

# QUALITY CUA SUBMISSIONS

## How to Properly Submit a CUA

This document is to be used as a guide for submitting & responding to CUA's to include all necessary documentation that will be required to implement corrective actions.

- For instructions on HOW to submit a CUA, please refer to the [CUA Training Document / SOP](#)

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A screenshot of a web form titled "CUA" (Condition Upon Arrival) from Whirlpool. The form has a dark blue header with the Whirlpool logo. Below the header, the title "CUA" is displayed in a large, bold font. A paragraph explains the purpose of the document: "The purpose of this document is to identify unfavorable condition upon arrival conditions. The name and photo associated with your Google account will be recorded when you upload files and submit this form. Not dennis\_f\_schneider@whirlpool.com? [Switch account](#)". A red asterisk indicates a required field. The form contains three sections, each with a title and a text input field: "Shipment \*" with "Your answer" below it, "Trailer number \*" with "Your answer" below it, and "Is this an LTL load? \*" with radio button options for "Yes" and "No".

Whirlpool

## CUA

The purpose of this document is to identify unfavorable condition upon arrival conditions. The name and photo associated with your Google account will be recorded when you upload files and submit this form. Not [dennis\\_f\\_schneider@whirlpool.com?](#) [Switch account](#)

\* Required

Shipment \*

Your answer

Trailer number \*

Your answer

Is this an LTL load? \*


☐ Yes

☐ No

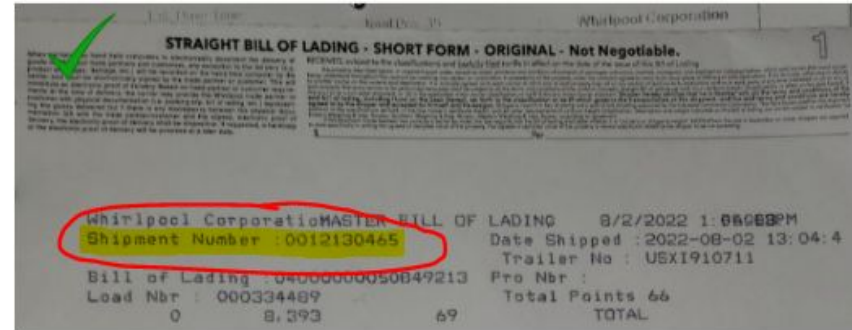
# 1. Using the Correct Shipment Number

Ensure that you are using the correct shipment number. This number is used for reporting. If anything other than a shipment number is used, information may be lost and not recorded.

Example of incorrect shipment number

Shipped Location: [REDACTED]	
Receiving Location: [REDACTED]	
Shipment Number: 305225545 	Trailer number: USXI910711
Issue: LDC - System Issue (Stock Receive Issues)	
Number of damaged packages: 0	Number of damaged units: 0
Comments: Barbara Dawson	

The shipment and trailer number can be found on the BOL



**STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - Not Negotiable.**

Whirlpool Corporation

Shipment Number: 0012130465

Date Shipped: 2022-08-02 13:04:4

Trailer No: USXI910711

Bill of Lading: 04000000050849213

Load Nbr: 000334469

Total Points: 66

Always reference the Bill of Lading (BOL) - This is the most up to date paperwork

## 2. Selecting the Correct Shipping Location

Verify you are selecting the correct shipping location.  
This can be found on the BOL paperwork.

### B I L L O F L A D I N G

Shipment No: 12128272  
Trans/Bill No: 1011454238

Bill of Lading: 305388955  
Cust. P.O. No.: 32789

SCAC : VVV4  
Carrier: RYDER LAST MILE, INC.  
248-563-8109

Ship Cond. : Standard Delivery  
Trailer No :  
Trailer Seal : 286160  
Delivery Terms: PPF  
Date Shipped : 07-30-2022

Ship From:  
DALLAS RDC

Whirlpool Corporation  
500 MILLER FERRY ROAD  
WILMER TX 75172-1178

Sold To: 752163  
STANTONS APPLIANCE SALES & SERV INC  
2450 N SHERWOOD FOREST DR  
BATON ROUGE LA 70815-1843  
USA  
2252756220

Ship To: 752163  
STANTONS ACE APPLIANCE SUPERSTORES  
STANTONS APPLIANCE SALES & SERV INC  
2450 N SHERWOOD FOREST DR  
BATON ROUGE LA 70815-1843  
PH 2252756220

### Shipping Location

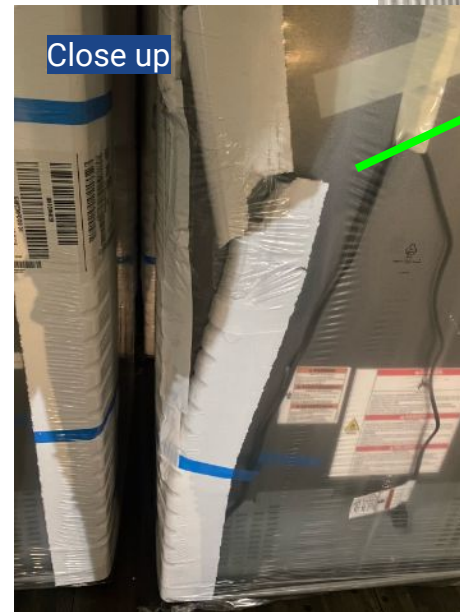
26. R455 Dallas RDC

### 3. Photo Requirements

The CUA submission should tell a story of how the issue did or may have occurred. This helps the shipping site to enforce corrective actions to resolve the issue(s) moving forward. **Remember: The shipping site is not physically there to view the issues. You need to provide clear documentation.**

#### Things to Include:

1. Photos of the issue inside the trailer, whenever possible.
2. Provide a close up view & wide angle view (minimum of 1 photo of each)
  - a. The wide angle should show a broader view of where the unit is in the trailer and what product(s) it is loaded next to, on top of, etc
3. If you are reporting damaged packaging or damaged product, you need to provide photos of each issue.
  - a. Do not submit for 5 damaged products and submit 1 photo of a damaged unit. All 5 products should be included in the photo submission.



Close up



Wide Angle

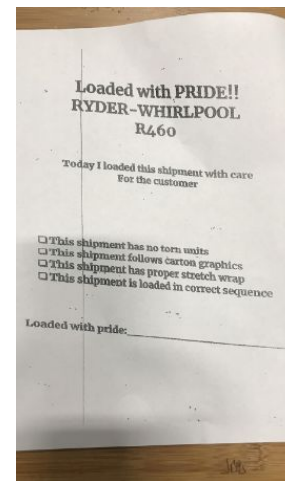
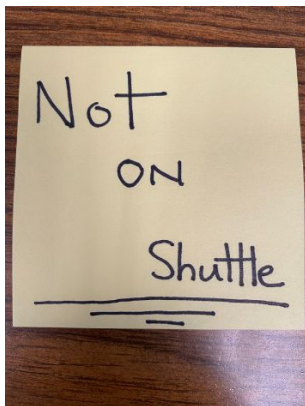
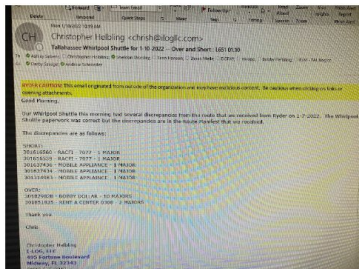
# 3. Photo Requirements

## Things NOT to Include:



- Co-Mingle: This is not Whirlpool product. Do not submit issues with co-mingle products.
- Do not submit photos that are not from the shipment being reported.
  - Random images
  - Paperwork from Descarte (Route Planner)
  - Old images/Repeat Images from previous CUA's

No picture available.




## 4. Comment Requirements

1. Be clear and descriptive about the issue(s) you are reporting.
2. Include your name in the comments section
  - a. This allows the shipping location to be in direct contact with the person who observed the load.


Reported By: L620 Shreveport LDC  
07-28-2022

Reported Date:

Shipped Location: R455 Wilmer RDC		
Receiving Location: L620 Shreveport LDC		
Shipment Number: 12125856	Trailer number: 6323277	
Issue: Damaged Packaging (EMPAQUE DANADO), LDC - Tight Load		
Number of damaged packages: 7	Number of damaged units: 0	
<b>Comments:</b> Dalton Martin 07/28/2022 Trailer over point limit, boxes damaged before inbound, looks like product squeezed into trailer to make room for over point product.		

Reported By: [REDACTED]  
07-28-2022

Reported Date:

Shipped Location: F076 Chicago FDC		
Receiving Location: [REDACTED]		
Shipment Number: 52539840	Trailer number: 947069	
Issue: Damaged Packaging (EMPAQUE DANADO)		
Number of damaged packages: 12	Number of damaged units: 0	
<b>Comments:</b>		

## 5. Responses and Follow Ups

### When responding to CUA's, ALWAYS:



1. State root cause
2. State corrective action being taken
3. If disputing- submit detailed response and contact receiving location directly for resolution
  - a. Contact RQM if additional assistance is needed

### NEVER give generic responses:



Documentation given to the loader

Thanks you for your feedback

Loadshift. Damaged boxes.

This will be reviewed with driver.

I will be reviewing this with the operator.



# 6. Submission Examples



Reported By: R461 Perris RDC  
07-28-2022

Reported Date:



Acceptable - Detailed Comments, sufficient images

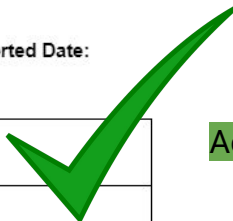
Shipped Location: F044 Marion FDC	
Receiving Location: R461 Perris RDC	
Shipment Number: 52542584	Trailer number: HGIU506638
Issue: Damaged Packaging (EMPAQUE DANADO)	
Number of damaged packages: 10	Number of damaged units: 0
Comments: 7/28 RG- Creases Top To Bottom, creases sides and the front side of the packaging, MGD5630HW :27 FL DRYER, MED8630HC ,MED8630HC ,WGD6620HC	



# 6. Submission Examples

**Reported By:** L893 San Diego LDC  
08-01-2022

**Reported Date:**



Acceptable - Detailed Comments, sufficient images

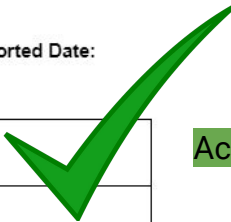
<b>Shipped Location:</b> R461 Perris RDC	
<b>Receiving Location:</b> L893 San Diego LDC	
<b>Shipment Number:</b> 12128828	<b>Trailer number:</b> SUNO 703688
<b>Issue:</b> Trailer Issue (CONDICIONES DE TRAILER "CLAVOS, FILTRACIONES ETC")	
<b>Number of damaged packages:</b> 0	<b>Number of damaged units:</b> 0
<b>Comments:</b> there is a hole on the trailer floor creating a safety issue for us as we unload the trailer using hand dollies. Gabriel Galaviz.	



# 6. Submission Examples

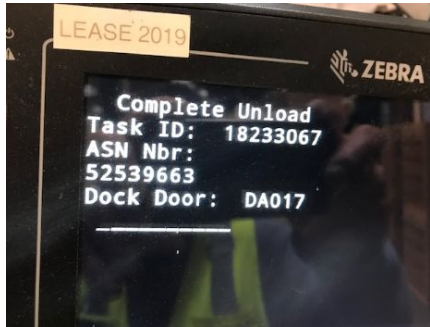
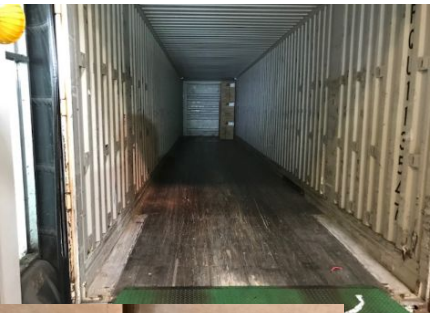
Reported By: R458 Spanaway RDC  
08-01-2022

Reported Date:



Acceptable - Detailed Comments, sufficient images

<b>Shipped Location:</b> F044 Marion FDC	
<b>Receiving Location:</b> R458 Spanaway RDC	
<b>Shipment Number:</b> 52539663	<b>Trailer number:</b> CFQU113547
<b>Issue:</b> Damaged Packaging (EMPAQUE DANADO)	
<b>Number of damaged packages:</b> 3	<b>Number of damaged units:</b> 0
<b>Comments:</b> Received three units with damaged packaging - Garland	





# 6. Submission Examples

Reported By: [REDACTED]  
07-28-2022

Reported Date:

Shipped Location: F325/FM25 Ramos	
Receiving Location: [REDACTED]	
Shipment Number: 52544136	Trailer number: 707
Issue: Improper Stacking (ESTIBADO INCORRECTO), Damaged Packaging (EMPAQUE DANADO), Damaged product (PRODUCTO DANADO)	
Number of damaged packages: 24	Number of damaged units: 2
Comments:	



Not Acceptable - No Comments, poor quality images, does not show any damaged units or improper stacking.



# 6. Submission Examples

Reported By: [REDACTED]  
08-01-2022

Reported Date:

Shipped Location:  
F397 Tulsa FDC

Receiving Location:  
[REDACTED]

Shipment Number: 52526895

Trailer number: W40635

**Issue:** Improper Stacking (ESTIBADO INCORRECTO), Damaged Packaging (EMPAQUE DANADO), Loaded against carton graphics (PRODUCTO CARGADO EN CONTRA DE LOS GRAFICOS DE EMPAQUE), Load Shift (MOVIMIENTO DE LA CARGA)

Number of damaged packages: 2

Number of damaged units: 0

Comments:



Not Acceptable - No Comments, did not reference BOL, no photos of damaged packaging or improper stacking.

Date: 07/13/2022 21:05:08

INBOUND PUTAWAY

TOTAL TASK LIST LINES: 11 TOTAL SKUS: 9

TASK LIST: 1998 SHIPMENT NUMBER: 52526895

TRAILER INFO SHIP FROM

CARRIER: BIOS NAME: F397

MODE: 17 STATE:

TRAILER: W40635 COUNTRY:

\* CLAMP \*

LINE	MODEL	VEL	Size	Qty	TO
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## 6. Submission Examples

**Reported By:** L707 Birmingham LDC  
08-03-2022

**Reported Date:**

**Shipped Location:**  
R453 McDonough RDC

**Receiving Location:**  
[REDACTED]

**Shipment Number:** 12130495

**Trailer number:** 005132

**Issue:** LDC - Tight Load

**Number of damaged packages:** 0

**Number of damaged units:** 0

**Comments:** Good trailer!



Not Acceptable - CUA's should cover issues only. No images of tight load. Image uploaded is not relevant to submission.



Image submitted



## 7. RQM Contacts



RQM	REGION	Email	Phone
Celeste Keusch	West	Celeste_M_Keusch@whirlpool.com	517-643-2956
Celeste Keusch/Fernanda Ripley	South	<a href="mailto:Celeste_M_Keusch@whirlpool.com">Celeste M Keusch@whirlpool.com</a>  fernanda_ripley@whirlpool.com	517-643-2956  269-325-8502
Jeremy Monger	East & Columbus	jeremy_monger@whirlpool.com	423-331-6406
Dennis Schneider	Midwest & Mexico	dennis_f_schneider@whirlpool.com	269-252-8043