Crunchbox delivery problem troubleshooting

Last Modified on 11/23/2026 1:41 pm EST

Reader group: Team Crunchbox

In a live knowledge base, only signed-in agents on the Crunchbox team would see this page. It's public in this demo so you can explore.

1. **Open the order in the CRM** and check the delivery status and carrier tracking.
2. **Marked delivered but not received?** Ask the customer to check around the building, with neighbors and in the mail room. If still missing, credit the full box.
3. **Late?** If the carrier shows a delay over 1 day, credit $10 and tell the customer whether the food is still safe: ice packs keep it cold for up to 48 hours from packing.
4. **Damaged or missing item?** Note the packer code printed on the box label (for example, PK-14). This goes to the warehouse team.
5. **Same problem three times?** Tag the account **Repeat delivery issue** and tell your team lead.

Carrier outages are posted in the known issues banner. Check it before troubleshooting.