

How to Cancel a Plan

Goal: Understand their needs, offer helpful options when appropriate, and complete the cancellation correctly.



Cancellation Process Flow

01 Talk With the Customer

Ask why they would like to cancel. Listen and understand their reason before taking action.

Common reasons:

- Moving / Cost / Not washing enough
- Not satisfied / No longer need

02 Review Their Plan

Verify active tier and check alignment with actual usage needs.

Examples:

- If tires aren't clean: suggest Ultimate Tires
- If too expensive: suggest Deluxe Wax tier

03 Respect Decision & Portal

If options are declined, respect their choice. Walk them through portal cancellation.

Crucial Action:

Stay with them to guarantee completion. Incomplete portal flow causes future billing and refund escalations.

04 Manual Desk Backup

If portal fails, cannot log in, or customer is unwilling: process at SAL or Manager's Desk.

After Submission:

1. Confirm request completion
2. Print receipt and hand to member
3. Ensure customer understanding

Remember

"Listen, Review, Offer appropriate solution, Respect decision, Confirm completion, Provide documentation."

The absolute priority is verifying completion to prevent unexpected future recharges.