

200-06 ERP SFLS (Sell from Local Stock) SOR

GE Appliances Standard Operating Requirements 200-06 ERP SFLS (Sell from Local Stock) SOR Issue Date: 03/25/2021

1. Introduction: This document explains the use of the SFLS (Sell from Local Stock) screen in GEA Delivers for ERP orders. Local stock means product that is stored in your warehouse, locally. Typically, this stock consists of fast-moving items that have recently been cancelled off of other orders. Only GE units are eligible for local stock.

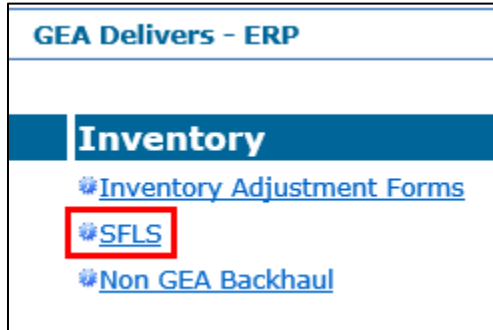
2. Context:

- Legacy equivalent:
 - Legacy SFLS was included on a MASTER and any shortages, damaged items, and serial mixes were recorded on the INBOUND screen. ERP will be handled separately, and exceptions will be reported directly on the SFLS screen (not INBOUND). See
 - Legacy SFLS required the delivery agent to report serial numbers being used to fulfill an order, while ERP will auto-assign serials based on a three-day window from the Requested Delivery Date (RDD), using First In First Out (FIFO) logic.
 - For step by step process of legacy LCLI, see document **200-7 Legacy Local Stock**
- When:
 - Check your SFLS screen daily! Local stock units are noted on the POD, in the app, and on the Order Details screen in Track & Trace.
 - You must report exceptions on the SFLS screen as soon as possible so a replacement unit can be initiated.
- Why:
 - Sell From Local Stock (SFLS) is a program that identifies and uses available inventory in the Finished Goods sub-inventory at the local delivery agent's facility, reducing handling and risk of damage.
- Who to contact if there is an issue:
 - If there is an issue with SFLS, contact the GEA Delivers team at geadelivers@geappliances.com.

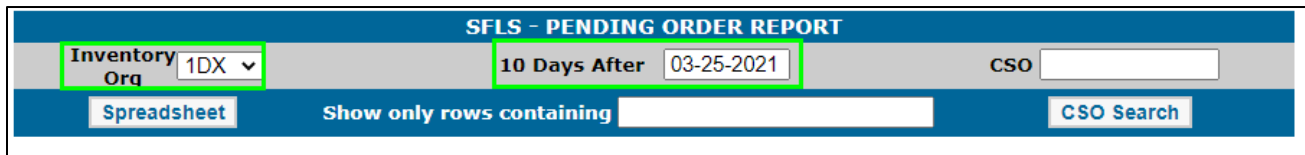
200-06 ERP SFLS (Sell from Local Stock) SOR

3. Process:

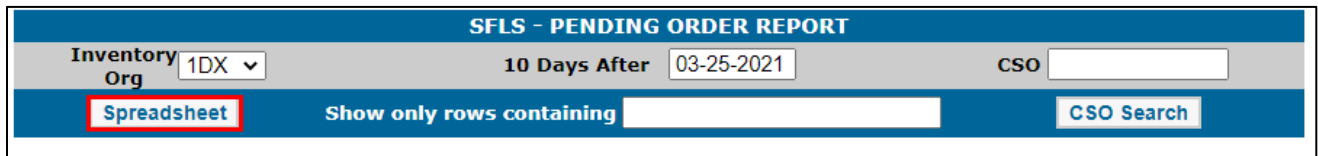
Step 1: Login to GEAD and click SFLS under the Inventory column to view upcoming orders and report exceptions.



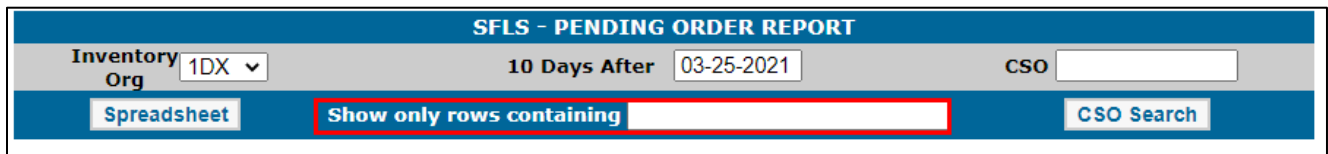
Step 2: The **Inventory Org** and **10 Days After** fields will default; no changes are needed unless you have access to multiple locations or want to view historical data. If needed, click the dropdowns to change. The report will include orders up to 10 days *after* the day you select.



Step 3: To extract to excel, click on the **Spreadsheet** button to download your report (will only pull data on the screen).



Step 4: You can use the **Show only rows containing** field to reduce the list on the screen.



200-06 ERP SFLS (Sell from Local Stock) SOR

Step 5: To search a specific order, paste the CSO into the **CSO** field, then click the **CSO Search** button.

SFLS - PENDING ORDER REPORT

Inventory Org: 1DX | 10 Days After: 03-25-2021 | CSO: []

Buttons: Spreadsheet, Show only rows containing [], CSO Search

Step 6: To report a shortage, click the radio button in the Short column.

SFLS - PENDING ORDER REPORT

Inventory Org: 1DX | 10 Days After: 03-25-2021 | CSO: []

Buttons: Spreadsheet, Show only rows containing [], CSO Search

Inv Org	CSO	Delivery ID	Tracking #	Line#	Model/Acc	Qty on CSO	SFLS Qty	Associated SFLS Serials	Sub Inventory	Delivery Date	EBS Req Del Date	EBS Line Status	Short	Damage	SMIX	Updated By
1DX	1024602700	11DX00435385	1HDX27WP7Z	1.1	GTD72EBSNWS	1	1	AS843280	FG	2021/03/26	03/26/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	[]

Buttons: SUBMIT

Step 7: Reporting a shortage will initiate a pop up with the following information:

Reporting this model/serial short [X]

Reporting this model/serial short from Local Stock will place the model in SURDEF and will need additional research to correct or a could result in a potential freight claim.

Agent communication tool case will be generated with this information.

Please click ACCEPT to report shortage or CANCEL to return to SFLS screen

Buttons: ACCEPT, CANCEL

200-06 ERP SFLS (Sell from Local Stock) SOR

Step 8: If you click accept on the popup, the screen will move the unit to SURDEF, automatically order a replacement unit, and create an agent communication tool case for your convenience. *The agent must complete inventory research within 5 days to avoid being freight claimed for the short unit.*

Case Number: SFL2021-02-220001	Case Created By: 515119772	Case Created Date: 2021-02-22 06:43
Assigned To: GEA	Last Update By: 515119772	Last Update Date: 2021-03-18 07:39

Current Case Type: SFLS-Shortage

Inv Org: 2PK **Current Status:** GEA to Review

Status: -- SELECT VALUE -- **Case Type:** SFLS-Shortage

Case Closure: -- SELECT VALUE --

[Escalate to Leadership](#)

Contact Phone: (904)626-7934

Subject: SFLS-SHORTAGE

CSO : 1023368363

[EXPORT](#)

Reported short from SFLS with CSO; Agent has 5 business days to report to DSSO

Model/Serial or Accessory listed below was reported short from Sell From Local Stock by your location. The model or accessory has been removed from the order, added to your location SURDEF inventory and replacement order has been placed. A replacement unit will ship asap. Please complete inventory research on reported short model or accessory to determine where the error may have occurred. Please provide all supporting documentation when replying to case.

Model: DDT700SSNSS

Serial: TR819017

Delivery-Date: 02-22-2021

Copy Email to: 515119772@GEAPPLIANCES.COM
(Separated by ',')

Comments:

200-06 ERP SFLS (Sell from Local Stock) SOR

Step 9: Use the ACT case to communicate with DSSO and provide any supporting documentation. The table sorts the comments by date, with the top entry being the most recent.

User	Input Date	Comments
515119772	03/18/2021 07:39	YES PLEASE
240022884	03/16/2021 14:35	DID THE SDS NEED THE UNIT SUB-INVENTORY TRANSFERRED INTO UNCRATED SO IT CAN SWEEP TO LEGACY FOR THE UNIT TO BE AVAILABLE IN LEGACY INVENTORY, PLEASE ADVISE?
515119772	03/15/2021 08:56	CORRECTION THIS PRODUCT HAS BEEN LOCATED AND WAS BROUGHT BACK UNCRATED ON 1/28/21
515119772	03/15/2021 08:38	THIS PRODUCT WASN'T LOCATED IN OUR WAREHOUSE
240022884	02/25/2021 16:22	THIS UNIT WAS RECEIVED IN ON RA 1021762020 WHICH WAS CREDIT FOR THE ORIGINAL UNIT ON CSO 1021107010. THE SDS SHOULD HAVE THIS UNIT SINCE THIS CUSTOMER DID RECEIVED A REPL ON CSO 1021762020. PLEASE ADVISE IF THE SDS HAS LOST THE UNIT AND A FREIGHT CLAIM NEEDS TO BE PROCESSED?
515119772	02/24/2021 07:19	A DOCK SEARCH WAS DONE ON THIS PRODUCT AND WAS UNABLE TO LOCATE.

FILE/ATTACHMENT UPLOAD -- PLEASE BROWSE TO FILE

Browse...

Step 10: To report a damage, click the radio button under the **Damage** column. The screen will move the unit to the ASIS inventory and automatically order a replacement.

Inv Org	CSO	Delivery ID	Tracking #	Line#	Model/Acc	Qty on CSO	SFLS Qty	Associated SFLS Serials ↑	Sub Inventory	Delivery Date	EBS Req Del Date	EBS Line Status	Short	Damage	SMIX	Updated By
IDX	1024620153	11DX00435804	1HDX27K3TW	2.1	DDT700SSNSS	1	1	ZR8504120B	FG	2021/03/27	03/27/2021	PICKED	<input type="radio"/>	<input checked="" type="radio"/>	<input type="text"/>	
IDX	1024378425	11DX00431571	1HDX275XCB	8.1	GTD72EBSNWS	1	1	ZR849984	FG	2021/03/24	03/24/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
IDX	1024688195	11DX00436931	1HDX27YSSR	1.1	GTD45GASJWS	1	1	ZR813718	FG	2021/04/01	04/01/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	

Step 11: To report a serial mix, click the radio button next to **SMIX**. Type the correct serial number in the text field. Remember to capitalize any letters in the serial number. Units reported as a serial mix are sent to DSSO for review.

Inv Org	CSO	Delivery ID	Tracking #	Line#	Model/Acc	Qty on CSO	SFLS Qty	Associated SFLS Serials ↑	Sub Inventory	Delivery Date	EBS Req Del Date	EBS Line Status	Short	Damage	SMIX	Updated By
IDX	1024620153	11DX00435804	1HDX27K3TW	2.1	DDT700SSNSS	1	1	ZR8504120B	FG	2021/03/27	03/27/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
IDX	1024378425	11DX00431571	1HDX275XCB	8.1	GTD72EBSNWS	1	1	ZR849984	FG	2021/03/24	03/24/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="text"/>
IDX	1024688195	11DX00436931	1HDX27YSSR	1.1	GTD45GASJWS	1	1	ZR813718	FG	2021/04/01	04/01/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	

NOTE: Accessories are quantity driven and are reported by submitting the numeric quantity into the input box under the appropriate exception type column.

200-06 ERP SFLS (Sell from Local Stock) SOR

Step 12: You can only report one exception per line, but you can report multiple exceptions on the screen. Once all exceptions have been reported, click **SUBMIT**.

SFLS - PENDING ORDER REPORT																
Inventory Org	1DX	10 Days After		03-25-2021	CSO											
Spreadsheet		Show only rows containing					CSO Search									
Inv Org	CSO	Delivery ID	Tracking #	Line#	Model/Acc	Qty on CSO	SFLS Qty	Associated SFLS Serials	Sub Inventory	Delivery Date	EBS Req Del Date	EBS Line Status	Short	Damage	SMIX	Updated By
1DX	1024602700	11DX00435385	1HDX27WP7Z	1.1	GTD72EBSNWS	1	1	AS843280	FG	2021/03/26	03/26/2021	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

SUBMIT

Step 13: Once submitted, the SSO that reported the exception will populate in the **Updated By** field and the line will be locked to any further changes.

Shipment Exception records added successfully.

Inv Org	CSO	Delivery ID	Tracking #	Line#	Model/Acc	Qty on CSO	SFLS Qty	Associated SFLS Serials	Sub Inventory	Delivery Date	EBS Line Status	Short	Damage	SMIX	Updated By
5LK	1000051564	15LK00070921	1HLK00032A	1.1	GFDR270EHWW	1	1	AF101100	FG	2016/08/01	PICKED	<input checked="" type="checkbox"/>			502613439 10/07/2016 16:28
5LK	1000051564	15LK00070921	1HLK00032A	2.1	GFDR270EHWW	1	1	AF101101	FG	2016/08/01	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5LK	1000051585	15LK00070942	1HLK00032W	1.1	GTD42EASJWW	2	2	WW003	FG	2016/08/01	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5LK	1000051585	15LK00070942	1HLK00032W	1.1	GTD42EASJWW	2	2	WW004	FG	2016/08/01	PICKED			<input checked="" type="checkbox"/> PKM11NC27	502613439 10/07/2016 16:28
5LK	1000051586	15LK00070940	1HLK00032G	1.1	GTW860SSJWS	2	2	TJ124128	FG	2016/08/01	PICKED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5LK	1000051586	15LK00070940	1HLK00032G	1.1	GTW860SSJWS	2	2	TJ124129	FG	2016/08/01	PICKED		<input checked="" type="checkbox"/>		502613439 10/07/2016 16:28
5LK	1000054715	15LK00070965	1HLK00035C	1.1	GSD3361JSS	1	1		FG	2016/08/01	AWAITING SHIPPING				

Step 14: Best practice is to check this screen **daily** so the warehouse is aware of any units that need to be pulled from local stock for delivery, however, local stock units are also marked on the POD and under Order Details in Track and Trace.

End of process.