

GE Appliances
Standard Operating Requirements
GEA Delivers: ePOD (Electronic Proof of Delivery)
Agent User View
Issue Date: 2/23/2020

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Introduction:

The ePOD process uses the GEA Delivers website to provide a process for obtaining Proof of Delivery reports. This document details SDS Agent User functionality.

Context:

- **Legacy equivalent:** The ePOD process exists but some features are being enhanced to allow Users to view and request POD photos obtained in the Delivery Status App.
- **When:** Whenever an agent needs to find a POD (Proof of Delivery) for an order.
- **Why:**
 - This process will ensure freight claims are handled in a prompt and accurate fashion. If a delivery agent loses a vendor appliance unit or fails to return a unit to the vendor, DSSO will issue a freight claim invoice to the local delivery agent and provide credit to Non-GEA vendors.
 - If a charge is challenged by a customer/store the ePOD will be requested to verify the delivery and services performed.
- **Who to contact if there is an issue:** If there is an issue with this process, please contact the GEA Delivers team at geadelives@geappliances.com.

Process:

Logging into ePOD

Step 1: Log into **GEA Delivers** with your **SSO** and **Password**

Step 2: Select **GEA Delivers – ERP** tab and from **Links** section select **ePOD**:

GEA DELIVERS - ERP Having trouble with screen display or response? Welcome 515112073 | Help

GEA Delivers - Legacy GEA Delivers - ERP Warehouse Ops - Legacy

Daily Operations	Op Tools	Reports, Tracking & Help	Inventory	Links	GEA Employees
<ul style="list-style-type: none">ManifestingCheck InReturns ReceivingParking LotOrder DownloadInboundReturn Request Or CancelDownloadsCancellationsMeet Truck	<ul style="list-style-type: none">Damage/Defective ToolDelivery Status APPHaulaway SummaryPayment CorrectionLine Status WorkflowCustomer ContactAgent Communication	<ul style="list-style-type: none">Truck StatusReportingTrack & TraceFrequently Asked QuestionsOrders in ProcessLocation MaintenanceOnline POD Search	<ul style="list-style-type: none">Inventory Adjustment FormsSFLSNon GEA Backhaul	<ul style="list-style-type: none">Coverage and CapacityGEA Delivers TrainingLocal Delivery Training VideosGensuiteePODEBSiSupplierNew User Account Request FormQuality of Service SurveysDriver App - PhotosContact IT SupportLocal Delivery Program InformationE-Ticket Training	<ul style="list-style-type: none">DMS - Manually Key in a DeliveryAdminDMS Order Archive SearchFAQ AdminMessagesUser AuthorityTransitionsDSSO Error CorrectionNetwork ReportingOrder Data Load ErrorsSDS Text Program Lookup

[Click Here to Go to Tactical Dashboard](#)

View List of Pending POD Requests by INV ORG

Agent Users can view pending **POD Requests** by those **INV ORG** assigned to the Agent. Follow these steps to view pending **POD Requests** by **INV ORG**:

Step 1: From **ePOD Home** screen select **Pending POD Request**:

ePOD Home Having trouble with screen display or response? Welcome 515112073 | Help

[Pending POD Request](#)

Step 2: When system displays **ePOD- pending POD Request** screen, click **INV ORG** drop down, then select a specific **INV ORG**:

Step 3: System displays list of **Pending PODs Requested** from oldest to newest with requests less than 5 days old highlighted in white:

POD REQUESTED	CSO	TRACKING #	CARRIER CODE	SSO #	CUSTOMER ACCOUNT #	REQUESTED DATE	REASON FOR REQUEST	POD Images Link
1009676016	1009676016		54H	515000000	1234321	01/24/2020	RESEARCH - TEST	POD Images Link
1007233670	1007233670		54H	515112073	1263565	02/18/2020	CUSTOMER REQUESTED	POD Images Link
104H331847			54H	515112073	1263565	02/18/2020	CUSTOMER REQUESTED	POD Images Link

Please message DSSO (@APPLIGHT DSSO EPOD) if any of these types of scenarios concerning the above POD requests exists:

- You have submitted the new POD image(s), it has been 24 hours and the screen has not updated.
- Credit has already been issued.
- To confirm the unit is in the warehouse or the unit has been shipped on an as-is load, back haul to the ADC or SFLS
- The POD is not available and you agree to be freight claimed for the unit(s).

NOTE: This data also can be exported to an Excel spreadsheet using the **Export to Excel** button.

- Requests highlighted in **RED** will be freight claimed immediately.
- Please submit a new image of the signed Proof of Delivery **within 5 business days** of the Request Date.
- **Failure to provide the new POD image may result in a freight claim.**
- System will immediately display new POD images once they have been uploaded.

- Please message DSSO (@APPLIGHT DSSO EPOD) if any of these types of scenarios concerning the above POD requests exists:
 - You have submitted the new POD image(s), it has been 24 hours and the screen has not updated.
 - Credit has already been issued.
 - To confirm the unit is in the warehouse or the unit has been shipped on an as-is load, back haul to the ADC or SFLS.
 - The POD is not available and you agree to be freight claimed for the unit(s).

View Pending POD Request's POD Image Link

When system displays list of **Pending PODs Requested**, User can view individual **POD Images for specific Orders**. Follow these steps to view individual **POD Images for specific Orders**:

Step 1: From **ePOD- pending POD Request** screen, navigate to the specific **POD Requested**, then click the **POD Images Link**:

Pending POD Request

Pending POD Request 54H

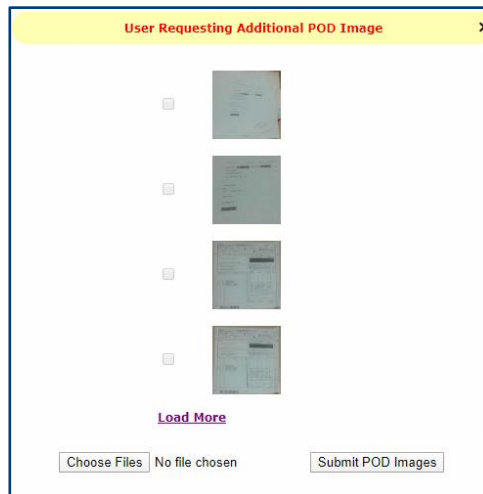
▶ Please Note: Requests highlighted in RED will be freight claimed immediately.
 ▶ Please submit a new image of the signed Proof of Delivery within 5 business days of the Request Date
 ▶ Failure to provide the new POD image may result in a freight claim.
 ▶ System will immediately display new POD images once they have been uploaded.

INV ORG: 54H ▾ Export To Excel

POD REQUESTED	CSO	TRACKING #	CARRIER CODE	SSO #	CUSTOMER ACCOUNT #	REQUESTED DATE	REASON FOR REQUEST	POD Images Link
1009676016	1009676016		54H	515000000	1234321	01/24/2020	RESEARCH - TEST	POD Images Link
1007233670	1007233670		54H	515112073	1263565	02/18/2020	CUSTOMER REQUESTED	POD Images Link
104H331847			54H	515112073	1263565	02/18/2020	CUSTOMER REQUESTED	POD Images Link

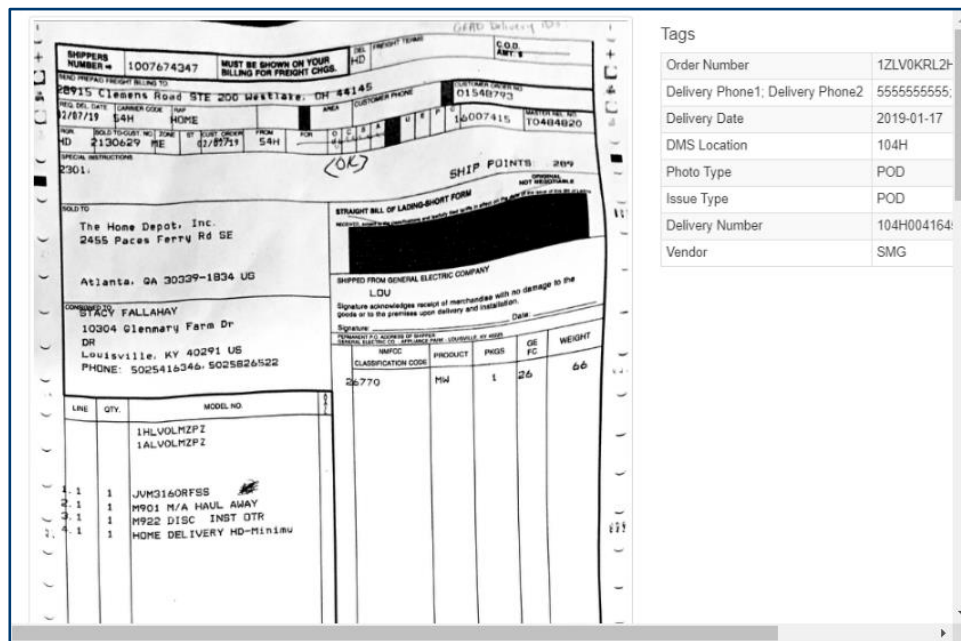
Please message DSSO (@APPLIGHT DSSO EPOD) if any of these types of scenarios concerning the above POD requests exists:
 ▶ You have submitted the new POD image(s), it has been 24 hours and the screen has not updated.
 ▶ Credit has already been issued.
 ▶ To confirm the unit is in the warehouse or the unit has been shipped on an as-is load, back haul to the ADC or SFLS
 ▶ The POD is not available and you agree to be freight claimed for the unit(s).

Step 2: System displays **User Requesting Additional POD Image** popup:



NOTE: To view **POD Images** not shown, click **Load More**.

Step 3: To view existing **POD Image**, click the thumbnail for the image:

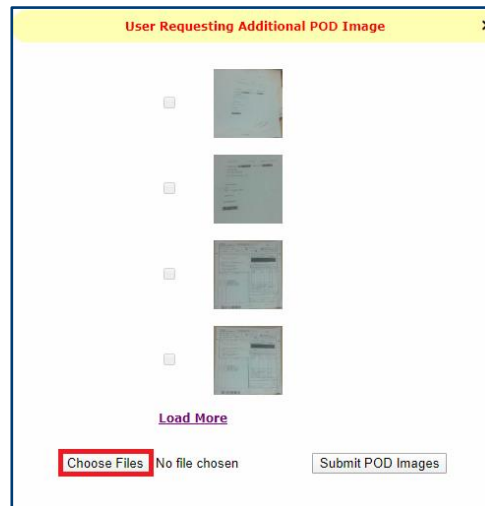


Step 4: To close **POD Image**, click **X** in bottom right hand corner. System then returns to **User Requesting Additional POD Image** popup (step 2).

Submit New POD Images

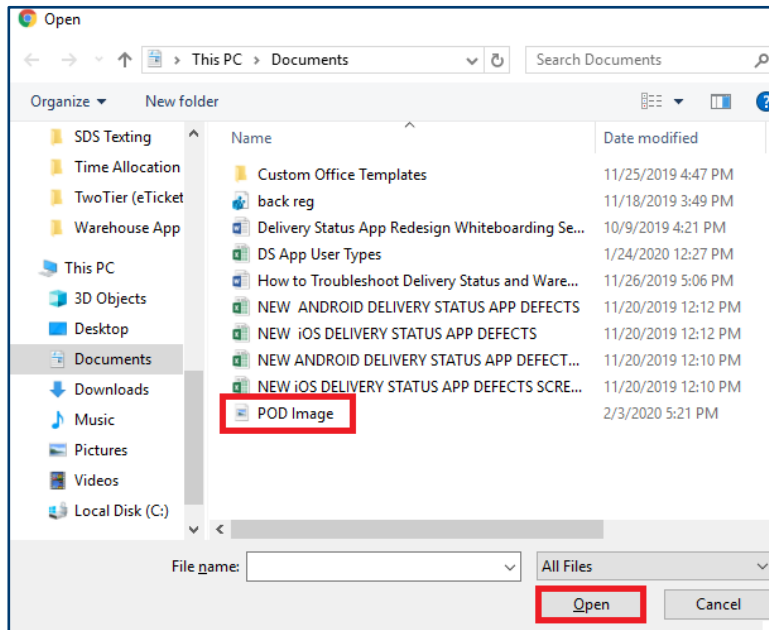
User can submit new **POD Images** from the **User Requesting Additional POD Image** popup. Follow these steps to submit new **POD Images**:

Step 1: From **User Requesting Additional POD Image** popup, click **Choose Files**:

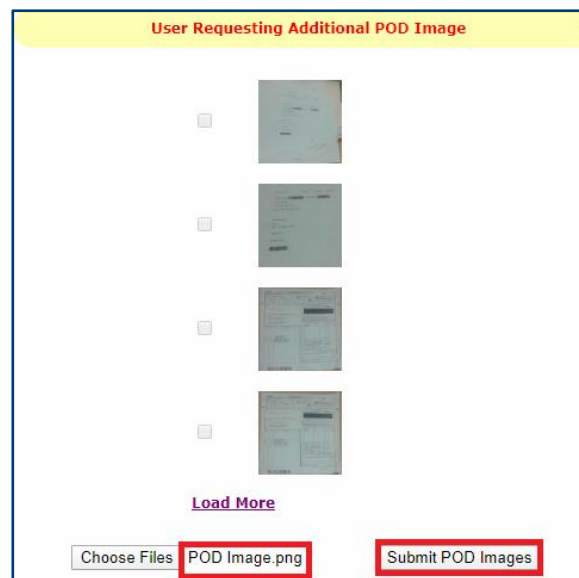


NOTE: New **POD Image** files **MUST** have been previously scanned and uploaded to User's system before they can be uploaded and submitted through **ePOD**. If no new **POD Image** file has been selected when User clicks Submit POD Images button, system displays **Select or Browse any image to upload** message with **OK** button. Click **OK** to close popup and display the **User Requesting Additional POD Image** popup.

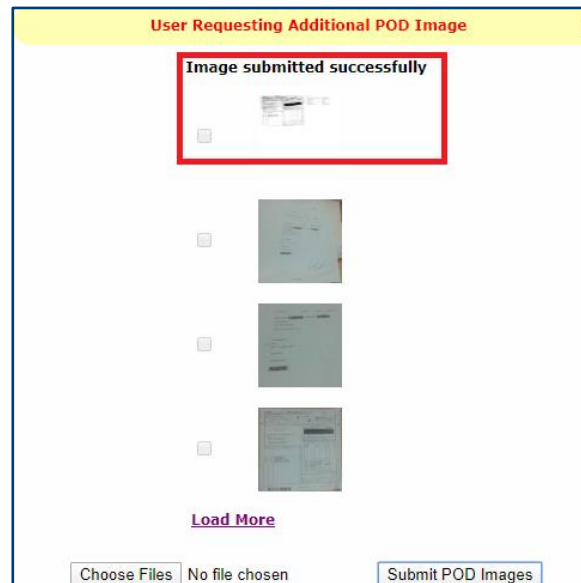
Step 2: When system displays **Open** files popup, navigate to new **POD Image** files previously scanned and uploaded to User's system, select new **POD Image** file(s), and then click **Open**:



Step 3: When system populates **User Requesting Additional POD Image** popup with filename selected, click **Submit POD Images**:



Step 4: System uploads new POD Image(s) to **User Requesting Additional POD Image** popup, then displays **Image submitted successfully** message:



NOTE: Follow steps outlined previously to view new **POD Image**.

Step 5: Close popup by clicking **X** in top righthand corner.

Process is complete.