


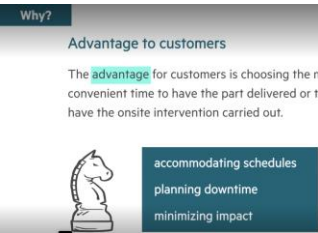
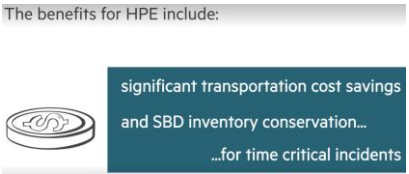

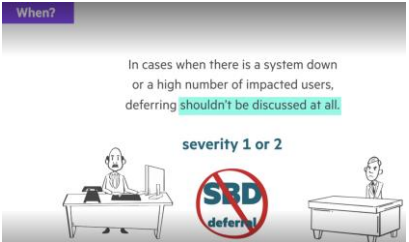



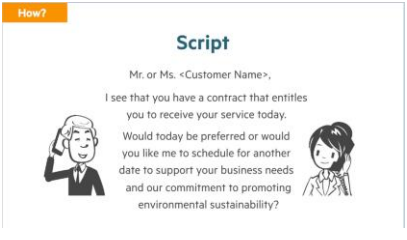
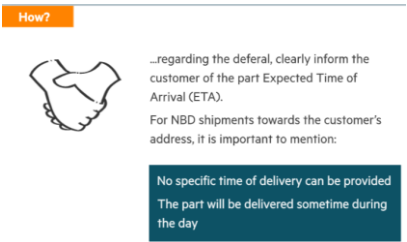
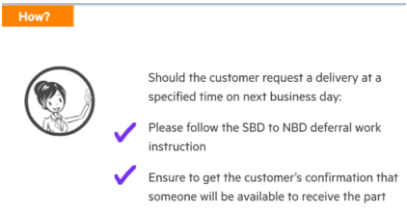
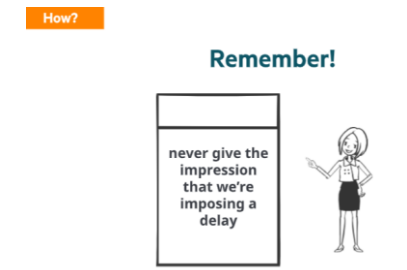
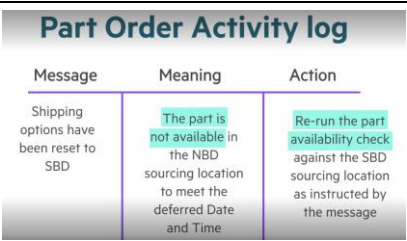
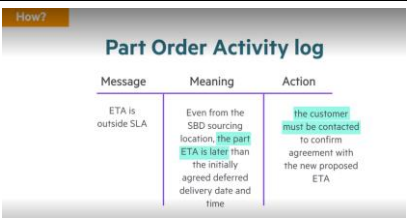

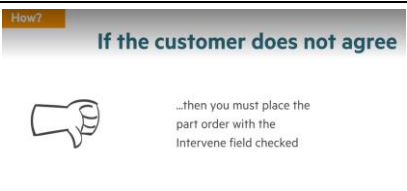
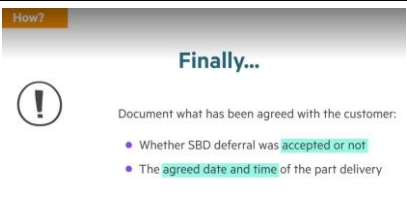



	Script	Visual	Notes
	<ol style="list-style-type: none"> In the 1st 2 minutes, I think we should mention about offering to “top accounts” also reducing the background music – it’s good to have it but is a little loud Once a slide is fully populated or the speaker finished, I suggest to pause a few seconds before moving on. For several slides, it moved immediately/too quickly to the next one. 		
1	<p>Hi.</p> <p>This video explains the concept of deferring same business day orders to next business day.</p> <p>Why does it makes sense?</p> <p>When should we deploy it?</p> <p>And how do I propose it to customers?</p>		
2	<p>Remember: Any deferral should only happen with the full agreement by the customer.</p>	<p>Remember!</p> 	
3	<p>Under the right circumstances, deferring the delivery of a part produces benefits for the customer, for HPE, and for the environment</p>	<p>Everybody wins!</p> 	
4	<p>The advantage for customers is choosing the most convenient time to have the part delivered or to have the onsite intervention carried out.</p> <p>They can schedule delivery around their own agenda and can plan any downtime to minimize the impact to their IT infrastructure.</p>		
5	<p>The benefits for HPE include significant transportation cost savings and SBD inventory conservation, allowing those parts to remain available for time critical incidents.</p>	<p>The benefits for HPE include:</p> 	
6	<p>In many cases, NBD shipments can support HPE’s commitment to lead the industry in sustainable practices, as with more consolidated deliveries we can reduce the environmental impact of transporting our parts – with less traffic on our roads our carbon dioxide emissions and fuel consumption are reduced.</p>		
7	<p>While communicating with the customer at the end of troubleshooting when it’s clear that spare parts are needed, there are times when it’s appropriate to discuss SBD deferral and times when it’s not.</p> <ul style="list-style-type: none"> In cases when there is a system down or a high number of impacted users (severity 1 or 2), deferring shouldn’t be discussed at all. deferral should not be proactively 		<p>The photo needs to remove the sev 2. Instead of using of using a circle with a line through it, what if we used a Yield triangle</p>

	<p>offered unless customer requests for a later date than SBD</p> <p>In these circumstances the case should be handled in accordance with the customer's SLA.</p>		<p>instead? We still can defer Sev1's if the customer requests</p>
8	<p>But if the incident has a medium severity (severity 3 then there is an opportunity to discuss SBD deferral.</p>		<p>remove sev 4; change: severity 3 or 2 to severity 2 or 3; also wondering if we should be an **SBD for sev 2 is new in 2022 or something like that</p>
9	<p>The same applies when the customer has already fixed the problem and only needs the part to replenish onsite inventory. However, any Service Delivery Instruction which mentions that SBD deferral is not appropriate always takes precedence.</p>		
10	<p>So, what's the best way to conduct a deferral discussion? The starting point is to confirm the customer's SLA based on a Same Business Day or Call To Repair contract by following this script:</p>		
11	<p>Mr. or Miz Customer Name, I see that you have a contract that entitles you to receive your service today. Would today be preferred or would you like me to schedule for another date to support your business needs and our commitment to promoting environmental sustainability?</p>	<p>How:</p> 	
11	<p>Once agreement is reached with the customer regarding the deferral, clearly inform the customer of the part Expected Time of Arrival (ETA). For NBD shipments towards the customer's address, it is important to mention that no specific time of delivery can be provided. The part will be delivered sometime during the day.</p>	<p>How?</p> 	
12	<p>Should the customer request a delivery at a specified time on next business day, please follow the SBD to NBD deferral work instruction. (SOP 4248)</p>	<p>How?</p> 	<p>SOP 4248 added</p>

13	Remember: Whenever discussing deferral with the customer, we should never give the impression that we're imposing a delay.		
14	<p>After the part availability check, when deferring a part order, you may come across a message in the Part Order Activity log stating that the shipping options have been reset to SBD.</p> <p>This means that the part is not available in the NBD sourcing location to meet the deferred Date and Time.</p> <p>In this case, re-run the part availability check against the SBD sourcing location as instructed by the message.</p>		
15	<p>If a message text "ETA is outside SLA" is received, this means that even from the SBD sourcing location, the part ETA is later than the initially agreed deferred delivery date and time.</p> <p>In this case, the customer must be contacted to confirm agreement with the new proposed ETA.</p>		
	If the customer agrees, simply remove the intervene flag and save the change.		
	If the customer does not agree, then the intervene field needs to remain checked.		
16	Finally, it is important to document what has been agreed with the customer. This includes whether SBD deferral was accepted or not and a note of the agreed date and time of the part delivery.		
	Call to action "Please continue to offer SBD where appropriate for our customers, including the new change for Severity 2" (include where Ken thinks is appropriate)		
17	Thank you for your time.		
18		Logo	
19		CTA/copyright	