



Date: January 27, 2015

To: Franchisees and Store Managers, Greater LA Zone

Re: NEW ESCALATION SPECIALIST DESK – ACCOUNTING CUSTOMER SERVICE/OPS SUPPORT

Great news is coming your way! Based on your feedback, we are pleased to announce our new Escalation Specialist Desk for accounting customer service (ACS) and Ops Support to ensure your issues are handled timely and accurately. This new process will allow us to analyze the reasons for escalations or rejections so we can improve overall service. We selected your zone as our pilot area and are excited to bring this new service to you first.

The Process:

- Create a case using 7HELP or by calling ACS at 1-877-711-4422.
 - To access the job aids for 7HELP click on the link below
 - https://7hub.7-eleven.com/stores/RIS_Systems/RIS%20Training%20Reference%20Resources/Forms/AllItems.aspx?RootFolder=%2fstores%2fRIS%5fSystems%2fRIS%20Training%20Reference%20Resources%2f7HELP%20RIS&FolderCTID=0x012000ACB4F36290298548887FC7CCE0628223
- Contact this Escalation Desk when your case becomes past due (red) or for business critical emergencies. If the standard process has not been followed, the Escalation Specialist will refer you to the appropriate help desk.
- The Escalation Specialists hours are from 7:00am – 5:00pm, excluding weekends and holidays.
 - Call new Case Escalation Line toll-free 1-844-711-0711

OR

- Email GM-CustomerService-Escalations@7-11.com

Please continue to use the current process for opening a new case:

- Payroll hotline: 1-855-729-4669
- Customer Service: 1-877-711-4422
- 7HELP for RIS and Merchandising/Logistics
- Asset Protection hotline: 1-800-555-2620
- In certain circumstances it may be necessary to escalate the requested service case because of unique or critical conditions beyond the limits of the Maintenance On-Line Help Desk. To escalate a request, you should first contact your local 7- Eleven, Inc. Maintenance Field Service Representative. If your concern is not properly addressed by your Maintenance Field Service Representative, contact your Regional Facilities Manager.

What is in it for you?

- Someone from our escalation team will contact you within 24 hours with the resolution to your issue or the expected resolution date.
- The escalation team will monitor and track your issue until it's fully resolved. **Please have your case number ready when you contact the team.**
 - If the case was resolved with an unclear or inaccurate response, please make sure to reject it on 7HELP using the new Accept/Reject button.
 - The escalation team reviews all rejected cases as quickly as possible. Please include enough information in the notes to assist the team in determining next steps. If no action is taken within 7 calendar days your case will auto-accept.

When escalating an issue, please include the following information:

- Case Number
- Created Date
- Resolved Date

- Reason for escalation (late, incomplete, or incorrect response)

Email Example One:

I created case 123435 over a month ago and haven't received a response. Can you please update me on the status of my case? I added case notes on 7HELP, but no one has responded.

Email Example Two:

The city came to my store today to shut off my water. I created case 123435 and wanted to make sure someone is working on this very urgent issue.

Email Example Three:

I created case 123435 and I don't agree with the response. I hit the reject button on 7HELP twice and added detailed notes and I still do not agree with the response.