

# SYNTA DECK RESTORE - PROJECT IN LOWES

Start date May 13, 2013

## Preparing for the Service Visit

- Please log onto the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) using the username and password that you set up during your application process.
- Please check the "Instructions" column to see if there have been any **Alerts or Updates to the reports or planograms** for this specific service visit.
- Be sure you print out a new copy of the required service report to take with you to the job site. It is imperative that you use the service report for the specific service visit because the **unique id number** is necessary for you to get credit for the visit. Also, please make sure that you print out the PK instruction sheet.
- **DRESS CODE** is jeans and sneakers are allowed. **NO** food, beverages, gum chewing or cell phone usage is ever permitted on the sales floor at any time.
- **PLEASE NOTE:** This project can only be completed Monday Through Friday between the hours of 10AM to 4PM.

## When You Arrive at the Location

- As soon as you enter the store, MEET WITH THE ASSISTANT/STORE MANAGER TO LET HIM/HER KNOW WHAT YOU ARE DOING.

## Completing the Service Visit

- Check to insure all POP (cabinet or regular display) is present in the Paint Aisle set.
- Clean and front face all product. Work with store associates to have them bring down any stock from the overhead that is out of stock in their aisle set or Innovation end cap.
- Make sure that the Deck/Concrete brochures are present in their bay set as well as in the Innovation Center (not in all stores).
- Conduct PK with any associate/customer on the features and benefits of the Deck/Concrete Restore product.
- Take a completion photo of the bay and the Innovation end cap where applicable.
- Complete the call report and have it signed by the store manager

## After the Service Visit

- **IMPORTANT:** Log onto the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) using the username and password that you set up during your application process. **Pull up the required online report and complete it. Fax the completed hard copy report with the store management signature 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 scan the hard copy report and upload it (you will prompted for this option after completing the online report).**
- **All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit.**
- Be sure to log on to the program website regularly to view your assignments, instructions, and scheduled visits.