Team(s) Performing the Work: 3PL warehouse staff, 3PL LDC manager

Impacted Process Partners: Whirlpool, 3PL inventory

Inputs: 3PL warehouse staff, RDC paperwork (MBOL)

Purpose/Outputs: Confirmation all units received on shuttle.

Standards: Shipment must be confirmed as complete or noted accordingly.

Operational Definitions: N/A

Tools You Will Need (Specify ECC transaction codes; i.e. VA02): MBOL paperwork, SAP

Standardized Process?: YES

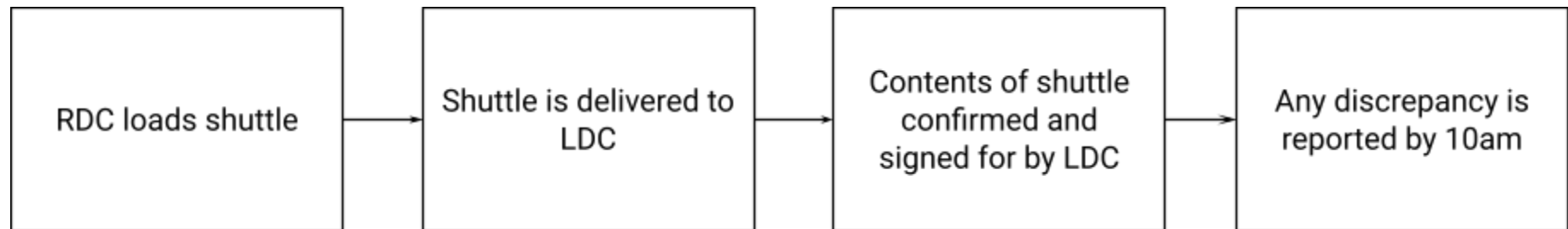**Lowest Observed Process Time:** TBD

Process Flowchart:

RDC loads shuttle → Shuttle is delivered to LDC → Contents of shuttle confirmed and signed for by LDC → Any discrepancy is reported by 10am

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Outline and Topics:

- General overview of Shuttle receipt process
  - Why is this important?
  - What tools are needed to remedy a mistake?
  - Who should you contact to report a shortage or overage?
- Successful completion of shuttle receipt
  - Shuttle receipt checklist

General Overview of Shuttle Receipt Process:

- Why is careful review of the Master Bill Of Lading (MBOL) important?
  - Because inventory discrepancies cannot be adjusted if they are not reported timely by 3PL after they have signed for the shipment. The timely reporting of inventory discrepancies is imperative to allow for corrections to be made between Whirlpool and the 3PL.
  - Tools to remedy a mistake include MBOL, Cut Logs and email to the servicing RDC.

STEP 1: Successful Completion of Shuttle Receipt Process:

NOTE: The Shuttle Receipt process should be executed for each shuttle received on the same day, discrepancies **reported by 10AM** on the day of arrival because   inventory discrepancies cannot be adjusted if they are not reported timely by 3PL after they have signed for the shipment.

1. Shuttle arrives and presents MBOL for shipment.
2. Warehouse staff checks in each unit against the MBOL (i.e., 100 units on MBOL, 100 units on truck = no shortage)
3. Any overage discrepancies would be reported to the RDC- Skip to STEP 1. 7

4. Any shortage/discrepancy is investigated first by checking the Google Sheet Cut Logs OR the SAP transaction, ZDELCUT for the servicing RDC. To determine which method you will use to check the Cut Log, see the list below and your corresponding RDC.

RDC	Which Cut Log?
R421	ZDELCUT
R422	ZDELCUT
R428	GOOGLE SHEET
R451	ZDELCUT
R452	ZDELCUT
R453	GOOGLE SHEET
R455	ZDELCUT
R457	ZDELCUT
R458	GOOGLE SHEET
R460	ZDELCUT
R461	GOOGLE SHEET

5. Warehouse Cut Logs link:

https://docs.google.com/spreadsheets/d/1b469F8AziKmBRpVMLvL-EswpLzlrilAYrMU4ARTRmWk/edit?usp=sharing

SAP ZDELCUT transaction Instructions:

https://docs.google.com/document/d/1ozr-BSB8K_KCWh9FQGrG9B9sIKUX9X3Pk-Np5CuIn20/edit?usp=sharing

6. Item is found on Cut Log:
   a. Does the delivery have other units that were not cut and are available to deliver on today's route?
      i. If so, please execute the route as planned and have the driver mark 'Product Not Found On Truck' for just the missing unit.
   b. Does the delivery have only the one (cut) unit or all items cut on it?
      i. If yes, enter a RPLN in ZEVENT_RPT1 and **contact the customer** to advise that the unit was not shipped and that Whirlpool will reschedule the delivery for a later date.
7. If the missing item(s) is not found on the Cut Log (Google sheet or ZDELCUT), the following form should be filled out and **submitted by 10AM** on the day of shuttle receipt.

8. If LDC received an Overage: The LDC should report the overage by 10 am to let the RDC know that they have received a product that was not on the MBoL by filling out the form and referencing the first delivery document number listed on the Shuttle Shipment or MBOL. After the report has been made, LDC should print out the CUA form and tape to the unit, then move the unit to the Returns area to be sent back to Whirlpool on the next Stock Transfer.

9. Submit Google Form to notify the RDC of Shortage or Overage

   a. https://forms.gle/zZenZtsagcxBPry98

10. Once the Form is submitted; an email will automatically be sent to the submitter, the RDC inventory team, the NAR Inventory team as well as your Analyst to advise them of the issue.

11. If reporting a missing unit, LDC should also enter a RPLN using Zevent_Rpt1, reason code: Late/Missing shuttle and CALL the customer to advise the unit was not on the shuttle and Whirlpool will be arranging for a redelivery date of the missing unit.

APPENDIX

REVISION HISTORY

Date	Process Step	Change Content	Process Champion User ID
07/26/2022		Document Created	POUNDAJ
MM/DD/YYYY		To insert a new row, right click in the last row of the table and select 'Insert > Insert Rows Below'.	
MM/DD/YYYY		The date of the latest revision should match the date at the top of the document.	