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

Contents

Introduction:	1
Context:	1
Process:	2
Logging into ePOD	2
View List of Pending POD Requests by INV ORG	2
View Pending POD Request's POD Image Link	4
Submit New POD Images	6

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 <u>geadelives@geappliances.com</u>.



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 resp	ponse?	Welcome 515112073 <u>Help</u>
	GEA Delivers - Le	gacy	GEA Delivers - ERP	Warehouse Ops - I	Legacy
Daily Operations	Op Tools	Reports, Tracking	& Help Inventory	Links	GEA Employees
Manifesting	Damage/Defective Tool	Truck Status	Inventory Adjustment Forms	Coverage and Capacity	DMS - Manually Key in a Delivery
Check In	Delivery Status APP	Reporting	© <u>SFLS</u>	GEA Delivers Training	Admin
Returns Receiving	Haulaway Summary	Track & Trace	Non GEA Backhaul	Local Delivery Training Videos	DMS Order Archive Search
Parking Lot	Payment Correction	Frequently Asked Quest	ions	Gensuite	FAQ Admin
Order Download	Line Status Workflow	Orders in Process			Messages
Inbound	Customer Contact	Location Maintenance		© EBS	User Authority
Return Request Or Cancel	Agent Communication	Online POD Search		◎ iSupplier	Transitions
Downloads				New User Account Request Form	DSSO Error Correction
Cancellations				Quality of Service Surveys	Network Reporting
Meet Truck				Driver App - Photos	Order Data Load Errors
				Contact IT Support	SDS Text Program Lookup
				Local Delivery Program Information	n
				<u>E-Ticket Training</u>	
		Click	Here to Go to Tactical Dashbo	oard	

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	<u>Help</u>
	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:

	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 3 business days of the Request Date Failure to provide the new POD image may result in a freight claim. Failure to provide the new POD image may result in a freight claim. Fystem will immediately display new POD images once they have been uploaded. 							
			INV ORG:	54H 🔻	Export To	Excel		
POD REQUESTED	CSO	TRACKING #	CARRIER CODE	SS0 #	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	<u>POD Images Link</u>
104H331847			54H	515112073	1263565	02/18/2020	CUSTOMER REQUESTED	<u>POD Images Link</u>
		Please m requests ▶ You I ▶ Credi ▶ To co or SFLS ▶ The P	essage DSSO (@APPLI exists: nave submitted the new it has already been issu nfirm the unit is in the OD is not available and	GHT DSSO EPO (POD image(s) ed. warehouse or ! you agree to b	D) if any of these types of scena), it has been 24 hours and the s the unit has been shipped on an re freight claimed for the unit(s)	arios concerning the above creen has not updated, as-is load, back haul to th	POD e ADC	

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								
			INV ORG:	54H 🔻	Export To I	Excel 🗙			
POD REQUESTED	CSO	TRACKING #	CARRIER CODE	SS0 #	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	
104H331847 54H 515112073 1263565 02/18/2020 CUSTOMER REQUESTED POD Images Link Please message DSS0 (@APPLIGHT DSS0 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 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). > To									





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:

NUMBE	R5	1007674347 MUST BE SHOWN ON Y	OUR HD		ANT	+	Order Number	1ZLV0KRL2
8915	Clea	BILLING FOR FREIGHT	CHUS.	01	SAD ZON		Delivery Phone1: Delivery Phone	555555555555
10 DEL D	ATE CA	MACH CODE NUM	ANEA CUBICARIA	1 160	07415 10	C	Delivery Date	2019-01-17
D	1306	29 ME 02/87719 54H	12121	In	10	-	DMS Location	104H
801 ·	INCOM	na la	COKT	SHI	P POINTS	209	Photo Type	POD
				ANONT FORM	NOT THE OWNER OF THE OWNER	ante de la companya de la	Issue Type	POD
The	e Hor	ne Depot, Inc.	STRAIGHT BILL OF LADE	and sold in the second		12	Delivery Number	104H004164
245	55 Pa	aces Ferry Rd SE					Vendor	SMG
10. DR Lo PH	UISV	ALLAHAY Glennary Farm Dr 111e, KY 40291 US 5025416346,5025826522	Sprature Sprature Descent of Access of Arti- Nerfoc CLASSIFICATION CO 26,770	Upper delivery and acc more uppersuit	PKQ5 PC 1 26	WEIGHT 66		
10 DR Lo PH	UISV	ALLANAY Glennary Farm Dr 111e, KY 40291 US 5025416346, 5025826522	Spectre Spectre Dense I/C Admin 01 NetCC CLASSINGATION CO 26770	per dalletry an per dalletry an per PRODUCT MW	PHOS PC 1 26	WEIGHT 66		
ST/ 10 DR Lo PH	UISV ONE:	ALLANAY Glennary Farm Dr 111e. KY 40291 US 5025416346. 5025826522 MCOELNO IHLUOLMZPZ 1ALUOLMZPZ	Spense at to the previous Spense of the previous Sector of the previous of the NAME of the previous of the Calaboritation of 266770	upper dallivery 47 Internet unuerous Internet unuerous PRODUCT Misi	Press CE 1 26	WEIGHT 66		
STI 10 DR Lo PH	acy F 304 (UISV ONE:	ALLANY Jennary Fara Dr 111e. KV 40291 US 5025416346-5025826522 wool.mo 1HLV0LHZP2 1ALV0LHZP2 1ALV0LHZP2	Spackar Spacka	upon dallarry 40 contract strategy product product Mild	244 PROS 06 1 26	WEIGHT		
517 10 DR Lo PH LNE	015V 015V 0NE: 1 1	ALLANY ALLANY Dennary Farm Dr 111e. KV 40291 US 5025416346.5025826/522 wook.no 1H_VOLHZPZ 1A_VOLHZPZ 1A_VOLHZPZ JUNG160RFSS M901 N/A HAUL ANAY M92D DISC INST OTR	Biological of the December 30 Reserved of the December 30 Preserved of the December 30 Reserved of the December 30 CLASSPICATION OF 26-570 Reference	upon delivery 45	0 000	WERDHT 66		
10 DR Lo PH LmE	0150 0150 0150 017.	ALLANY ALLANY Dennary Farm Dr 111e. KV 40291 US 5025416346.5025626522 WOOL NO 1HLVOLKZPZ 1ALVOLKZPZ JUM3160RFSS M901 N/A HAUL ANAY HORE DELIVERY HO-MINIMU	pose u tra premier Egester Heren (1, 2000 H) Minor Customer (1, 2000 H) Minor Customer (1, 2000 H) Minor Customer (1, 2000 H) Minor 26, 770	upon esitety an esitety an esitety e	0 000 000 000 000 000 000 000 000 000	wearr 66		
517 10 DR Lo PH Lnie Lnie 2.1 3.1 4.1	ACY F 304 (UISV ONE: 1 1 1 1	ALLANY Glennery Ferm Dr 11e. KV 40291 US 5025416346. 5025826522 NOOLNO 1HLVOLHZPZ 1ALVOLHZPZ JVK3160RFSS W901 M/A HAUL AMAY H922 DISC INST OTR HOME DELIVERY HD-MINIMU	point a transport	upon esitety an esitety an esitety e	<u>A cristi Pecos</u> 1 26 1 26	WEGHT		

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:

User Requesting Additio	nal POD Image
Image submitted su	ccessfully
Load More	
Chaose Files No file chosen	Submit POD Images

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

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

Process is complete.

