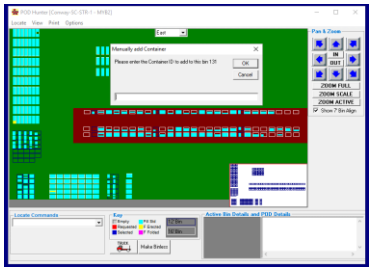
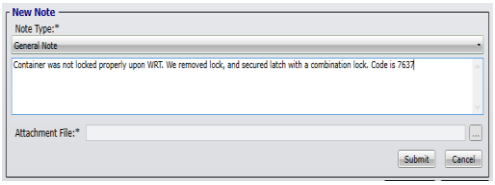
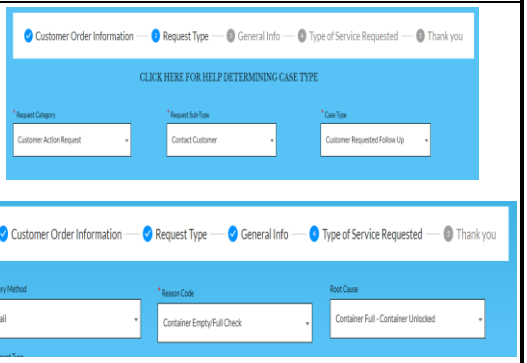
Standard Work - Transactional

PODS Moving & Storage	**Core Process - Order to Fullfillment**	Date Created:	7/11/2023
		Date Revised:	10/23/2024
	Process Name: Warehouse Return Process Segment: Container Not locked Properly	Leadership Sponsor	Rich Schwartz
		Process Owner:	Market Managers

Step		Key Points & Background		Visuals & Job Aids
		Driver		
1	**Driver Arrives a Location**	1.1	*Safely park truck and Timestamp as arrived in Cheetah.	 
2	**Driver Inspects Container Latch and Lock**	2.1	*Locked Properly is defined as: Latch is in the closed position with lock secured appropriately. *If not locked Properly Continue with step 3.	
3	**Driver Communicates with Customer**	3.1	*Attemp to notify customer on-site or by phone to resolve. *If unable to resolve, leave voicemail and or txt using Driver Script outlining procedure to rectify.	Customer answers phone - Driver: Good **(morning/afternoon) (Customer name)**. This is **(driver name)**, your PODS Moving & Storage driver. I have arrived to pick up your container. While checking to ensure your contents are secure, I noticed your container **(number)** is **(unlocked)** or **(locked with the latch in the open position**). To avoid delaying your scheduled move, I am going to secure the door and transport your container to our storage center. At the storage center our staff will: **Improperly locked:** Remove your lock, secure the latch on the container, and replace the lock with a high security combination lock. Our team will provide you with the combination to the new lock. There will be no charge for this service. **No lock:** Provide a high security combination lock. Our team will provide you with the combination to the new lock. There will be no charge for this service.
4	**Document Issue in Cheetah**	4.1	*If unable to rectify on-site, document the following in Cheetah via photos. *Photos of unsecured door with latch and lock visible. *Photos of contents of container displaying perspective from door ensuring container number is visible.	  

5	**Secure Door**	**5.1**	Utilize Cam Buckle strap to secure door from latch to the base of container.	 
6	**Transit to Storage Center**	**6.1**	Transit unsecured container back to Storage Center **without unscheduled stops.**	
		6.2	Notify Storage Center Worker (Associate acting as such) of issue.	
*****Storage Center Worker (Associate acting as such)*****				
7	**Unload and Secure Container**	**7.1**	*Unload container and place in a safe workspace.	
		7.2	*Remove existing lock with cutting tool. *Slide latch to properly sercure container. *Replace with Combination lock and set code with Any Random Combination	
		7.3	Place newly secured container in Storage Center/Pod Hunter.	
8	**Notify Market Manager**	**8.1**	Communicate issue with Market Manager and steps taken to mitigate.	**Provide to Market Manager:** Container # Cust ID # Combination # to lock.

Market Manager				
9	**Market Manager Communications**	**9.1**	Note issue, mitigation steps and Combination to lock in OE	
		9.2	Create Salesforce Case to noitfy Ops Support from link provided	https://pods.lightning.force.com/lightning/n/Internal_Requests
		9.3	Follow the provided path to create case for Ops Support	
		9.4	Utlize template for notes to Ops Support	To; Ops Support- Please utilize template to contact customer relaying the below message. Your PODS container was transported, as scheduled, to a PODS storage center today. While checking to ensure your container door(s) is/are secure, your PODS driver **____tbd_____** identified container number **_____tbd_____** was unlocked or locked with the latch in the open position. To avoid delaying your scheduled move, **____driver name_____**secured the door and transported your container to our storage center. Our Market Manager has secured the door with a complimentary combination lock. Your combination is as follows **_tbd__**
		9.5	Identify if container has an ESD (earliest ship date) of less than 24hrs. If so contact customer confirming WRT and shipment (leave VM if needed)	