#### GE Appliances Standard Operating Requirements GEA Delivers: NONGEA Push Backhaul Issue Date: 03/25/2021

1. Introduction: This process documents the daily processes for working the vendor backhaul screen.

#### 2. Context:

- What's new:
  - Similar process, but the new ERP screens do not allow vendors to add records. Everything on these screens originates from NONGE subinventory bucket in EBS.
- When:
  - Work the screen daily; create BOLs as soon as possible to keep product moving out of the building.
  - Add NONGE units that do not appear on the screen as an overage to the next inbound load from that vendor
- Who to contact if there is an issue:
  - Input an Agent Communication Tool case under case type New NON-GEA PBH 2020

#### 3. Process:

**Step 1:** Login to GEA Delivers and click the Non GEA backhaul 2 link in the daily operations column.





**Step 2:** When the screen loads, there will be 7 tabs to choose from. Here is what each tab means:

Non GEA Backha	ul	<u>Having tro</u>	ouble with screen d	Welcome	212634077 AGENT   <u>Help</u>	
	<b>k</b>	INV ORG:	Backhaul Ve	endor:	~	
Vendor View	Pending Review	Approved Review	Pending BOL	BOL Summary	Rejected Review	History

- Vendor View List of all items currently in the vendor queue waiting for their response.
- **Pending Review** List of items waiting for a reply from agent to a vendor's inquiry.
- Approved Review List of items vendor has approved for return and provided an RA#. When material has been located and prepared to place on a BOL, move to **Pending BOL** screen where items are staged and accumulated prior to placing on BOL.
- **Pending BOL** List of items that have been prepared for shipping and can now be added to a BOL.
- **BOL Summary** List of BOL's generated and waiting to be picked up by the vendor.
- **Rejected Review** List of items the vendor has denied a return.
- **History** List of all records in the new PBH. Items can be searched and filtered for easier review.

**Step 3:** For daily work, click the **Pending Review** tab. This tab captures units that the vendors have questions about. After the page loads, click the blue folder icon to the far right to review the notes.

Vende View	Vendor Pending View Pending Review			Approve Review	Approved Review				BOL Summary		Rejected Review	History		
SHOW ONLY ROWS CONTAINING														
BACKHAUL STATUS	MODEL#	SERIAL#	ADJUSTED SER	RIAL# TRACKING#	GEA CSO#	VENDOR RA#	CREATION DATE	LAST UPDATE DATE	түре	EVENT	RETURN REASON	NOTES	ATTACHMENT	
~	WET4024HW	/ MX3540553		1NWD1Y72)	<b>G</b> 1019715678		2020-10-27	2020-10-27	UNCRATED/DAMAGED/NO CARTON	MANUAL RETURN	Refusal Damaged Dented Discolored		Add	
· ·	NOSERIALI		1NWD2313E	0 1022202565		2020-12-24	2020-12-28	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need		Add		
					PROCE	SS RECORD	1							



Step 4: A popup will appear that shows order information, a text field for the agent to add notes, and the history of comments from the Vendor. Review vendor notes and respond by typing clear, concise response in the text field. Click ADD to submit your comment. Click the CLOSE button when finished.

otes						
DELIV	/ERY AGE	NT	VENDOR	TRACKING #	MODEL #	SERIAL #
	1DX		Whirlpool	1NDX26GSBW	WED4950HW	MX5072245
						ADD
	ТҮРЕ	USER	NAM	E DATE	NOTE	
L	Whirlpool	HDMSM	otek@whirlp	2021-03-19 14:5	6 Notes state order is c	anceled.
L						
				Close		

**Step 5:** Use the **Add** link in the last column titled ATTACHMENT to upload any supporting documentation. A popup appears – click the **Choose Files** button to select a file; click **UPLOAD** when ready to attach. Click **Close** to exit.

P	Attachme	nts					
Γ	DELI	VERY AGE	NT	VENDOR	TRACKING #	MODEL #	SERIAL #
		1DX		Whirlpool	1NDX1N64XW	WRF560SEHV	VSX4458154
			Choo	se Files No file	e chosen	UPLOAD	
		ТҮРЕ	USER	NAMI	E DATE	FILE	
					Close		

**NOTE**: All attachments are tracked by type, user, name, date, and file for ease of research.



**Step 6:** If the vendor states that the MS/Tracking # is incorrect, click the hyperlinked Tracking # for the unit in question.

BACKHAUL STATUS	MODEL#	SERIAL#	ADJUSTED SERIAL#	TRACKING#	GEA CSO#	VENDOR RA#
~	SK-DH	NOSERIAL1		1ZDX210306	1022951110	
~	RF28T5001SR	0B5X4BBNA13220		<u>1ZDX21KW7D</u>	0	

Step 7: When the popup appears, click the Update Tracking Number link.

Unit Track	king									
DELIV	ERY AGE	T	VE	NDOR	TRACKI	NG #	МС	DDEL #	SERIA	L #
	1DX		Sar	nsung	1ZDX21	KW7D	RF28	3T5001SR	0B5X4BBN	A13220
								<u>।</u>	<u>Jpdate Trackin</u>	<u>g Number</u>
	ТҮРЕ	U	SER	1	NAME	DAT	E	DESCR	IPTION	I
	Samsung	HDI	MSU	Cindy.Ab lor	reuPeralta@a ica.com	2021-02-1	0 15:10	Change ST	ATTACK & AGENT	
	1DX	BA	тсн			2021-02-1	0 07:37	Change 5.54	VID 10 VENDOR	
										]
					С	lose				

**Step 8:** If the system can find a valid tracking # it believes is correct, it will alert you with a popup. If correct, click OK and the system will update for you.



Step 9: After the system displays a success message, click Pending Review tab at the top again to refresh the page and see the updated tracking #.
Step 10: If the tracking # suggested is incorrect, click Cancel and enter an ACT case with type of New NON-GEA PBH 2020.



**Step 11:** When finished adding notes, attachments, or updating tracking #s, click the dropdown in the first column titled BACKHAUL STATUS. "Send to Vendor" will put it back in their queue to review and respond; request to delete will send it to them to approve the deletion.

BACKHAUL STATUS	MODEL#	SERIAL#	ADJUSTED SERIAL#	TRACKING#	GEA CSO#	VENDOR RA#	CREATION DATE	LAST UPDATE DATE	ТҮРЕ	EVENT	RETURN REASON	NOTES	ATTACHMENT
	WRF560SEHV	VSX4458154		1NDX1N64XW	1018970185		2021-02-25	2021-03-03	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need		Add
Send to Vendor	DC465HW	MX4246393		1NDX1PG7BW	1020031414		2020-11-06	2021-02-24	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need		Add
- ricquest to Ber	WRS325SDHB	HRX4275548		1NDX1YR6NY	1020550476		2020-11-07	2021-02-24	CRATED/CRATED NEW	MANUAL RETURN	Refusal Shipped Wrong Model		Add
<b>~</b>	MGD6230HW	HR350052		1NDX1Z4GGS	1020510765		2020-11-04	2021-02-24	UNCRATED/UNCRATED NEW	MANUAL RETURN	Receiving Return		Add
<b>~</b>	WDTA50SAKZ	FX4503484		1NDX20FG2L	1021560050		2021-03-16	2021-03-17	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need		Add
<b>~</b>	NTW4516FW	CX4713302CX4713302		1NDX21BX7Z	1021969247		2020-12-15	2021-02-24	UNCRATED/UNCRATED	MANUAL RETURN	Receiving Return		Add

**Step 12:** When you have finished responding and updating the Backhaul Status, scroll to the bottom of the page and click the **PROCESS RECORD** button.



**Step 13:** Next, click the **Approved Review** tab at the top of the screen. This screen should be reviewed daily. Use it to prepare and stage units for return to the vendor. Records over 10 days are highlighted in yellow.

			INV ORG: 1DX	✓ Backhaul Vend	dor: Whirlpool ~	
Vendor View	Pending Review	Approved Review	Pending BOL	BOL Summary	Rejected Review	History
			SHOW ONLY	ROWS CONTAINING		

**NOTE**: To reduce the list, type into the SHOW ONLY ROWS CONTAINING field.

Step 14: As you corner-post and shrinkwrap the units for return, remove them from this screen by clicking the dropdown under the BACKHAUL STATUS column and choosing BOL Ready; if record needs to be removed, click Request to Delete and attach supporting documentation to justify deletion.

BACKHAUL STATUS	MODEL#	SERIAL#	ADJUSTED SERIAL#	TRACKING#	GEA CSO#	VENDOR RA#	CREATION DATE	LAST UPDATE DATE
	WRF560SEHZ	VSX1175482		<u>1NDX1L649D</u>	1017506614	6203426079	2020-10-28	2021-02-24
BOL Ready Request to Dele	TW4516FW	CX3907874		1NDX1R032C	1020378864	6203489675	2021-03-14	2021-03-16
<b></b>	WED5620HW	MX3362474		1NDX1RFZCG	1020679322	6203527032	2021-01-28	2021-01-29
<b>~</b>	MGD7230HW	MX4706850		1NDX213CSL	1020993147	6203470096	2020-12-10	2020-12-10



**Step 15:** Any records marked BOL Ready will be moved to the **Pending BOL** tab. Click the tab to generate a BOL and request a date for pick up.

Non GEA-BackHaul Having trouble with screen display or response?											
			INV ORG: 1DX	Backhaul Vend	dor: Whirlpool 🗸						
Vendor View	Pending Review	Approved Review	Pending BOL	BOL Summary	Rejected Review	History					

**Step 16:** For ease of use, there is a **Select All** checkbox next to the first column. Click the checkbox and it will auto-populate the backhaul status column with **Create BOL**.

5	Select All	BACKHAUL STATUS	MODEL#	SERIAL#	ADJUSTED SERIAL#	TRACKING#	GEA CSO#	VENDOR RA#	CREATION DATE	LAST UPDATE DATE	туре	EVENT	RETURN REASON	NOTES	ATTACHMENT
		Create B( v	FGGH3047VF	VF04999792		1FDX223XRL	1022173224	7990648877	2021-03- 24	2021-03- 25	UNCRATED/UNCRATED NEW	MANUAL RETURN	Receiving Return	Add	Add
		Create B( 🗸	FFTR1425VW	1K04370107		1FDX225BYX	1023124796	7990668626	2021-03- 21	2021-03- 25	UNCRATED/UNCRATED NEW	MANUAL RETURN	Receiving Return	Add	Add
		Create B( 🗸	FFTR2021TS	4A04820938		1FDX24M2WT	1023696219	7990660071	2021-03- 24	2021-03- 25	UNCRATED/DAMAGED/NO CARTON	MANUAL RETURN	Refusal Defective	Add	Add
	[	Create B( 🗸	IM116000	NOSERIAL1		1FDX24M2WT	1023696219	7990660071	2021-03- 24	2021-03- 25	UNCRATED/DAMAGED/NO CARTON	MANUAL RETURN	Refusal Defective	Add	Add

Step 17: Next, scroll to the bottom of the page and click into the **Requested Pickup Date:** field. A calendar will popup with available dates. Make your selection.

Select A	BACKHAUL STATUS	MODEL#	SERIAL#	ADJUSTED SER	IAL# TRACKI	NG# G	GEA CSO#	: V	ENDOR RA#	CI	REATIC DATE	N I	LAST UPDAT DATE	е түре	EVENT	RETURN REASON	NOTES	ATTACHMENT
	~	FFFU20F2VW	BB11017613		1FDX27	<u>C58C</u> 1	0244829	93 799	06730	57 202	21-03-2	24 2	021-03-25	CRATED/CRATED NEW	CANCEL EVENT	Return Crated Don't	Add	Add
				[	Requested Picks	up Date:					PROCES	5S RE	CORD					
							0						0					
							Su	Мо	Tu	We	Th	Fr	Sa					
								1	2	3	4	5	6					
							7	8	9	10	11	12	13					
							14	15	16	17	18	19	20					
							21	22	23	24	25	26	27					
							28	29	30	31								

**Step 18:** After selecting the date, click the PROCESS RECORD button to create the BOL.





**Step 19:** This will move these units to the BOL Summary tab. When the carrier arrives for pickup, return to this tab to generate the PDF of the BOL by clicking the hyperlink in the **BOL Number** column.

Vendor View	Pending Review		Approv Revie	ved w	Pending BOL		BOL Summar	v	Rejected Review		History	Maint	Maintenance	
	Starting: 03-25-2021 Find BOLs in the last: 14 V Days: Select for All vendors:													
B	DL NUMBER BO	OL DATE	VENDOR	REQUESTED	PICKUP DATE	ACTUA	L PICKUP DATE	VENDOR 1	RACKING NO#		BOL NOTES		ACTION	
ELDX	<u>0210312151141</u> 20	021-03-12	Electrolux	2021-03-18		<u>2021-0</u>	<u>13-18</u>						CREATE NEW BOL	L PDF
EIDX	<u>0210319155932</u> 20	021-03-19	Electrolux	2021-03-25		ENTER	PICKUP DATE					CREATE NEW		L PDF

<u>NOTE</u>: If there is an issue with the document, you can click **CREATE NEW BOL PDF** button to generate a new copy.

**Step 20:** This will take you to a new screen The screen will display a popup to inform you that all lines default to **Picked Up by Vendor** and any units that were not picked up will need to be changed to **ADD to New BOL**. Click **OK** to dismiss the popup.

dms-erp-aws-prd.geappliances.com says	
Warning: The default status for all records was set to "Picke Vendor". If any of these items were not shipped on the truc status to "ADD to New BOL" before selecting PICK UP date	d Up by k, please set
	ОК

Step 21: Use the dropdowns to select Add to New Bol for any lines that did not make in on the truck. This will send the units back to Approved Review tab.

			BOL PIC	KU	P CONFIRMAT	ION		
		BOL	NUMBER:	U1D	X20210325153039			
		BOL	DATE:	3/24	/2021			
		VENI	OOR:	Sam	sung			
DACKHALIL STATUS	MODEL #		CEDIAL#		ADJUCTED CEDTAL #	TDACKING#	CDEATION DATE	NOTES
BACKHAUL STATUS	MODEL#	•	SERIAL#		ADJUSTED SERIAL#	TRACKING#	CREATION DATE	NOTES
Picked Up by Ven v	NX60T871	1 <b>SS</b>	1SS 0HFH7DDN90034			1ZDX1PF88R	2021-03-19	<u>Add</u>
Picked Up by Vendor Add to New Bol	RF28K938	0SR	08EJ43BN9001	39		1ZDX1PF88R	2021-03-19	<u>Add</u>



**Step 22:** Click **PROCESS RECORD** to remove these units from the BOL. Make sure to do this before proceeding to the next step.



Step 23: Once all models that were not picked up have been removed, click the ENTER PICKUP DATE: field. A calendar will popup; make your selection. Click BACK if not ready yet. CRITICAL: All BOLs MUST have a pickup date entered.

Picked Up by Ven v	STACKIT7X	NOSERIAL1	0		Mar	ch 20	)21		0	1-03
Picked Up by Ven v	FFHB2750TD	4A10321773	Su	Мо	Tu	We	Th	Fr	Sa	1-03
Picked Up by Ven v	FFFU20F2VW	BB04902140		1	2	3	4	5	6	1-03
			7	8	9	10	11	12	13	
Picked Up by Ven v	FFGF3054TS	VF10322270	14	15	16	17	18	19	20	1-03
Picked Up by Ven	FFEC3625UB	3F05106127	21	22	23	24	25	26	27	1-03
			28	29	30	31				
	ENTER PIC				ROCES	S RECO	ORD	BAC	ĸ	

**Step 24:** After selecting the date, click the **PROCESS RECORD** button. This will close records on this BOL that were successfully picked up and removed from your inventory.



**NOTE**: This step is critical because the unit will remain in your inventory until it is reported as picked up. Completing this step initiates an inventory transaction in the core system that shows as **Return to Vendor**, which can be viewed on the Serial Number function in EBS.



**Step 25:** Click the **Rejected Review** tab to respond to units the vendor has rejected for return. Similar to the Pending Review tab, there is a text field to enter notes and an option to attach documentation or photos.

ELIV	ERY AGEN	T VEN	IDOR	TRACKIN	<b>G</b> #	l l	NODEL #	SERIA	L#
1DX San			nsung	1ZDX1YZ	LFD	RF	27T5201SR	0CDU43AN	1803219
									ADD
									1.00
	ТҮРЕ	USER		NAME	DA	TE	NC	DTE	
	Samsung	HDMSU	Yoel.Sori orio	Yoel.SorianoCano@al orica.com		12-03 42	SN DOEST I	*	
	1DX	515112086	5151120 anc	86@geapplic es.com	2020-11-17 12:13		HAS BEEN RESUBMITTED		
	Samsung	HDMSU	Cindy.Abr lori	reuPeralta@a ca.com	2020-3 11:	11-07 19	Please submit w	ith correct MSN.	
	1DX	515112086	5151120 anc	86@geapplic .es.com	2020- 15:	11-03 52	TRACKING 1ZDX1	G NUMBER ZFRRW	
	Samsung	HDMSU	Yoel.Sori orio	Yoel.SorianoCano@al orica.com		11-02 55	SN DOESN'T MATCH.		•

**Step 26:** After responding to the notes, attach any photos of the unit, signed PODs, or any other relevant documentation that will support your efforts to return the unit. Click **Choose Files**, then **Upload**. **Close** to exit.

Attachments				
DELIVERY AGENT	VENDOR	TRACKING #	MODEL #	SERIAL #
1DX	Samsung	1ZDX21185X	DVE45T6000V	0B6N5BBNA
[	Choose Files	No file chosen	UPLOAD	
TYPE USE	R NAI	ME DATE	FILE	
		Close		

**NOTE**: Provide as much information as you can provide to support your case. Key items to attach are PODs, scan list from the inbound screen (if damaged at inbound, and any photo captures of the units.



**Step 27:** Click the dropdown in the first column under BACKHAUL STATUS. There are four options to choose from.

BACKHAUL STATUS	MODEL#	SERIAL#
	DW80R5061US	B091G8DN900046
Send to Vendo	or 7 <b>775201SR</b>	0CDU43AN803219
Returned to S	tore 7T5201SG	0CEA43AN905143
	DW80R5061UT	B093G8DN600294

- Send to Vendor: If this is a valid unit for return and you want the vendor to review again.
- **Delete Record**: if there is no unit to be returned or there is not sufficient reason vendor should accept a return
- Returned to Store: if unit was returned to Home Depot
- **Unit Scrapped**: if all efforts to return the unit have failed and there is no further recourse, use this option to report the unit as scrapped

**Step 28:** Click the History tab at the top right to review historical data.

Vendor	Pending	Approved	Pending	BOL	Rejected	History 🗄
View	Review	Review	BOL	Summary	Review	

**Step 29:** If you need to review one specific unit, enter data in the relevant search field, then click **Search**.

Non GEA Backhaul - Search Criteria											
Tracking # Model #	Serial # GEA CSO #										
	Search Reset										



**Step 30:** When results return, or if the unit in question was recent enough to be available on the screen, click the notes icon or attachment link to review previous information.

MODEL#	SERIAL#	ADJUSTED SERIAL#	TRACKING#	GEA CSO#	BACKHAUL STATUS	CREATION DATE	LAST UPDATE DATE	ТҮРЕ	EVENT	RETURN REASON	NOTES	ATTACHMENT
DVG45R6100C	01G857AN304206		1ZDX1K22RL	1017943706	CLOSED-RECORD DELETED	2020-11-11	2021-02-02	UNCRATED/UNCRATED NEW	MANUAL RETURN	Receiving Return		Add
NX60T8111SG	0HF87DDN500054	0HF87DDN500054P	1ZDX1N097P	1021412036	VENDOR PICKED UP	2020-12-02	2021-02-17	UNCRATED/DAMAGED/NO CARTON	MANUAL RETURN	Refusal Defective	Add	Add
RS27T5200SR	0B2G4BAN916096		1ZDX1NGX9P	1018739646	VENDOR PICKED UP	2020-12-14	2021-02-17	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need	Add	Add
RS27T5200SR	0B2G4BAN916094		1ZDX1NPKFR	1018901979	VENDOR PICKED UP	2020-11-06	2020-11-17	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need	Add	Add

**Step 31:** Click the hyperlink in the **Tracking #** column to review the unit tracking; you are also able to use this to update a tracking number, but this should not be needed from this screen.

MODEL#	SERIAL#	ADJUSTED SERIAL#	TRACKING#	GEA CSO#	BACKHAUL STATUS	CREATION DATE	LAST UPDATE DATE	туре	EVENT	RETURN REASON	NOTES	ATTACHMENT
DVG45R6100C	01G857AN304206		1ZDX1K22RL	1017943706	CLOSED-RECORD DELETED	2020-11-11	2021-02-02	UNCRATED/UNCRATED NEW	MANUAL RETURN	Receiving Return		Add
NX60T8111SG	0HF87DDN500054	0HF87DDN500054P	1ZDX1N097P	1021412036	VENDOR PICKED	2020-12-02	2021-02-17	UNCRATED/DAMAGED/NO CARTON	MANUAL RETURN	Refusal Defective	Add	Add
RS27T5200SR	0B2G4BAN916096		1ZDX1NGX9P	1018739646	VENDOR PICKED UP	2020-12-14	2021-02-17	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need	Add	<u>Add</u>
RS27T5200SR	0B2G4BAN916094		1ZDX1NPKFR	1018901979	VENDOR PICKED	2020-11-06	2020-11-17	CRATED/CRATED NEW	MANUAL RETURN	Refusal Don't Need	Add	Add

Working all tabs daily will keep product flowing out of your warehouse and keep your building running smoothly.

End of process.



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