

Resolution Guide: TKT-2024-010

Category: Cross Docking

Priority: High

Issue Description:

Cross-docking operations failing to automatically match inbound receipts with outbound shipments. Items being unnecessarily stored in pick locations instead of flowing directly through dock doors.

Step-by-Step Resolution Guide:

Step 1: Cross-dock matching algorithm timeout issue resolved: 1) Identified performance bottleneck in real-time matching queries 2) Implemented database query optimization for cross-dock candidate selection 3) Adjusted matching time window parameters from 2 hours to 4 hours for better match rates 4) Enhanced exception handling for unmatched items 5) Added automated alerts for cross-dock opportunity identification.

Step 2: Match rate improved from 60% to 85%.

Resolved by Team: L2-Operations

Resolution Time: 30.25 hours