

Objectives:

1. Understand what IRS is and when products are Pre-IRS vs In-IRS state.
2. Understand the REACH IRS Asana board
3. Understand where to find IRS Error Resolution Paths.
4. Understand the IRS Tableau Reports

1. Understand what IRS is and when products are Pre-IRS vs In-IRS state.

- **IRS** - Inbound Reach Services.
Simple terms - It is when stock is received in the warehouse, the stock is broken down and attempted to be received (scanned).
- Once scanned the system flags an error because there is insufficient or incorrect information to raise the shipment to Amazon.
Sent to IRS - Holding area in the warehouse where they sit until ASANA ticket is resolved.

ASANA Tasks are split into 2 buckets:

- **Pre IRS** -. Theoretical test shipment has been run by our system at the ordering phase/ in delivery. Using this dummy shipment it is able to flag the IRS issues before they have reached our warehouse. Giving EPMs/EMs time to resolve the issue before the PO arrives.
- **In IRS State** - is once the stock has landed in the warehouse. Cannot be processed/ shipped to Amazon.

2. Understand the REACH IRS Asana board (EPM & Ecom Manager)

- ASANA Board [LINK](#) - features all EU and US IRS tickets.
- All EU tickets will be moved to our own EU ASANA Board.
- Role of the EPM - Review the tickets in Pre IRS and In IRS on a weekly basis, and support with the resolution of the tickets. Following the instructions provided in the ticket.
- If no instructions are provided for resolution, escalate to Jeet/ Tom.

3. Understand where to find IRS Error Resolution Paths.

- [IRS Errors Resolutions document](#) - this has all common errors and solutions to close off a task.
- ASANA ticket will pull in the error and solution and drop into the body of the ASANA task. Should not need to use the resolutions document, but it's there if needed.
- Nandini Thakur/James will also help troubleshoot and 'nudge' tickets that have been left without response.

4. Understand the IRS Tableau Reports (Ecom Manager)

- [LINK](#)
- **BM Listing Check Summary Tab (PRE IRS)** - Not arrived, but will become issues when they arrive at the warehouse.
- Filter at BM level and understand full list of problems at the bottom of page.
Key call out: Current issue vs initial issue. Test shipments are ran daily, this can help you to understand why the product may not have left Pre IRS once you resolve one issue.
ASANA URL also included in the table.
- **BM IRS Summary (IN IRS)** - Once arrived at the warehouse, the issue will move from 'Pre IRS' to 'In IRS'.

Next Steps:

- **Priority will always be the 'In IRS' tickets.**
- If your brand has no tickets 'In IRS' always check 'Pre IRS' tickets.