

# CONTACT-FREE SERVICES



## CALL AHEAD CUSTOMER CONTACT

- Call ahead to ensure proper PPE Requirements and verify best entrance to ensure social distancing
- Upon arrival on-site, call point of contact instead of walking straight into facility. Ask questions on customers' social distancing standards.
- Obtain asset/equipment information from customer before entering building (i.e. model and unit number, serial number, location in the warehouse, etc.).

## TECHNOLOGY ENHANCED SOCIAL (PHYSICAL) DISTANCING COMMUNICATIONS

- When possible communicate utilizing Video, Phone, Email or Text to comply with “social (physical) distancing” and to ensure an exceptional customer experience.
- While on-site, when more information is needed we will utilize photo/video messaging (i.e., Facetime, Zoom, etc.) to “show and tell” to enhance “social (physical) distancing”.
- Electronic service calls will be emailed to customer with no physical signature required.