ERM User Manual

What to do at all pick up locations for an Iconic Deliveries Pick Up?

At all **PICKUP** locations, regardless of what platform it is or whether it is an Iconic delivery or the quantity of the pickup, **Iconic Delivery Specialists** are to not deviate from the numerical order of the steps given in this procedure at any time and for any reason.

Where an incident occurs or you are interrupted while you are going through this procedure at the **PICKUP** location where you have to do something else, the **Iconic** method to avoid forgetting the **PICKUP** procedure is to use Slack, your smartphone notepad, or a small little notepad provided and make a note of what you last did before the interruption. You can then complete what the interruption task/thing was and return back to the note you made on whatever medium you used and read where you were last at or the last thing you were doing before you were interrupted. At this point you can now scratch off that point of reference as you continue from that point forward.

As an alternatively, if you are following the **PICKUP** procedure and you are interrupted, at your discretion, professionally and politely, you can say to whoever has distracted you, “please wait while you complete this task“ before starting that interrupted task.

An **Iconic Delivery Specialist** must never deviate or start something new unless he has completed this procedure in its entirety, completing each and every sequence of the procedure.

The PICKUP procedure is as follows:

1. When you arrive at the **PICKUP** location, you must scan the item and take a manual photo of the item. If the item does not require scanning, you **must** then take a manual photo of each and every item that is required to be picked up as evidence, similar to a virtual scan of the pickup.

2. Once all items have been scanned and a photo of each item has been taken, you are to proceed to the **Iconic Delivery vehicle**.

3. ***When at the Iconic Delivery vehicle and only when you are at the Iconic Delivery vehicle, you are to do step 4***.

4. Under the correct message of the actual job that is based on the messages on the Slack Production Run channel, you are to create a thread, and in that thread, you are to use the slacks ***number bullet list function***.
    a. On that thread of the main message of the actual job and using the number bullet-list function of Slack, you are to write the quantity of the item picked up;
    b. After writing the quantity of the item, you are to write either the customer's first name with an initial of the last name or the customer's last name for that particular delivery that has been picked up.
    c. You are then to type the letters PU or pu (the title case of the letters is irrelevant).
        i. The exact process is to be no different than what Steve did with Nespresso https://iconic-productions.slack.com/archives/GBTHUCX45/p1725605213770679?thread_ts=1725599150.025129&channel=GBTHUCX45&message_ts=1725605213.770679

5. ***Only after you complete*** steps **4a, 4b, and 4c** you then upload the exact photo of the picked up entry/item.
    a. Each photo must be checked with the entry typed in steps **4a, 4b, and 4c** and that it is the correct photo uploaded in the same order of the entry typed.
        i. This is easily demonstrated in the Slack link above as well.
    b. where it is not, correct the photo order list or contact your supervisor for support.

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URL: https://staff.iconic.productions/KB/content/0cat=34/608/en/what-to-do-at-all-pick-up-locations-for-an-iconic-deliveries-pick-up.html

6. ***Only after completing steps*** **5, 5a & 5b** the actual item is placed in the vehicle in a safe location that is not putting pressure on the door or trunk hinges.

7. After ***completing Step 6***, if there is a second or more or any additional item to pick up, you are to repeat the process from **step 3 again** and continue to **step 7** and NOT EVER **DEVIATE**.

8. **ONLY when** all items have been **picked up and recorded as mentioned** and there is no other item to be placed in the vehicle you are
    a. to close and secure all doors and the trunk.
    b. to enter the vehicle in your allocated seat and state to your **Iconic Delivery Route Captain** the exact number of items picked up and they will verify the quantity picked up.

9. The vehicle will then proceed as per the allocated route.

10. As the vehicle proceeds you are to create an another thread on the correct message of the actual job that is at based on the Slack Production Run channel and in that thread you are to use slacks number bullet-list function.
    a. On that thread of the main message of the actual job and using the number bullet-list function of Slack, you are to write the name of
        i. the customer followed by the customers cellphone number.
        ii. the name and cellphone must be in the same order as the pickup number list that was created earlier.
        iii. The exact process is to be no different than what Steve did with Nespresso. See https://iconic-productions.slack.com/archives/GBTHUCX45/p1725606154957349?thread_ts=1725599150.025129&channel=GBTHUCX45&message_ts=1725606154.957349

End of PICKUP procedure.

Attached files:

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