach passenger immediately, try again every 15 minutes until you do. Be prepared to give ETA on delivery when you reach passenger.
- 5) Before leaving the airport, "assign" and "put out for delivery" the VIP delivery using the WMS APP, the same way you do for all other deliveries.
- 6) As soon a delivery occurs, close out delivery on the WMS APP the same way you do for all other deliveries.
- 7) Notify your district manager as soon as delivery occurs. If there are any concerns about not making this delivery within 2 hours, contact your district manager immediately so he/she can make alternate arrangements if necessary and communicate those to HomeServ in a timely manner.

If the flight is delayed contact management immediately so they can let VIP services know what is going on. Also you will need to wait so that the bag is delivered in a timely manner and once bag is in hand you will want to contact passenger to give them an ETA.

Again, this is a growing segment of our business and one that we want to provide superior service 100% of the time. Poor service will result in the passenger not using the service again, resulting in lost revenue to you, Sandhills Delivery Service and HomeServ. All VIP deliveries are monitored by Sr.

Management/Ownership and are expected to be done in a 1st class manner. No Exceptions!