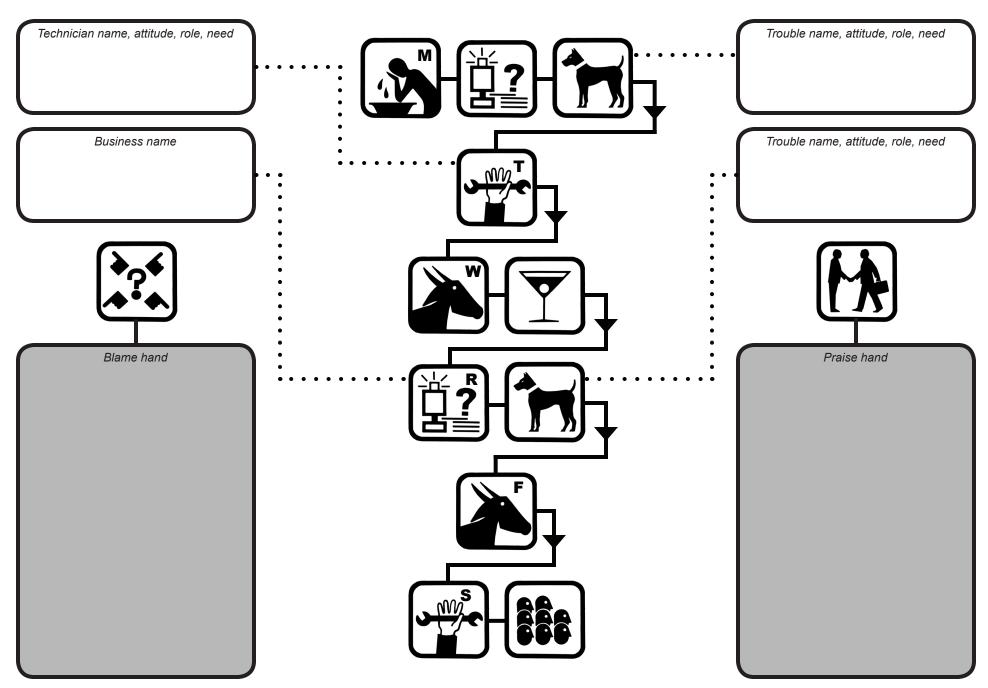
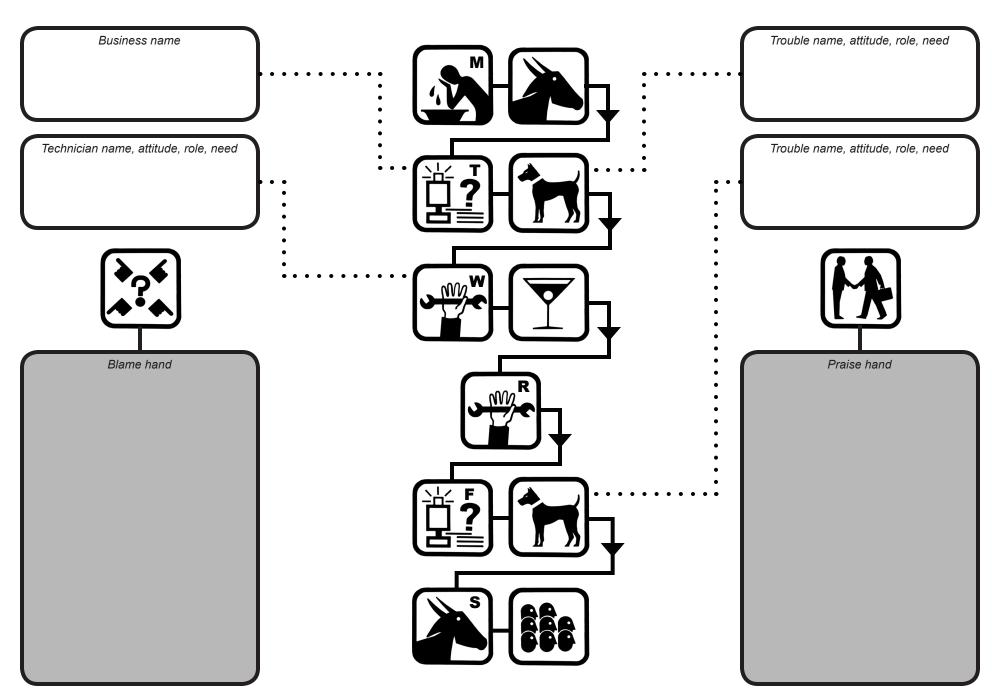
BUSINESS SOLUTIONS



PROMS Process Implementation Chart "A"

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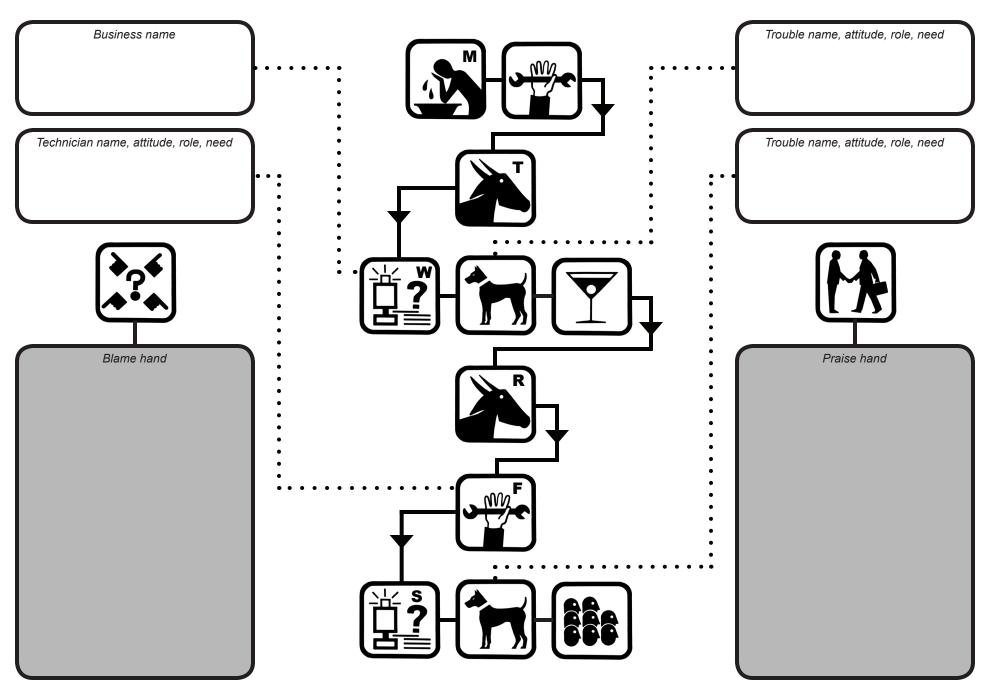
BUSINESS SOLUTIONS



PROMS Process Implementation Chart "B"

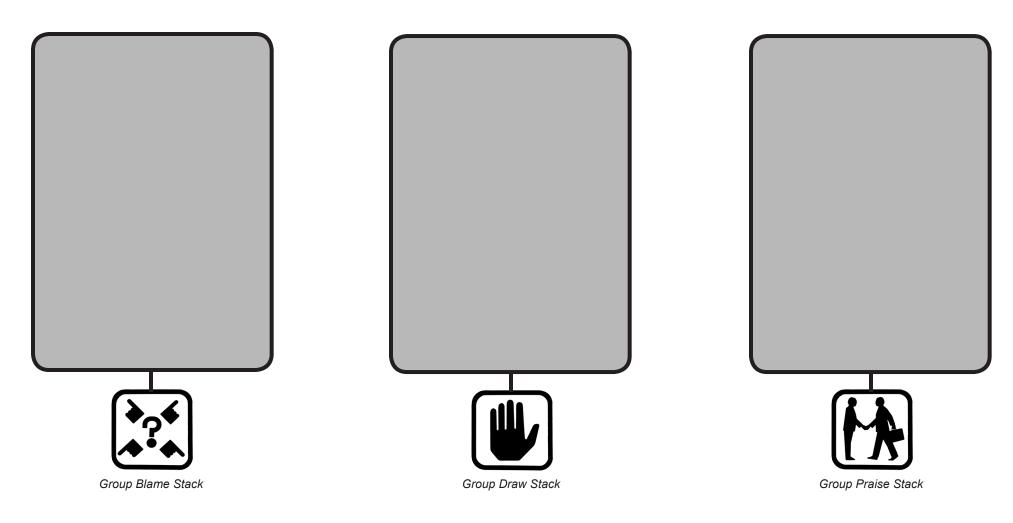
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BUSINESS SOLUTIONS



PROMS Process Implementation Chart "C"

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HOW TO DEAL WITH AN ANGRY CLIENT

It's an unfortunate fact of life that occasionally, a client will be very, very upset with you. Motivational psychologists tell us that an angry customer, handled correctly, can turn into a valuable friend and ally. Here's what you can do, in five easy steps:

- **1. Tell them you are sorry.** Promise that it won't happen again.
- **2. Ask them what it would take to calm them down.** Don't make any suggestions or set any limits. In rare cases they will want a simple apology (see step one).
- **3.** If you can give them what they want, do so. If you can't (and let's face it, you probably can't there's a 99% chance that they are being unreasonable), tell them they will have to speak to your manager.
- **4.** Let them speak to your partner. Tell the client that your partner is your manager. While this is technically a lie, it's a helpful lie for both you and the client.
- **5. Repeat steps one through three.** If you and your "manager" can't resolve the issue, it's best to leave the client and let them cool off for a few weeks. Under no circumstances should you direct the client to contact your actual manager, or any senior BS employee.

SERVICE CALL LOG

TICKET 0001	1.Client 2. BS Lead	3. Problem Code □ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell	☐ 404 Internal error ☐ 497 Jammed ☐ 504 Panel Error ☐ 649 Grinding noise ☐ 680 Strangely hot ☐ 713 Weird glow ☐ 800 Won't turn off ☐ 801 Won't turn on ☐ 911 Shocks user	4. Resolved? ☐ Yes ☐ No5. Client sign-off
				Thank You!
TICKET 0002	1.Client	3. Problem Code 014 Blank 017 Blurry 056 Too dark 098 Too light 103 Color off 116 Gritty 148 Streaky 360 Accessory dmg. 399 Funny smell	□ 404 Internal error □ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn off □ 801 Won't turn on □ 911 Shocks user	4. Resolved? ☐ Yes ☐ No5. Client sign-off
	2. BS Lead			Thank You!
TICKET 0003	1.Client	3. Problem Code		4. Resolved? ☐ Yes ☐ No
		□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Grity □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell	□ 404 Internal error □ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn off □ 801 Won't turn on □ 911 Shocks user	5. Client sign-off
	2. BS Lead			
				Thank You!
TICKET	1.Client	3. Problem Code	□ 404 Internal arror	4. Resolved? ☐ Yes ☐ No
TICKET 0004		□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light	☐ 404 Internal error ☐ 497 Jammed ☐ 504 Panel Error ☐ 649 Grinding noise	4. Resolved? ☐ Yes ☐ No 5. Client sign-off
	1.Client 2. BS Lead	□ 014 Blank □ 017 Blurry □ 056 Too dark	☐ 497 Jammed ☐ 504 Panel Error	
0004 TICKET		□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code	☐ 497 Jammed ☐ 504 Panel Error ☐ 649 Grinding noise ☐ 680 Strangely hot ☐ 713 Weird glow ☐ 800 Won't turn off ☐ 801 Won't turn on ☐ 911 Shocks user	5. Client sign-off
0004	2. BS Lead	□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell	☐ 497 Jammed ☐ 504 Panel Error ☐ 649 Grinding noise ☐ 680 Strangely hot ☐ 713 Weird glow ☐ 800 Won't turn off ☐ 801 Won't turn on	5. Client sign-off Thank You!
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0004 TICKET	2. BS Lead 1.Client	□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code □ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light	□ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn off □ 801 Won't turn on □ 911 Shocks user □ 404 Internal error □ 497 Jammed □ 504 Panel Error □ 649 Grinding noise	5. Client sign-off Thank You! 4. Resolved? Yes No
TICKET 0005	2. BS Lead 1.Client	□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code □ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg.	□ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn off □ 801 Won't turn on □ 911 Shocks user □ 404 Internal error □ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn off □ 801 Won't turn on □ 911 Shocks user	5. Client sign-off Thank You! 4. Resolved? □ Yes □ No 5. Client sign-off
TICKET 0005	2. BS Lead 1.Client 2. BS Lead	□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code □ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code	□ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn on □ 911 Shocks user □ 404 Internal error □ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 800 Won't turn on □ 911 Shocks user	5. Client sign-off Thank You! 4. Resolved? Yes No 5. Client sign-off Thank You!
TICKET 0005	2. BS Lead 1.Client 2. BS Lead	□ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code □ 014 Blank □ 017 Blurry □ 056 Too dark □ 098 Too light □ 103 Color off □ 116 Gritty □ 148 Streaky □ 360 Accessory dmg. □ 399 Funny smell 3. Problem Code □ 014 Blank □ 017 Blurry □ 056 Too dark	□ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn on □ 911 Shocks user □ 404 Internal error □ 497 Jammed □ 504 Panel Error □ 649 Grinding noise □ 680 Strangely hot □ 713 Weird glow □ 800 Won't turn on □ 911 Shocks user □ 404 Internal error □ 497 Jammed □ 504 Panel Error	5. Client sign-off Thank You! 4. Resolved? Yes No 5. Client sign-off Thank You! 4. Resolved? Yes No

☐ 399 Funny smell