

GE Appliances Scope of work

Preparing for the Service Visit

- Please log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process.
- Click on the “magnifying glass” icon under the “Instructions” column to review and print out the project scope of work.
- Click on the “pencil” icon under the report column to view the service completion report that must be filled out upon completion of each visit. Once you click on the “pencil” icon you will then need to click on “Print Version - Click Here” box. A pop up window will appear and you will need to click “print this report” to print out a version of the store specific call report. Be sure you print out a new copy of the required service report for each store to take with you to the job site. It is imperative that you use the service report for the specific store and service visit because the **unique id number** at the top of the page is necessary for you to get credit for the visit.
- **DRESS CODE** is business casual and a collared shirt is preferred. No T-shirts or hats. **NO** food, beverages, gum chewing, or cell phone usage is ever permitted on the sales floor.

Project Overview and Store Legend to follow pertaining to the locating the products.

Market shop needs to be conducted at the following locations - Best Buy, Home Depot, Lowes, Menards (Chicago only), Sam's Club, Sears, Target and Wal-mart. Upon entering the store, locate the air conditioners and the dehumidifiers. Air conditioners can usually be found in the hardlines or seasonal section. Sometimes dehumidifiers are located in close proximity but may be found in plumbing. Please note that there are on average about 3 to 5 dehumidifiers and 9 to 12 air conditioners in each retailer. You will not need to contact a store manager for this project since there is no signature required. Go into the store, record the price shop information, and then leave.

- Lowes and Home Depot – AC's are sometimes found toward the front of the store or by lawn and garden. Dehumidifiers are slightly more difficult to locate. They may be in plumbing or located by humidifiers.
- Target – Not consistent among stores but usually over by the hardware area. Sometimes the categories can be located by automotive or appliances.
- Best Buy – Usually found by appliances.
- Sears – Usually found in the large appliance section but has also been found in hardware.
- Wal-mart – AC's and dehumidifiers are usually close together and may even be in the same aisle. They will be found in hardware.
- Sam's – seasonal items can be found toward the front of the club by the outdoor lawn and garden items. However, there are times the seasonal area is toward the back of the club by food. For the most part, they should be in the middle section of the clubs.

Project Tasks

You will use the call report to answer the following questions. Please use the below points as a guide to assist you in the process.

Information to obtain will consist of the following for each retailer:

- Product specific information (See PDF file and use as a reference)
 - What brand is the product?- **Will be answered on Call Report.**
 - What is the model number and item number? Item number is usually on the shelf tag. **Will be answered on Call Report.**
 - What is the size of the product? **Will be answered on the Call Report**
 - If it is an air conditioner, is it portable or a unit that sits in the window? **Will be answered on the Call Report**

- Retail and/or sale price – What is the price of the item? If there is a clearance, markdown, or sale tag, please notate that along with the corresponding sale price. **Will be answered on Call Report.**
- Type of product
 - AC Window unit – this is an air conditioner that you mount into a window
 - Portable AC unit – this unit can be moved from room to room. The box will state if it's a portable AC. These units are always located by the window A/C's.
 - Dehumidifier
- Size of the product.
 - Air conditioners are in BTU's - 10,000 BTU; 5050 BTU
 - Dehumidifiers are in pints – 30, 50, 65, 70 pint
- Does the unit come with a remote or is it manual? **Will be answered on Call Report.**
 - Manual air conditioners have a turn dial and are usually for a small size A/C – 5000 or 6000. Most of the larger units will have a remote.
 - Dehumidifiers will have a digital display but not necessarily a remote.
- Is the item Energy Star certified? **Will be answered on Call Report.**
 - This will be a little tougher to determine due to regulation changes. Retailers using last year's models, will have a logo but it may no longer be E-Star. Any item no longer a valid E-Star model cannot be advertised as such.
 - First look for the Energy Star logo. If the item states it's energy efficient but does not have the logo, it is NOT Energy Star
 - Secondly, look on the shelf tag to see if it calls out energy star. If not, can you make a note of that. **Will be answered on Call Report.**

After the Service Visit

- **IMPORTANT:** Log onto the program website at 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.**
- You will not need a managers signature for this program.
- 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.