100-5 GEA Delivers: Manifesting – Assign Trucks

GE Appliances
Standard Operating Requirements
GEA Delivers: Manifesting – Assign Trucks
Issue Date: 03/18/2021

1. **Introduction:** This document explicates the use of the Assign Trucks tab of the Manifesting tool in GEA Delivers.
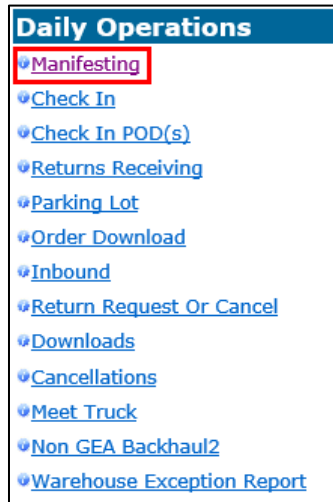
2. **Context:**

   - Legacy equivalent:

     - Except for some minor formatting and screens, there are few changes from the legacy system to the new system in EBS. New information includes tracking numbers and indicates if a customer is eligible for additional services at the time of delivery.
     - The Manifesting link in the GEA Delivers – Legacy tab will only display legacy orders.
     - The Manifesting link in the GEA Delivers – ERP tab will display **BOTH** legacy orders and ERP orders.

   - When:

     - Agents will perform manifesting tasks daily, 1-2 days in advance of delivery date.

   - Why:

     - Manifesting is especially useful for organizing and grouping deliveries going to the same or nearby addresses. Manifesting gives an agent visibility of their deliveries.

   - Who to contact if there is an issue:

     - If there is an issue with the Manifesting screen, contact the GEA Delivers team at **geadelivers@geappliances.com**.
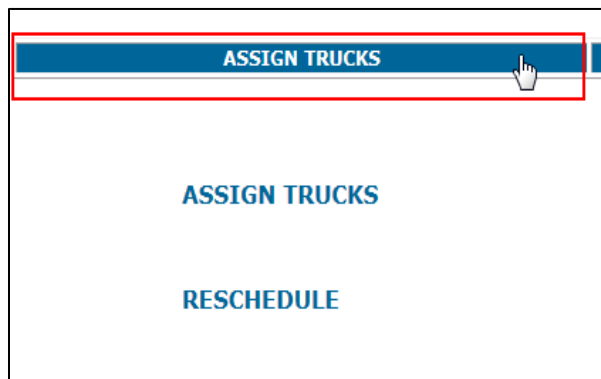
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3. Process:

Step 1: Login to GEA Delivers and click the **Manifesting** link.

Daily Operations
- Manifesting
- Check In
- Check In POD(s)
- Returns Receiving
- Parking Lot
- Order Download
- Inbound
- Return Request Or Cancel
- Downloads
- Cancellations
- Meet Truck
- Non GEA Backhaul2
- Warehouse Exception Report

Step 2: Click the **Assign Trucks** tab.

ASSIGN TRUCKS

ASSIGN TRUCKS

RESCHEDULE

Step 3: The INV ORG will default to your location; if you have access to multiple locations, click the dropdown to select. Routing should be completed 1-2 days in advance, so adjust the date as necessary.

ASSIGN TRUCKS			
Show ● ALL	INV ORG Location	13N	Show only rows containing
○ UNASSIGNED	Orders for Date	03-18-2021	6409
○ ASSIGNED TO TRUCK	Using Truck	------	☐ Direct To Consumer (DTC) Orders
		Truck	Duration
COPY ASSIGN	Truck and Time to Selected rows	------	4 Hours
SAVE RESCHEDULE	the selected rows to Date		Attempted Delivery
Print Selected PODs		PRINT MANIFEST ,NOTES ,STAGING and PODS	
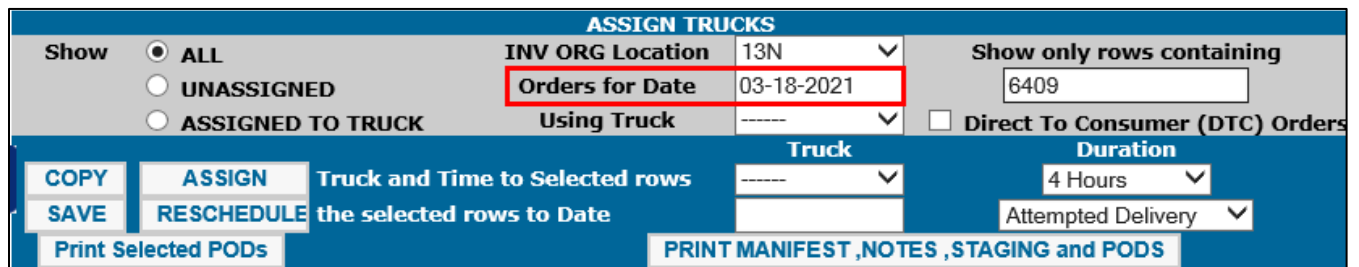
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Step 4: Click the check box in the **Select** column to select the deliveries to manifest. Tab to next field.

Select	Truck	Stop	CSO	Delivery Id	Tracking #
☐			1000040▨	15LK00071577	1HLK▨

Step 5: Enter the **Stop** number for the delivery.

Select	Truck	Stop	CSO	Delivery Id	Tracking #
☑		1	1000040▨	15LK00071577	1HLK▨

Step 6: Enter the **Start** and **End** times for the delivery.

Zip	Start	End	Contact Status
40515	0800	0000	------ ∨

Note: The system will automatically assign duration based on the value in the **Duration** field. Agents can manually input start and end times, if needed.

ASSIGN TRUCKS					
Show	⦿ ALL	**INV ORG Location**	5LK ∨	**Show only rows**	
	○ UNASSIGNED	**Orders for Date**	11-03-2016	**containing**	
	○ ASSIGNED TO TRUCK	**Using Truck**	------ ∨		

			Truck	**Duration**
COPY	ASSIGN	**Truck and Time to Selected rows**	------ ∨	4 Hours ∨
SAVE	RESCHEDULE	**the selected rows to Date**		Attempted Delivery ∨
		PRINT MANIFEST ,NOTES and STAGING		

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Step 7: Select the **Contact Status**. Televox will populate this field for home delivery orders (only – SDS requires manual calls).

Start	End	Contact Status
0000	0400	-----
		Confirmed
		Left Message
		No Answer
0000	0400	Bad Phone
		Other

Step 8: Select the truck from the **Truck** drop-down menu.

ASSIGN TRUCKS					
Show	○ ALL	INV ORG Location	5LK	Show only rows	
	○ UNASSIGNED	Orders for Date	11-03-2016	containing	
	○ ASSIGNED TO TRUCK	Using Truck	------		

			Truck	Duration
COPY	ASSIGN	Truck and Time to Selected rows	----- / ALEX / COREY / JERRY / JOE	4 Hours
SAVE	RESCHEDULE	the selected rows to Date		Attempted Delivery
		PRINT MANIFEST ,NOTES and ST		

Step 9: Click the **ASSIGN** button. The system will display a confirmation in red: CHANGES ARE SAVED.

ASSIGN TRUCKS					
Show	○ ALL	INV ORG Location	5LK	Show only rows	
	○ UNASSIGNED	Orders for Date	11-03-2016	containing	
	○ ASSIGNED TO TRUCK	Using Truck	------		

			Truck	Duration
COPY	ASSIGN	Truck and Time to Selected rows	COREY	4 Hours
SAVE	RESCHEDULE	the selected rows to Date		Attempted Delivery
		PRINT MANIFEST ,NOTES and STAGING		

Example of completed "stop".

Select	Truck	Stop	CSO	Delivery Id	Tracking #	Customer	Zip	Start	End	Contact Status
☐	COREY	1	1000040■■	15LK00071577	1HLKX■■■	1■■ ■■■■ 6■■■■■■■ LEXINGTON , KY 40515 (859) ■■ ■■■	40515	0800	1200	Confirmed

To **RESCHEDULE** using the Assign Truck screen:
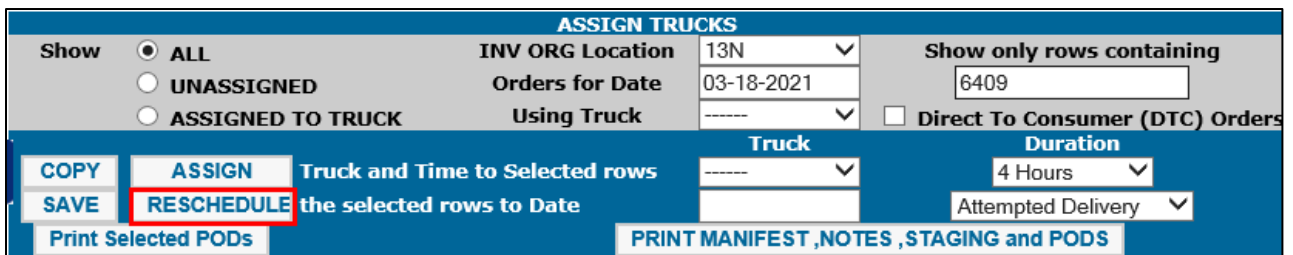
Step 10: Select the new date from the calendar.

Step 11: Select a reason code from the drop-down menu.
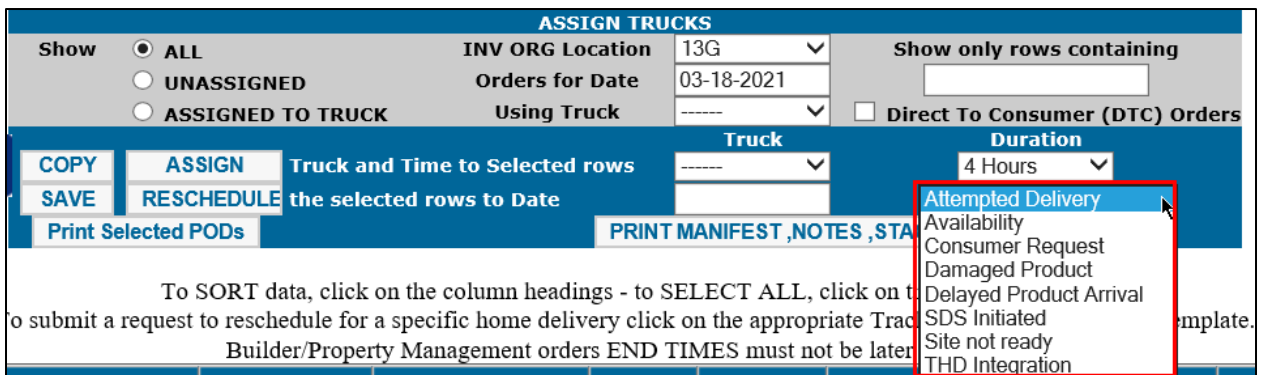
Step 12: Click **RESCHEDULE**. This will keep it assigned to the same truck on the new date for convenience; however, if a change is needed, select the new truck from the dropdown prior to clicking Reschedule.

Note: Using this reschedule option does **NOT** check DMS capacity.

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Step 13: If you are interrupted while completing the routes, please note the gray area of the box allows for certain manifest views for screen management. The radio button will default to **ALL** to show all orders for the chosen date, but you can choose **UNASSIGNED** to reduce the list to unworked stops.

Step 14: If you want to review stops you have already assigned to a specific truck, click the **ASSIGNED TO TRUCK** radio button and then choose the truck from the **USING TRUCK** dropdown.

Key terms:

CSO	Customer Sales Order	ERP = 10 digits, all numeric Legacy = 10-digit MS# alphanumeric
Delivery ID	Delivery event ID represents unique delivery request	ERP = 12-digit alphanumeric GEA Delivers generated ID Legacy = 12-digit alphanumeric GEA Delivers generated ID
Tracking #	Used by vendors to ship to correct delivery location. Identifies by vendor, product, and/or services. The first four digits are used for vendor and agent identification.	ERP = 10-digit alphanumeric EBS generated ID unless eStore Or 12-digit alphanumeric GEA Delivers generated ID for eStore, returns, and work order will be CSO+01 Important: KEY field loaded into DMS Legacy = will be populated with the MS#
Additional Services Allowed	Additional Services Allowed by customer at time of delivery.	ERP = will be populated based on how customer account is set up Legacy = no changes; will be blank

End of Process.