

**Team(s) Performing the Work:** Cross-docking team, RDC Receiving Team, Return Center team

**Impacted Process Partners:** Trade Customers, Customer Solutions, Home Delivery, Reverse Logistics

**Inputs:** Shipment Number, Trailer Number, LTL Load(Yes/No), Shipping location, Receiving location, Unfavorable Issue, Photo Evidence of Issue, Number of Damaged Products, Number of Units with Packaging damage, Additional comments

**Purpose/Outputs:** Damage free product forwarded on to the end consumer, and improved operational efficiency

**Standards:**

**Operational Definitions:**

- LDC - Local Distribution Center
- RDC - Regional Distribution Center
- FDC - Factory Distribution Center
- RC - Return Center
- Crossdock - transferring product off of inbound shuttles from the RDC to outbound trailers for delivery or lanes in the LDC for future deliveries
- CUA - Condition Upon Arrival

**Tools You Will Need:**

[Quality CUA Submissions](#)

## **Process Flowchart**



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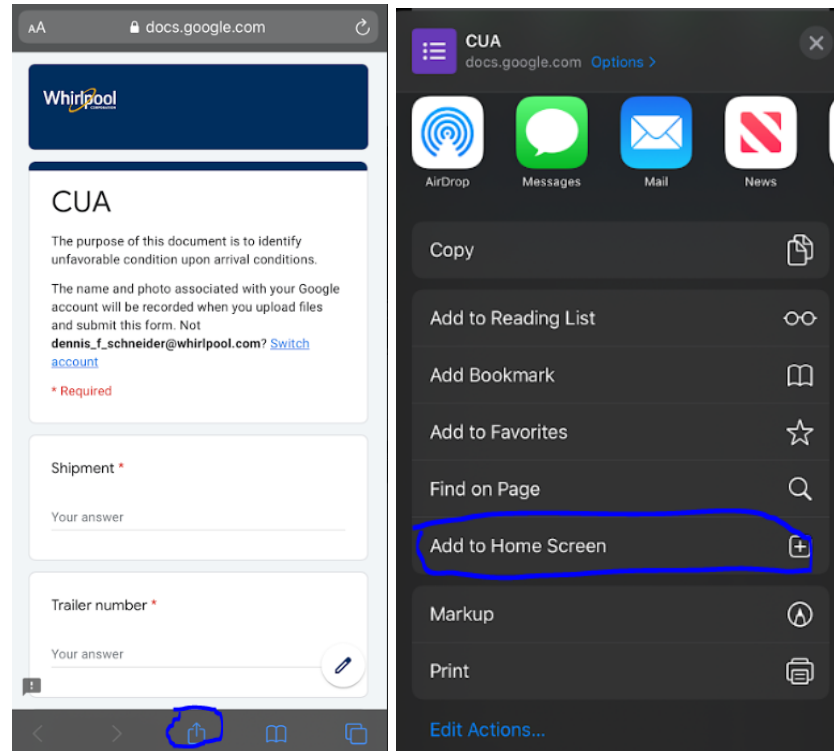
[STEP 4: Responding to the CUA](#)

## **STEP 1: Accessing the CUA Document**

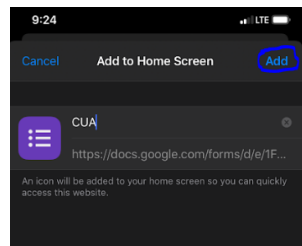
1. Click link: [CUA reporting document](#) or input the URL below.
  - a. <https://forms.gle/3EMn3xbxTd1By7Ou8>
2. [Creating a google account using an existing email address](#)

**STEP 2: Adding CUA to phone or tablet home screen to appear as an App.**

3. On an IOS device open the CUA in the "Safari" browser
  - a. Select the circled button at the bottom of the screen and then click "Add to home screen"



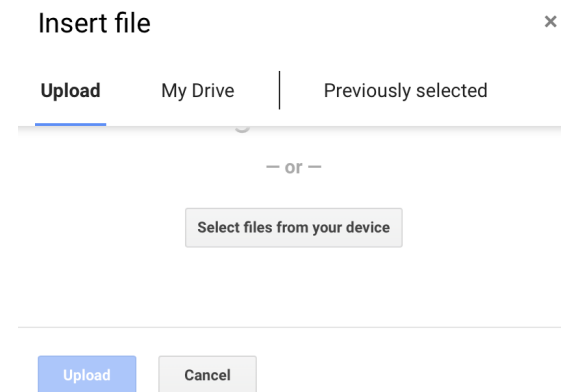
Then name and click "Add". You will then see the CUA appear as an App on the home screen.



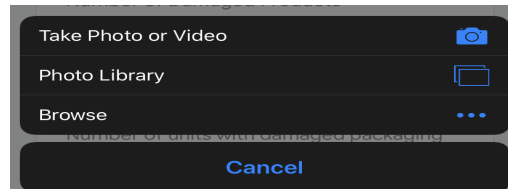
**STEP 3: Completing the CUA**

4. Please follow the [B2003 - Condition Upon Arrival](#) procedure
  - a. Enter the correct shipment number.
  - b. Enter the correct trailer number.
  - c. Select if the shuttle is LTL (Less than Truckload (53'))
  - d. Select the correct Shipment location for the trailer, the location that the trailer was loaded before receiving.
  - e. Select the correct Receiving location for the trailer, the location that the trailer was unloaded.
  - f. Select the issues for the shipment from the following list: Improper Stacking, Damaged Packaging, Loaded against carton graphics, Labeling Issue, Load Shift, Trailer Issue, Dunnage Issue, Damaged product, LDC - Tight Load, LDC - Out of Sequence, LDC - System Issue, LDC - Unacceptable re-crate or alterations of the box, LDC - Missing/incorrect Product, LDC - Product Overage, or LDC - Missing Paperwork all in accordance with [CUA Operational Definitions](#).
  - g. Input acceptable photo evidence of the issues listed above. Any file type will be accepted for 10 photos with a maximum photo size of 10 GB per photo.

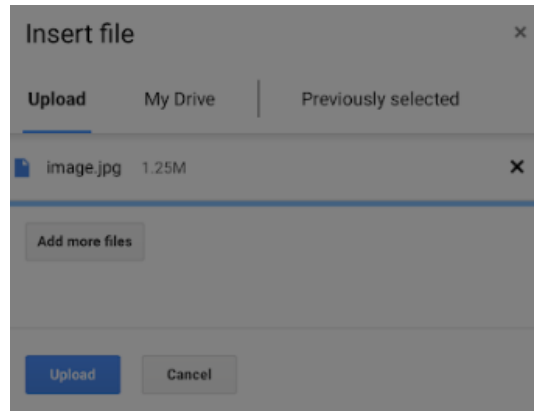
Click "Add file" and then click "Select files from your device".



Next, select "Take photo or Video" or Photo Library



Select images or just click “Use Photo”

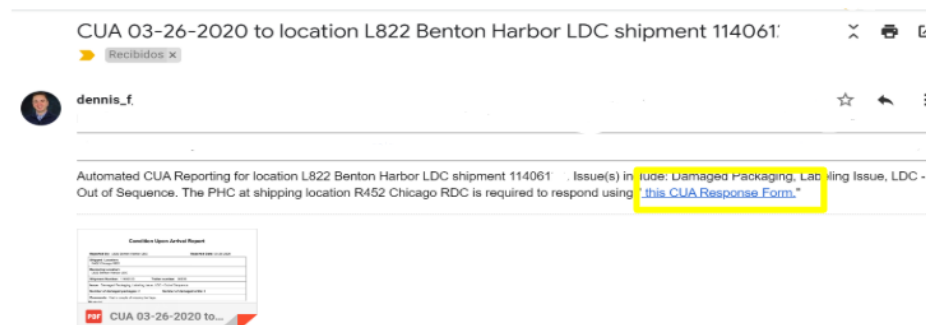


Then select “Add more files” or Upload to complete using photos.

- h. Input the number of damaged products. Zero can be entered as an acceptable input.
- i. Input the number of damaged packaging. Zero can be entered as an acceptable input. Please ensure that damaged packaging is in agreeance with
- j. Click “Submit” when finished

#### STEP 4: Responding to the CUA

- 5. A response is needed for every CUA, click on the “CUA Response form” link on the automated CUA email to respond. This is required to be completed by the shipping location.



- a. The form shipment number should be prefilled when clicking the link from the automated email. If you need to file a response for a previous shipment please use [this link](#). Or the below URL and input the correct shipment number
  - i. <https://forms.gle/Q8btqkQ1925xTMR98>
  - ii. Replying to all on the original email will also create a line of communication via email.
- b. The individual responsible for CUA responses at the shipping location is required to respond to all CUA's with corrective actions.
  - i. Insert dispute comments in comment section if needed and contact RQM
  - ii. Include investigation, root cause, and additional comments
- c. Please click the circle next to "Yes" to acknowledge reviewing the CUA for each shipment

I acknowledge I reviewed the CUA for this shipment

☒ Yes

- d. Click "Submit" when finished

## NEEDED LINKS

[CUA Operational Definitions](#)

[Mixed Stacking Matrix](#)

[Whirlpool Repackaging Standards](#)

[COA Reporting Guidelines \(Needs Update\)](#)

[RDC RECREATE REPAIR STANDARD](#)

[TRI WALL DUNNAGING SHEET USAGE](#)

[LOADING FUNDAMENTALS TO LDC](#)

[One Point Lessons](#)