# Standard Work

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| PODS Moving & Storage | **Core Process - Reducing Delays for IF orders at Corp Ops Locations** | Date Created: | 11/1/2023 |
| | | Date Revised: | 1/17/2024 |
| | | | |
| | **Process Name: Mitigating "Container Not at System Location" Issue** | Leadership Sponsor | Rich Schwartz |
| | | Process Owner: | Corp Ops Territory Managers |

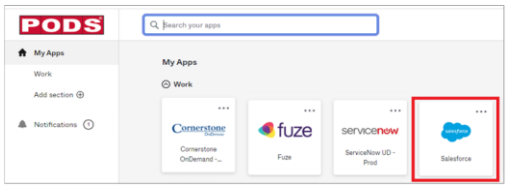
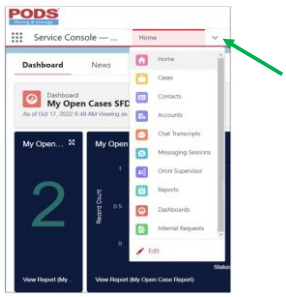
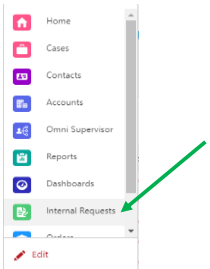
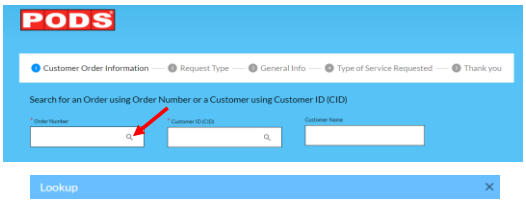
Warehouse Return to a Storage Center different than indicated in the system

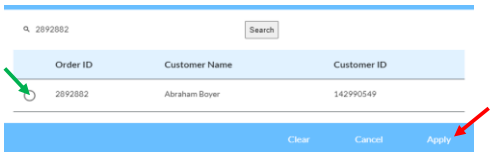
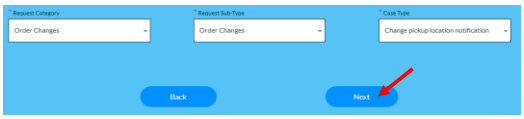
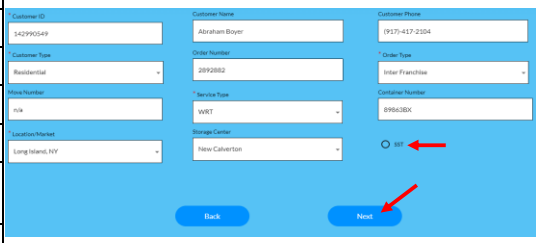
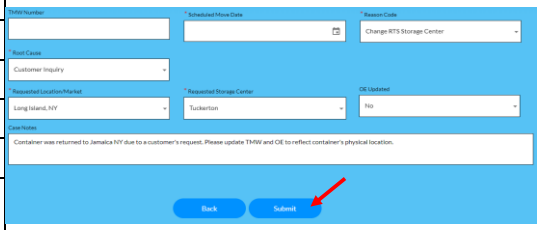
PODS Driver

| | Step | | Key Points & Background | Visuals & Job Aids |
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| 1 | Driver performing a WRT encounters opportunity to return to alternate Storage Center (SC) | 1.1 | Driver will contact their Market Manager (MM) for approval of route change |  |
| 2 | Driver delivers container to the SC indicated by Market Manager | 2.1 | If the MM approves the WRT to the new storage center, proceed to deliver the container to the new SC | |
| | | 2.2 | If the MM denies the request, deliver the container to the original SC | |

Warehouse Return to a Storage Center different than indicated in the system

Market Manager

| | Step | | Key Points & Background | Visuals & Job Aids |
|---|---|---|---|---|
| | **ATTENTION: If the decision to return the container to an alternate storage center was made by the MM during routing, start with Step 2 and complete this Standard Work.** | | | |
| 1 | Approve or deny the driver's request | 1.1 | If the driver's request is denied, no further action is required |  |
| | | 1.2 | If the driver's request is approved, a SalesForce (SF) case will be required to communicate the changes across departments and systems | |
| 2 | Access Salesforce | 2.1 | Click on the link below or go to pods.okta.com on your web browser and click on the Salesforce tile to open Salesforce<br><br>pods.okta.com |  |
| 3 | Start a new case | 3.1 | Click on the chevron next to any tab at the top of the screen |  |
| | | 3.2 | Click on Internal Requests |  |
| | | | The landing page will request that you enter the relevant customer's information. Fill in starting from Left to Right as follows: |  |
| | | | Type in the customer's Order Number and click on the Magnifying Glass | |

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| 4 | Fill out and submit the "Change Pickup Location Notification" Case | 4.1 | A pop-up will appear. In the pop-up, click on the circle to the left of the relevant customer to select and the click on Apply. |  |
| | | | If the customer's Order Number is correct, Salesforce will auto-populate the following fields for CID and Customer Name. Click "Next" to proceed. |  |
| | | 4.2 | On the next page, select the following options from the drop-downs to determine the Case Type: | |
| | | | Request Category = Order Changes |  |
| | | | Request Sub-Type = Order Changes | |
| | | | Case Type = Change pickup location notification | |
| | | | Click "Next" to proceed to the following screen | |
| | | 4.3 | The next page will request additional Customer and Order Information. Some of the fields will auto-populate with information from the previous screens. Enter the missing information as follows: | |
| | | | Move Number = Leave Blank |  |
| | | | Service Type = WRT | |
| | | | Container Number = Enter the relevant container number(s) | |
| | | | Location/Market = Your local market | |
| | | | Storage Center = The original storage center where the container would have been delivered before the change | |
| | | | Only click the SST circle if the order is a: Hawaii order, City Service or Cross-border. If unsure, check in Order Entry. | |
| | | | Click "Next" to proceed to the following screen | |
| | | 4.4 | The next screen is the final screen before submitting the case. Depending on each scenario, you may encounter different options in the drop-downs. Complete the case with whatever information applies to the scenario at hand. | |
| | | | TMW Number = Enter if available |  |
| | | | Scheduled Move Date = The customer's scheduled service date | |
| | | | Reason Code = Whichever reason applies | |
| | | | Root Cause = Whichever root cause applies | |
| | | | Requested Location/Market = Your local market | |
| | | | Requested Storage Center = The storage center where the container was physically returned to | |
| | | | OE Updated = No (Ops Support will update OE) | |
| | | | Case Notes = Enter notes with further details explaining why the container was returned to a Storage Center different from what was indicated in the system | |
| | | | Click "Submit" to file the case | |