POET System Tips and Tricks for Troubleshooting:

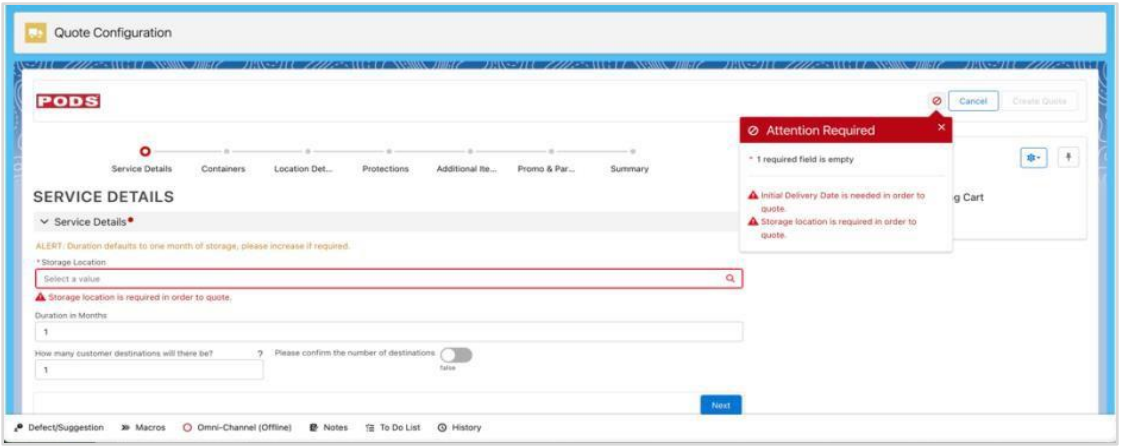
Pricing & Order Entry Transformation

Getting Started:

- Confirm you are in Chrome browser - IT recommends Chrome for optimal Salesforce performance
- Confirm you are in the POET UAT Environment on PODS Enterprises (top left side of the home page)

Building a Quote:

- If you get a grey sad face when quoting - follow the below steps to clear cache:
    1. Navigate to the Chrome Browser App
    2. Click on the three vertical dots on the top righthand corner of the browser page
    3. Scroll down and select "Delete Browsing Data" to clear your cache (opens a new tab)
    4. Select the checkboxes for "Browsing History", "Cookies and Other Site Data", and "Cached Images and Files"
    5. Click "Delete Data"
- If you get a red bar error when quoting - go to another page (dot) in the top, then come back and try again
- If your create quote button is greyed out - click the red blocker sign to see where you are missing something



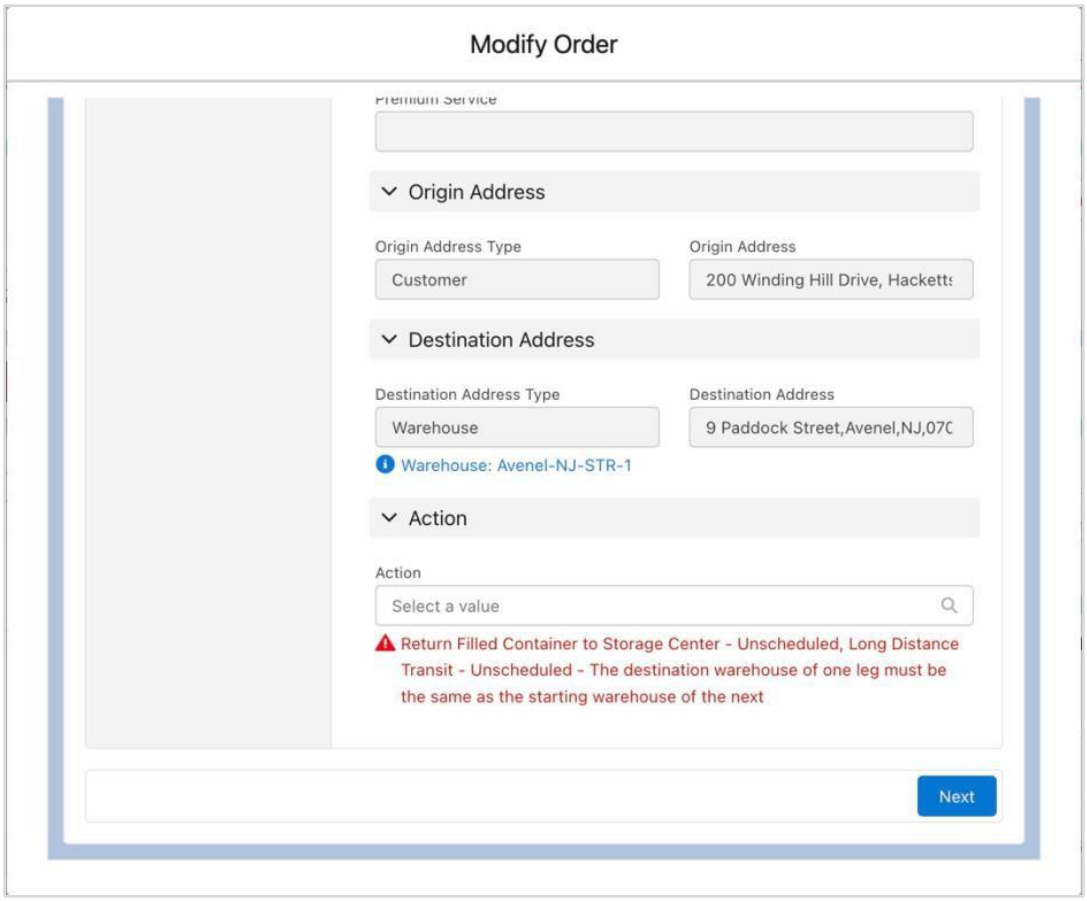
- If you see a yellow date on the availability calendar, this means that some piece of the quote you've built is unavailable (e.g., premium service, specific container size, etc.)
- If you don't see view quote populate with lines - refresh the page
- If you don't see pricing load on a container - refresh the page

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Modifying an Order:

- If you get a red bar error when performing an order modification - close out of the modification, refresh, try the modification again
- If you aren't able to save your modification - click the red blocker sign to see what you are missing
  - Refer to the screenshot in point #3 for quoting above for what the red blocker sign looks like - will be the same for modifications
- A red message in modify container journey is there to help you; it is not a system error

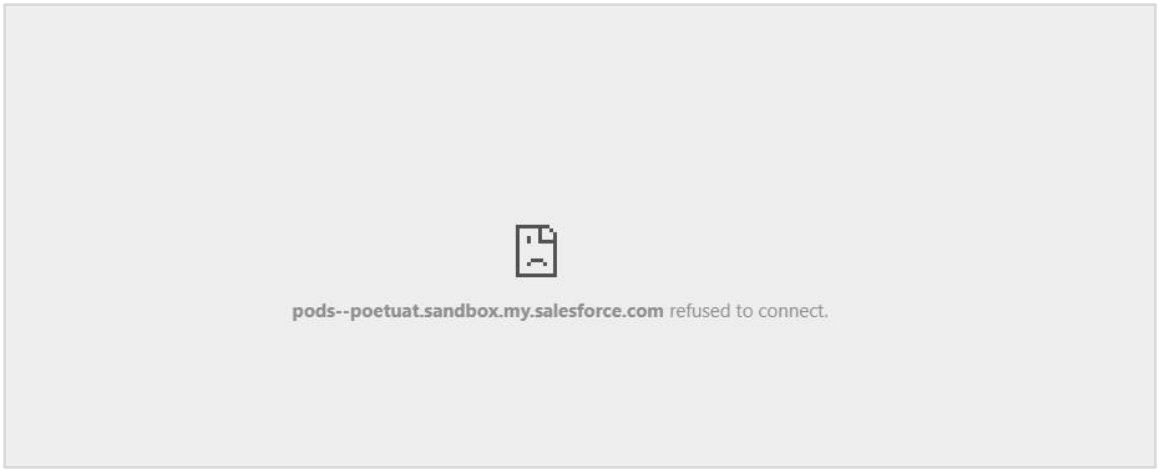


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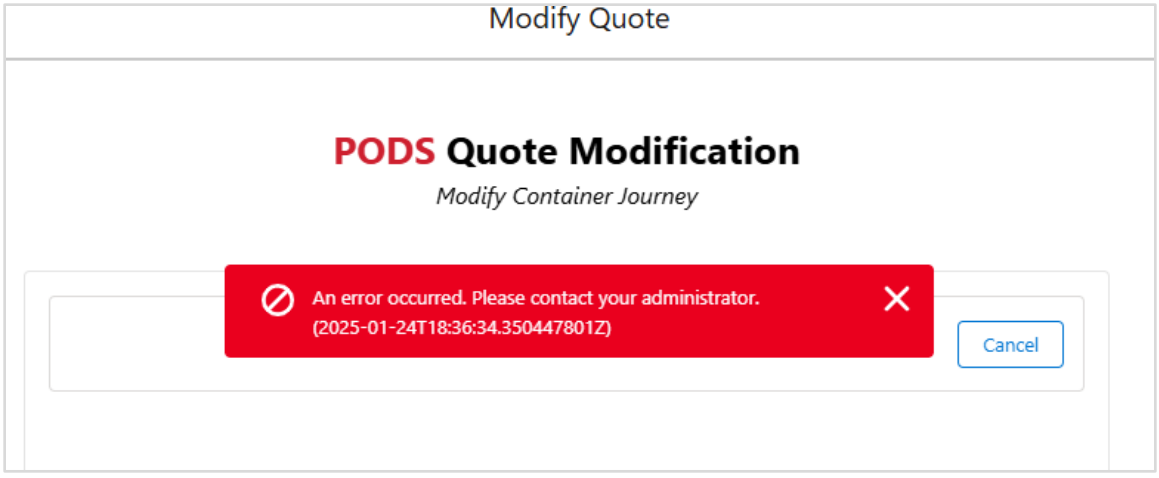
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Examples of system errors

- Grey sad face



- Red bar error



- Unhandled fault

