

BACK 2 BUSINESS CHECKLIST

LOGISTICS: Delivery Screening Template

A best practice that has emerged during the pandemic to protect both your customers and your team members comes in the form of delivery screening.

As you call customers to confirm deliveries, asking a series of questions can help ensure any known high-risk factors are identified prior to dispatching the delivery team. These screening questions can be used when the delivery is scheduled for the same or next day. When a delivery is being scheduled for a date farther in the future, it is recommended that you place a screening call within 24 hours of the actual date of delivery.

When calling, consider sharing with your customer that you'll be asking some screening questions to protect their health and that of the delivery team. Let them know that you're screening all deliveries to make sure you can provide the safest experience possible.

Then ask:

1. Has anyone in the home traveled by commercial air or mass transit (e.g. national/regional rail or long-distance bus service) in the past 14 days?
2. Has anyone in the home been diagnosed with COVID-19, or is anyone in the home experiencing common COVID-19 symptoms such as fever, dry cough or other respiratory symptoms?
3. Has anyone in the home come in contact with someone who has been diagnosed with COVID-19 or someone who has been quarantined over the past 14 days?

If the customer replies "yes" to any of these questions, you may need to consider alternative options for delivery (curbside, at a later date, etc.)

Thank you to the Whirlpool Corporation for their guidance and collaboration on the creation of these delivery screening questions.

