Reach

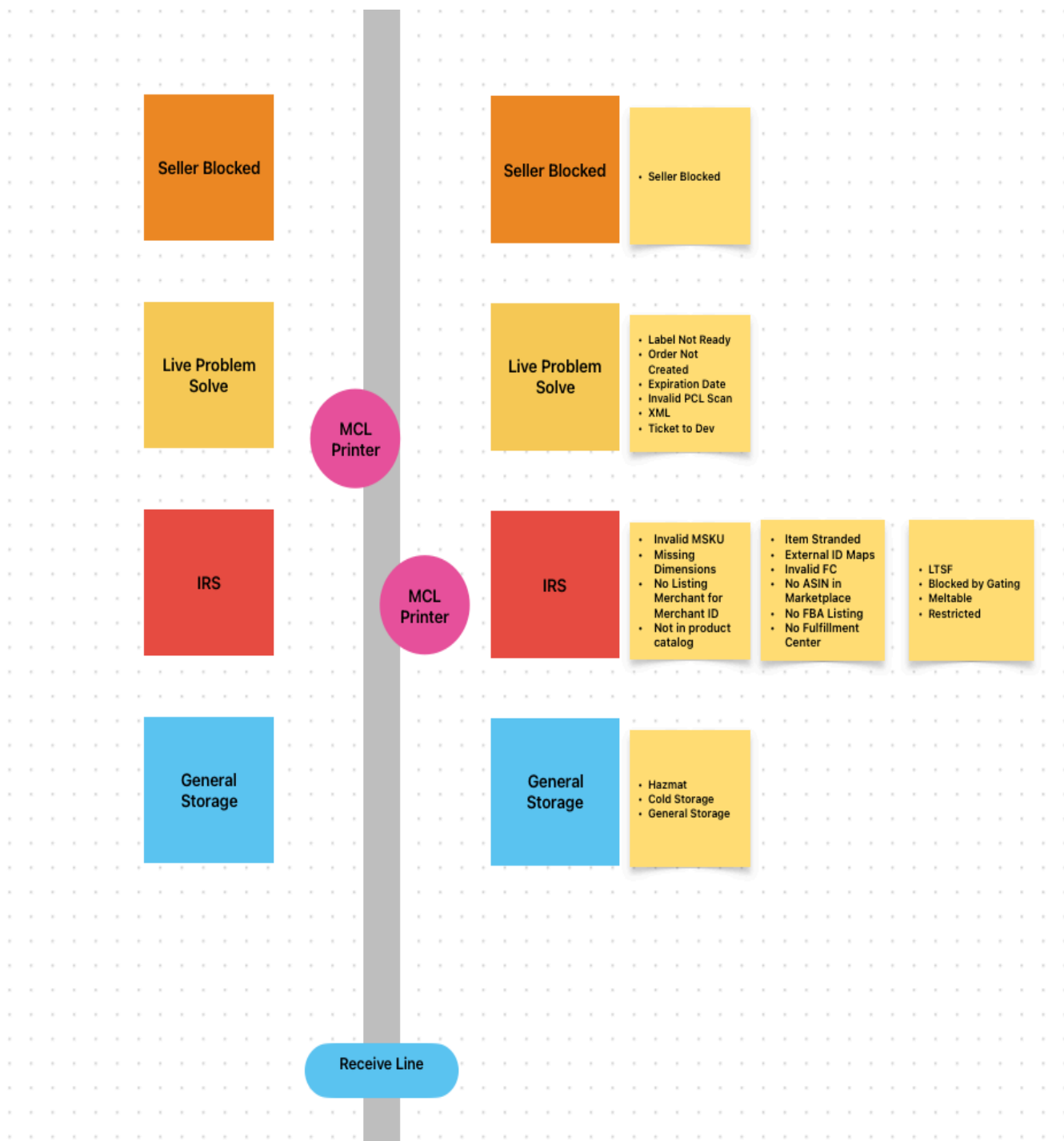# Live Sort Problem Solve (Process Document)

Line Layout & Sort Errors Physical Location (Line A, Line B, Line C)

Seller Blocked

Seller Blocked
- Seller Blocked

Live Problem Solve

MCL Printer

Live Problem Solve
- Label Not Ready
- Order Not Created
- Expiration Date
- Invalid PCL Scan
- XML
- Ticket to Dev

IRS

MCL Printer

IRS
- Invalid MSKU
- Missing Dimensions
- No Listing Merchant for Merchant ID
- Not in product catalog

- Item Stranded
- External ID Maps
- Invalid FC
- No ASIN in Marketplace
- No FBA Listing
- No Fulfillment Center

- LTSF
- Blocked by Gating
- Meltable
- Restricted

General Storage

General Storage
- Hazmat
- Cold Storage
- General Storage

Receive Line

On the inside of line A/B/C, as well as on the outside of line A/B/C next to the MCL print station, you will see 4 pallet locations (24 in total, exactly like the layout picture above) Each pallet locations have the error codes on the tags which enable MCL printers to understand where to sort the box.

The pallet locations are broken down as follows.

1. General storage (Blue 5s)
2. IRS (Red 5s)
3. Live Problem Solve (Yellow 5s)
4. Seller Blocked (Orange 5)

The problem solver will be staffed to support lines A/B/C on a mobile computer station inline with the MCL Print Stations.

This Problem Solver has a number of responsibilities and expectations noted below

1. **General Storage**: They will monitor all 4 general storage pallet locations (Inside of A/B/C, outside of A/B/C) . Once one of the general cartsbecomes 80% full, they will exchange it with an empty pallet and they will pull the general storage pallet to the general storage ready to stow 5s location.
2. **IRS**: They will monitor all 4 IRS pallet locations (Inside of A/B/C, outside of A/B/C). Once one of the IRS pallets becomes 80% full, they will communicate in the Ops problem solve channel (with the IRS POC) to come and exchange it with an empty pallet and they will pull the 80% full IRS pallet to the IRS and immediately get it stowed.
3. **Live Problem Solve**: They will monitor all 6 live problem solve pallet locations (Inside of A/B/C, outside of A/B/C) Six error codes fall into the live problem solve bucket. They generally can be solved in 2 -10 minutes.
   a. *Staffing Escalation*: The Receive Supervisor & the Live Sort Problem Solver need to be in constant communication over this pile. When 2 of these pallets becomes +80% full it needs to trigger upstaffing (1 problem solver takes line A and the other takes line B until the pile is back in standard) We must also consider line C.
4. **Seller Blocked**: This indicates a shutdown. The Problem Solver needs to escalate to the Operations Manager and Supervisor. Those leaders will acknowledge Seller Central and get us back up and running. It is critical we move fast here, keep communication open, and get these back on the line to not generate piles.(This new problem solve role owns partnering with the Receive Supervisor, staging Seller Blocked pallets at receiver stations, and providing them direction to reintroduce to the line)

Last note, these pallet locations are expected to be clean at the end of every shift. IRS pallets/cartons stowed in IRS, general storage 1 pallets dropped off in the warehouse lane, the

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live problem solve pallets resolved / worked and reintroduced to the line, and the seller blocked pallets que'd up at receive stations for the receivers to rescan/receive the PCL. . (communicate with the supervisor "what" stations these are at and coordinate with next shift supervisor to work at SOS)