

ICE CREAM ORDER CHANGE PROCEDURES

Order changes more than 14 days away:

- Place re-confirmed order in binder

Order changes for the following Tuesday – Monday:

- Talk with client and let them know that you need to check with the scheduling team and you will get back to them.
- Talk with Anna, Dylan, Rich, or Alex to see if changes can be made
- Place re-confirmed order in binder
- Print a duplicate order and place on Anna's desk with a post-it note stating the new order as re-confirmed. She will staff and route the event properly.

Order changes for the current week – Monday:

- In general, these days usually only small order changes can be made
- Talk with client, and let them know that you need to check with the scheduling team and you will get back to them.
- Talk with Anna, Dylan, Rich, or Alex to see if changes can be made
- Immediately upon confirmation, call or text your RIC point of contact to let them know changes are confirmed with client
- Place re-confirmed order in binder
- Print a duplicate order and place on your RIC point of contact desk with a post-it note stating the changed order as confirmed.
- Occasionally, you will need to contact a crew directly with changes if the timing of the changes require