

## Resolution Guide: TKT-2024-006

Category: Transportation

Priority: High

Issue Description:

Transportation Management System (TMS) not optimizing routes properly. System selecting higher cost carriers despite lower cost options being available in the same service level.

### Step-by-Step Resolution Guide:

Step 1: Carrier rate table refresh needed.

Step 2: Resolution steps: 1) Updated carrier rate master with latest contracted rates 2) Verified rate effective dates and service level mappings 3) Cleared routing optimization cache 4) Re-ran route optimization for pending shipments 5) Confirmed system now selecting cost-optimal carriers.

Step 3: Monthly rate update procedure was overdue.

Resolved by Team: L1-Support

Resolution Time: 5.25 hours