POET Cutover Plan
Corp Ops

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March 3, 2025

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Agenda

- Overview
- Prior to Cutover Checklist
- Cutover Weekend Checklist

Preparing for POET Cutover – March 14, 2025

Objective: Prepare you and your market for the POET cutover on March 14, 2025

Friday, March 14

- Pre-route and export jobs for Saturday 15th and Monday 17th
- Business as usual until 11 p.m. EST
- **At 11 p.m. EST, the actual system shutdown to begin cutover to new system.**
  - **11pm EST**
  - **10pm CST**
  - **9pm MST**
  - **8pm PST**
  - **6pm HST**
- *Cheetah will remain available for updates; RBMS, OE and Salesforce are inaccessible from this point forward*

Saturday, March 15

No adjustments in real time; Ops Support to log and enter on Sunday

- Call Ops Support hotline for reschedules or account modifications to Saturday or Monday deliveries
- Drivers must notify MMs for every service modification
- MMs must adjust manually in Cheetah for **Saturday** deliveries. These will not be available in RBMS until after Sunday's backlog is caught up.
- Ops Support will not be able to accommodate requests to modify services not scheduled for 3/15 or 3/17. These requests can be submitted starting 3/17, once all systems are fully operational.

Sunday, March 16

No adjustments in real time; Ops Support to log and enter today

- Call Ops Support hotline for reschedules or account modifications to Monday deliveries
- Ops Support will manually enter order modifications for Saturday and Monday deliveries when systems are restored
- All order modifications will be entered into Salesforce & RBMS by EOD Sunday
- MMs can re-route in Cheetah Sunday PM or Monday AM for **Monday** deliveries after 4pm EST – adjustments should populate in Cheetah automatically

Monday, March 17

- Business as usual
- MMs to verify that all Cheetah updates are accurately reflected in restored system

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POET Prior to Cutover Checklist

- **Monday March 10, 2025**
  - Complete an empty container reconciliation – account for all missing containers.
- **Tuesday March 11, 2025 through Friday March 14, 2025**
  - Review demand & capacity for March 14, 15, and 17. Ensure driver support. Contact TM/RVP if calendars need adjustment.
  - Pull the “Need Soon” report and ensure RDL containers needed for March 14th, 15th & 17th are received and staged.
  - Stage outbound IF containers for pickup during cutover.
  - Review bin-less containers and assign daily.
  - Close out any open timestamps and address open Salesforce/SNOW tickets.
  - Pre-route jobs leading up to and after cutover.
  - (Canada/Border Locations only): Confirm and manage inbound cross-border deliveries with Logistics.

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POET Cutover Weekend Checklist

Friday March 14, 2025

- Close March 15 calendars via RBMS after 2 PM.
- Ensure Monday, March 17 routes are exported by 5 PM EST.
- Finalize timestamps before system shutdown.
- Pull/Stage containers for March 15 and 17 deliveries.
- Update and save PODHunter.
- Required Printing
  - Driver logs – March 15th and 17th
  - Need Soon 15 Days
  - PODHunter
  - Binlist
  - RBMS container list
  - Inbound/Outbound manifests

Saturday March 14, 2025 - Cutover Day

- No real-time SSC adjustments.
- Ops Support team will log issues for entry on Sunday.
- Use Cheetah Service Desk/Web Editor for customer details.

Sunday March 16, 2025 - System Reconnect

- Estimated system reactivation: 12 PM EST (Check email for confirmation before logging in)
- **No Corp Ops changes/updates until 4pm EST to allow system to catch up. No exports from Cheetah Web Editor during this time.**

Monday March 17, 2025 - Post-Cutover

- Review and close all open timestamps from March 15.
- Verify that jobs in Cheetah match the jobs in RBMS and vice versa.

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