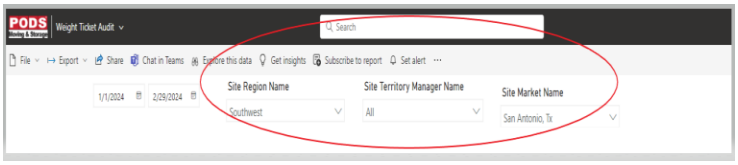
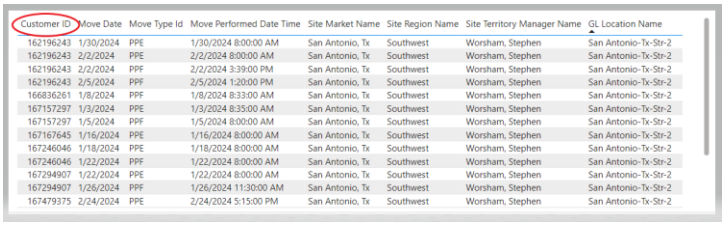
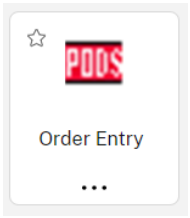
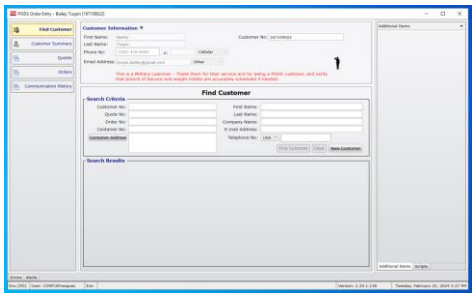
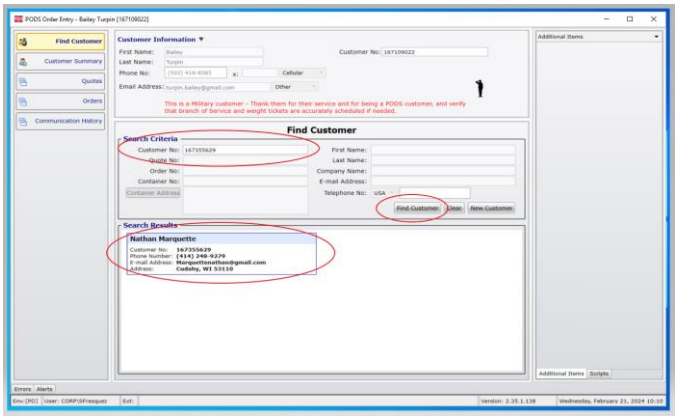
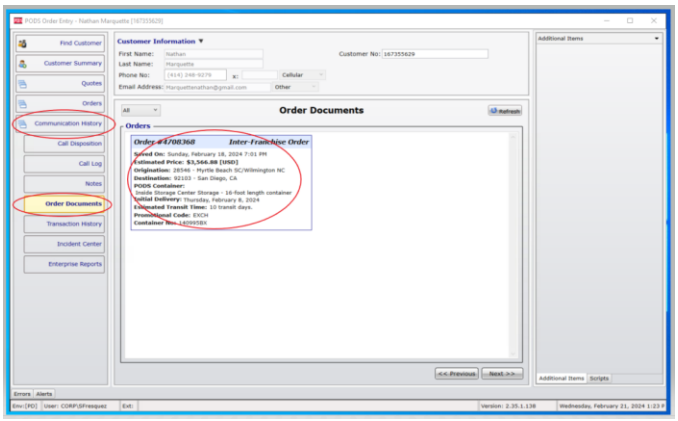
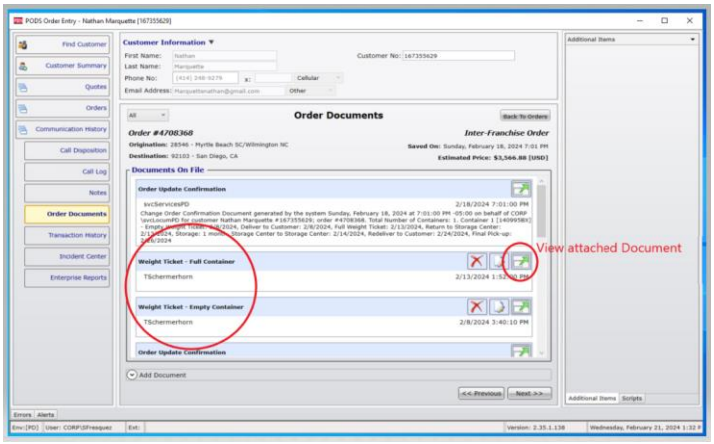
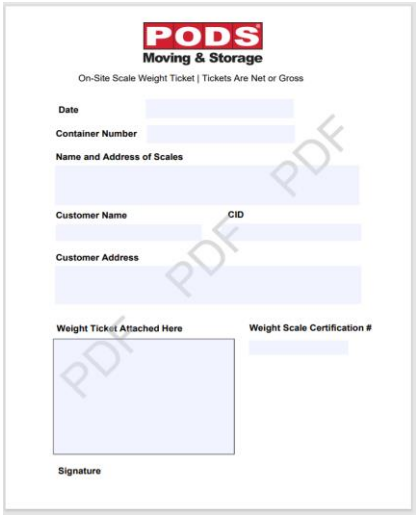
Standard Work - Transactional

PODS Moving & Storage	**Core Process: Weight Ticketing**	Date Created:	2/20/2024
		Date Revised:	
		Version:	V1.0
	Process Name: In-House Weight Audit	Leadership Sponsor	Rich Schwartz
		Process Owner:	Brannon Hufstetler

	Steps		Key Points & Background	Visuals & Job Aids
1	**Identifying Weight Ticket Request PowerBi**	1.1	**Weight Ticket Report.** 1. Access report with link provided.	Weight Ticket Report
		1.2	**From Report** 1. Filter report by "Region", "Territory" and "Market" for the desired audit location. (Note, all weight tickets should be completed by Origination Market).	
		1.3	**Locate Customer ID for Identified Weight Ticket leg.** 1. "Right Click" to Copy Customer ID for reference in Order Entry.	
2	**Access Customer Account (OE- Order Entry)**	2.1	**Open Order Enrty Software**	 
		2.2	**Access Customer Account.** 1. Paste "Customer ID" into the "Customer No." field. 2. Click "Find Customer" Button. 3. Click on the "Customer Card" to open account.	

Steps		Key Points & Background		Visuals & Job Aids
3	**Locate and Verify Weight Ticket (OE-Order Entry)**	3.1	**Access Order Documents.** **1.** Click "Communication History" tile located on left navigation margin. **2.** Click "Order Documents" tile located on left navigation margin. **3.** Choose order card associated with job leg.	
		3.2	**View Uploaded Weight Ticket.** **1.** Use scroll bar to locate entry for uploaded Weight Ticket. (Entry should be named by type of Weight captured, empty or full). **2.** Click "Open Attachment" icon to view uploaded document.	
		3.3	**Verify Weight Ticket** **1.** Has Weight Ticket been uploaded? **2.** Has Location utilized the Weight Ticket Template that has been approved by our Military Partners? **3.** Are all Fields completed? (See Approved Template).	
4	**Coaching** **If Location Fails to Comply**	4.1	**Failure Modes.** **1.** Location not using In-House Scales. **2.** Location is using In-House Scales but not utilzing approved Template. **3.** Location is not Capturing Weight Tickets when requested. **(Reference Standard Work Link for Instruction and Guidance, note VPN or Remote Desktop required).**	Scale Operation Standard Work