

what was the full cost of the mistake?

Please take a moment to help us capture the full cost of the mistake. If you don't know the actual cost, please use the EZ cost estimates to the right.

Product cost = our cost, not retail price, of give-aways and do-overs—actual or estimated (includes labels, bags, corrugation...)

\$

box 1

Delivery/Shipping

\$

box 2

Labor

\$

box 3

Refund = money back

\$

Additional Credit issued = credit issued, gift certificates, gift cards and MIRs

\$

Total

\$

Lost sale/missed opportunity = not calculated in total

\$

thank you!

ez cost estimates worksheet

Product Cost: To find accurate or current costs, please check the price book, or with your manager or service central rep.

_____ \$ _____
 _____ \$ _____
 _____ \$ _____
 _____ \$ _____

Total

\$ _____
move this total to box 1

Delivery & Shipping

Shipping materials	\$2/box	\$ _____
UP2= ups 2 day	\$8	\$ _____
UPS= ups standard overnight	\$18	\$ _____
UPP=ups priority overnight	\$23	\$ _____
USP=ups saturday delivery	\$34	\$ _____
FC= first class mail	\$7	\$ _____
DEL=rightaway delivery	\$17	\$ _____
DEL=metro	\$19/week day	\$ _____
	\$35/weekend	\$ _____
Driving it there ourselves	45¢ a mile	\$ _____

Total

\$ _____
move this total to box 2

Labor

Every 5 minutes comes to \$1

Initially handling mistake ___ minutes \$ _____

Taking action and making it right

Dry good	5 minutes	\$ _____
Bread & Pastry	10 minutes	\$ _____
Gift Box	20 minutes	\$ _____
Meat & Cheese	10 minutes	\$ _____
Gift Basket	45 minutes	\$ _____
Cross-Business	60 minutes	\$ _____

Following up

Phone calls	___ minutes	\$ _____
Letters	___ minutes	\$ _____
Postcards	___ minutes	\$ _____
Face-to-face	___ minutes	\$ _____

Total

\$ _____
move this total to box 3