

What to do

after an ERROR-REPORT or DAMAGE CLAIM

from customer comes in?

1. We need the following **information from customer** (technician or driver) if possible:
 - a. **When** exactly (time and date as exact as possible) did it happen?
 - b. Error message(s) in drivers display? (please take a photo)
 - c. Please describe exactly **what** has happened?
 - d. Please describe exactly **what you have seen, heard and felt**?
 - e. Was something **unusual before** it happened?
2. Always take **photos/videos** or ask the client (technician/driver) for photos/videos
 - a. Photos should be with good light and clear.
 - b. Please always take two kinds of photos: One as close as possible and second where we can see the surrounding.
 - c. If you make videos, please hold the camera/phone still and make a long shot.
 - d. Please always make two shots: One as close as possible to see the details and one where we can see the surrounding.
 - e. Please be silent while filming that we can hear critical noises.
3. If we don't have this info, please **contact the client** (technicians and/or drivers) to get this info.
4. Please always **consult our intern Failure Code List** to define what the reason of the error/failure it is, if it is not obvious.
5. With this info, please **create a damage report**.
6. All further communication can be THEN made in WhatsApp but in the "Eurabus Saudi Technicians" Group.
7. Please write all you have done to solve the problem also in the Lumiform "Action".
8. Indicate when the problem is solved in Lumiform
 - a. Write how you solved the problem
 - b. Clicking "DONE"