

# **LG Appliance Sweepstakes Project - Scope of Work**

**Objective for this project:** Visit national retailers on a specific day (4/15) to place POP and sweepstakes information (ballot box) on LG washer/dryer, then return 6/1 to remove POP and arrange pick up of ballot box. (For retailers PC Richards, PAC Sales, Grant's, American TV, Warners and ABC Warehouse the placement date is 5/1; pick up date will be 6/15).

1. Before the service call visit the program website and print out a new copy of the required service report. It is imperative that you use the report specific to the service visit you are completing as each report is coded with a unique id number for that visit. When logged in please check to see if there have been any **Alerts or Updates to the reports before printing.** This will be found under the "Instructions" column. **The service report MUST be filled out 100% and signed off by Store Management before you leave each location.**  
*See below for website link and login information.*
2. **DRESS CODE** is business casual, **NO** sneakers, **NO** food, beverages, gum chewing or cell phone usage will be allowed on the sales floor at any time.
3. When entering and exiting the stores you **MUST** sign in and out of the vendor log book located at the Customer Service desk, if applicable. (Ask the retailer if there is a vendor book then sign in if the answer is "yes"). Please be sure to sign in as **Quest-LG Appliance services.**
4. **IMPORTANT:** Meet with Store Management before you complete your service visit and review what you accomplished during your visit and any issues that you may have encountered. Be sure that they sign off on your service report that you have completed the following tasks. **DON'T FORGET TO TAKE PICTURES!**

## **Tasks:**

1. You will receive a ballot box and other POP materials at your residence; remember to bring these materials with you to the store. **Note** – they are retailer specific, so if you happen to be visiting more than one retailer be certain to place the correct materials at each store!
2. Locate the LG washers and dryers in the appliance department (according to the picture and information downloaded from your site at questmerchandiser.)
3. Place the ballot box at the washer/dryer and affix the POP as per the instructions. Additional sell sheet information should be left with the Store Manager or MOD.
4. Take a picture of washer/dryer after the ballot box and POP have been placed. Your camera should have the proper date and time stamp set for the picture.
5. There is separate POP to be placed in the consumer electronics department of the store. If you are not certain where to place this set, ask the Store Manager or MOD.
6. Take a picture of this second placement.

7. Have Store Manager or MOD sign off on your service report that the work was completed in a satisfactory manner. Be certain to get a signature and the printed name of the sign off individual.
8. Prior to the return visit to the store you will receive a master carton with prepaid postage for the ballot box.
9. Return to the store on the designated date (see above) with this master carton. Let Store Manager or MOD know you are returning to arrange pick up of the ballot box.
10. Place ballot box, with ballots, into the master carton, seal it up, then call designated carrier (UPS) to arrange pick up. Be certain to provide carrier with the store address and the name of the person you are leaving the package with. The name of the person at the store you are working with needs to be filled in on your service report. **DO NOT LEAVE THE STORE WITH THE BALLOT BOX!** Your responsibility is just to seal it in the master carton on the designated day and arrange pick up.

### **Completion of Reporting**

5. **IMPORTANT:** Upon your return home be sure you log on the program website and pull up the required report, fill in the answers accordingly and then fax the hard copy report to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or upload a scanned copy of the hard copy report on the web – you will be prompted for this option after completing the report. Make sure to attach a copy of the required pictures to your report entry when prompted.

**This MUST be done within 24 hours of completing your service visit.**

6. **Website Link:** [www.questmerchandiser.com](http://www.questmerchandiser.com)  
Log in using the username and password that you set up during the application process.

Please contact the Quest Project Manager with any issues or questions:  
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