100-16 GEA Delivers: Printing PODs from Manifesting

GE Appliances
Standard Operating Requirements
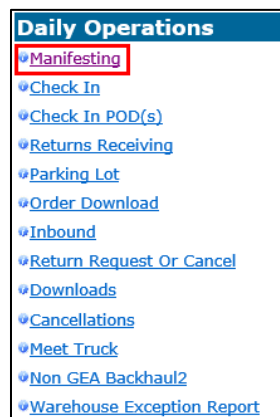**GEA Delivers: Printing PODs from Manifesting**
Issue Date: 03/18/2021

1. **Introduction:** This document details the process to print proof of delivery documents (PODs) from within GEA Delivers. The driver app should generate digital PODs that are automatically added to the check in screen. This process should only be used if there is an app outage to print physical paperwork.

2. **Context:**

   - When:

     o If there is an app outage prior to the drivers leaving for the day, use this process to print all PODs for drivers. You can also target print for one order or one truck.

     o There are some use cases that require use of the physical PODs as standard SOP, otherwise use the app for digital PODs

   - Why:

     o PODs are critical to all deliveries; this is what the customer or consumer signs to acknowledge the receipt of their order

   - Who to contact if there is an issue:

     o Input an agent communication case with the case type GEAD – General

3. **Process:**

   Step 1: Log into GEA Delivers (ERP tab) using SSO and Password. Click the **Manifesting** link outlined below.
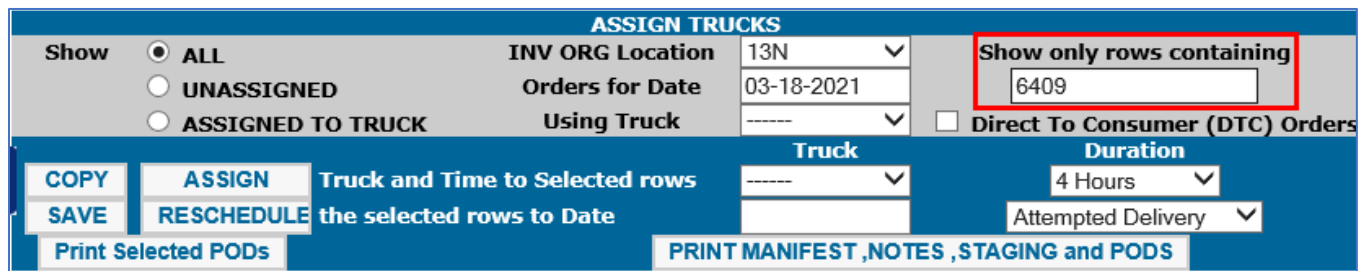
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Step 2: A new tab will open in your browser. From the next screen click the **Assign Trucks** tab at the top left of the page.

Manifest

ASSIGN TRUCKS

Step 3: When the page refreshes, it will default to your inventory org and current date. If you have permissions for several locations, click the dropdown to change locations. Verify the date is correct.
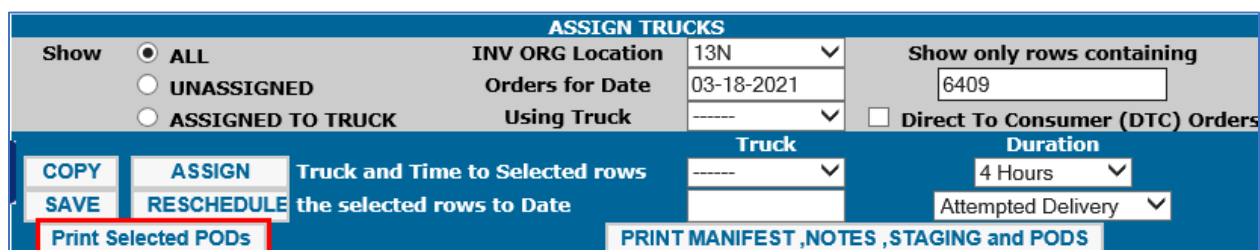
Step 4: **To print a single orders POD**, type in the **Show only rows containing** to reduce the list to the order you are looking for such as CSO, customer name, tracking number, phone number – all will work. The last 4 of the order number is usually fastest.

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	

Step 5: Once you have located the order, click the checkbox to **Select**. You can select multiple if you need to cherry pick a few orders at a time.

Select	Truck	Stop	CSO	Delivery Id	Tracking #	Customer	Zip	Start	End	Contact Status	Group
☑	16	16	1024126409	103N00396232	102412640901	LOWE'S HOME CENTERS, LLC 45430 DULLES CROSSING PL STERLING , VA 20166 (000) 000 - 0703 (000) 000 - 0948	20166	1300	1700	No Answer	EVERYDAY

Step 6: Next, click the button **Print Selected PODs** to generate a POD for this single order. Follow browser prompts to download and print.

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	

Step 7: **To print PODs for a whole truck**, click the **Print Manifest, Notes, Staging, and PODs** button on the screen.

Step 8: When the page refreshes, click the option **PODs (carbonless paper)** selection.

Step 9: Click the column header titled **Select** to select all trucks. You can also choose one truck at a time by clicking the check box.

To SORT data, click on the column headings - to SELECT ALL, click on the Select heading

Select ↓	Truck	Driver Name	Number of Stops	Number of Orders	Status
☑	1	MISAEL ZELAYA	15	15	Ready to Print
☑	10	MARCOS ROMERO	16	16	Ready to Print
☑	11	MELVIN CARRANZA	11	11	Ready to Print
☑	15	WILLIAM TORRES	13	13	Ready to Print
☑	16	OSCAR AMILCAR	16	16	Ready to Print
☑	18	VLADIMIR GONZALEZ	15	15	Ready to Print
☑	20	JUAN ARGUETA	14	14	Ready to Print
☑	5	JESUS MELGAR	13	13	Ready to Print
☑	9	JOSE ARGUETA LEMUS	11	11	Ready to Print

Step 10: After selecting all trucks, click the **Print** button in the previous table.

Step 11: Your browser will download the file and display at the bottom of the screen. Click to open, then click **File > Print**. A system popup will appear; check the settings as needed, then click **Print** again.

End of process.