

# Critical Service Issue Supplier Training Guide



# GLOBALWORX

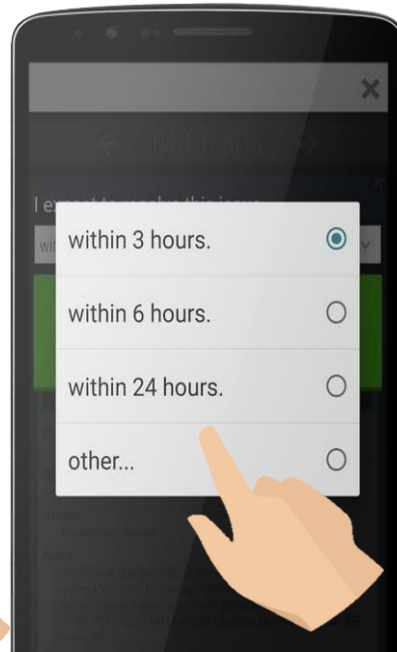
For any questions please contact GlobalWorx  
at [accountservices@GoGlobalWorx.com](mailto:accountservices@GoGlobalWorx.com)

Critical Service Issues (CSI) will be generated by store personnel when immediate service is required. The first contact in your companies protocol chain will receive the notifications instantly when the store has identified an out-of-stock and/or in need of merchandising issue. This email notification requires immediate attention and will follow an escalation process based on the contact template that you have provided. If the first contact does not "Accept" the service issue, then this will be forwarded to your next contact after 30 minutes.

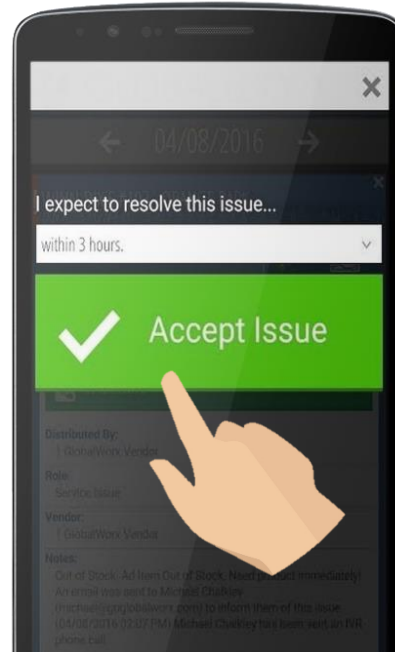
Detailed instructions of how to respond to the critical service issues can be seen below:



**Step#1:**  
Press "Click here to accept this issue" button.



**Step#2:**  
Select expected time to resolve the issue.



**Step#3:**  
Press "Accept Issue" button to submit response to the store.



**Step#4:**  
Once you are at the store and the service is complete, press the "Completed" icon.