

## CSC Certification Application – Requirement 4 -Customer Service Program

\_\_\_\_\_  
*Name or organization*

**Initial Estimates** are given whenever \_\_\_\_\_

\_\_\_\_\_  
**Revised Estimates** are given whenever \_\_\_\_\_

\_\_\_\_\_  
**Parts on Order:** If the originally estimated repair period will be exceeded due to an ordered part or a delay in acquiring a needed part, \_\_\_\_\_

\_\_\_\_\_  
**Parts on Backorder:** If parts must be backordered, \_\_\_\_\_

\_\_\_\_\_  
**Repair Completion:** Once the repair is completed \_\_\_\_\_

\_\_\_\_\_  
**Service Delays:** If there will be a delay in product service \_\_\_\_\_

\_\_\_\_\_  
**Field Service Appointments:** \_\_\_\_\_

\_\_\_\_\_  
Signature of Individual Completing CSC Application

\_\_\_\_\_  
Date

# **SAMPLE**

*This is the customer service program of a newly-certified service center. Please edit this program to suit the needs of your business and submit it as part of your application packet. While a customer service program is a requirement of the Certified Service Center application; this particular customer service program is a sample only.*

## **CUSTOMER SERVICE PROGRAM - GLASS ANTENNA SERVICE - GREENCASTLE IN 46135**

1. Please review Glass Antenna Warranty Policies - 2002 as that document is an integral part of the Customer Service Program.

Estimates: are to be given to the customer who:

- a. calls inquiring about the price of service or products
- b. brings a product in for service
- c. has asked for an estimate after a 3rd party service firm provides Glass Antenna with an estimate
- d. has asked for a site survey at their home or business

Revised Estimates: are to be given whenever an estimate is expected to be more than 10% higher than the original estimate. When estimates are exceeded, the specific reasons for the higher costs are to be clearly outlined on the final bill.

Parts on Order: If the originally estimated repair period will be exceeded due to an ordered part or a delay in acquiring a needed part, the customer is to be given a phone call to explain the delay and to be given an opportunity to retrieve their repair product and cancel the repair job at no cost to them.

Parts on Backorder: If parts must be backordered, a log is to be maintained showing the date of the service job, the date of the part order, the date of the notice of backorder and the anticipated date of delivery of the backorder. The customer must be called to be made aware of the delay, the anticipated receive date and date of final repair.

Repair Completion: Once the repair is completed the service invoice and log are to be updated to show that the product owner has been notified the unit is ready for pick-up, or delivery to their location. Attempts to make phone contact should be noted and if unsuccessful, a written notice is to be sent to that customer, preferably within 2 days of the completion of the repair.

Service Delays: Buries, installs, service calls, upgrades and equipment returns are to be noted on the service logs with the reason for delay listed and the date customer has been informed about the delay noted. Service person shall initial the log entry.

Field Service Appointments: Customers have busy schedules and often take off work or come home or stay home to accommodate our services. The original date and time scheduled should not be given such a narrow window that we are forced to devote undue time before or after the scheduled for the customer. Appointment times must be given some latitude, due to the nature of service work and field service work. However, once that time period has been established, we must do everything possible to meet that responsibility. If the customer defaults, we can only absorb the lost time and utilize it in some other productive ways. We cannot charge the customer for the fact that they defaulted, nor can we punish them, by setting the new scheduled time at some far distance, etc. If it is seen that our crews cannot make a scheduled time, once it becomes clear, we must use the cell phones or some other means of quickly alerting the customer to the late or postponed appointment.

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