



Asana Help Requests

Special Ops Asana Requests

Requests for Ops Specialists should be created through Asana forms. This will create tasks on the Special Ops Asana Board. Progress can be tracked [here](#).

Communications will be handled through comments on tasks via tagging individuals. Additional collaboration may happen in slack if a more complex conversation or screenshare is necessary. Anyone who can create tasks should have access to this board.

If you need someone added, contact Pete Tobiassen (peter.tobiassen@pattern.com).

Task Types



Brand Feedback

Operations Wiki Home Warehouse Operations

<https://form.asana.com/?k=k9cTD5LPEaWlxyqfmFTZVQ&d=953966021734988>

Any feedback or information that the warehouse needs to get back to brands. Some examples include, mislabeled products, products with incorrect or no barcodes, packaging quality, items missing heavy labels etc.

Required Info:

- Brand
- Product Identifier - SKU, Component, Item ID, etc.
- Request - A brief explanation of what you would like to see improved
- Photo - At least one photo of the issue.

Research Requests

<https://form.asana.com/?k=ntekZNJ4cZxFwzEwYJjF4A&d=953966021734988>

Requests for special research or analysis. Some examples would be researching trends in errors, analysis of products or brands, any other impactful research products.

Required Info:

- Request - Please provide a problem statement. Add any additional info related to the research request.



Shell Error - Cannot Process

Operations Wiki

Home

Warehouse Operations ▾

<https://form.asana.com/?k=hUX4yzjggpCoanE6yLUvGg&d=953966021734988>

Any error you experience that blocks progress of standard work. Some examples are internal server errors, missing catalog data, picks not found, cannot open batch etc. **(To start out we will focus on cross dock, for DTC issues continue to use #scangun-fulfillment-issues.)**

Required Info:

- Product Identifier - SKU, Component, Item ID, etc.
- Shelf Page - What page is this error occurring on? i.e. Processing, Receiving, Fulfillment.
- Steps to Recreate - Provide a brief description of what we would need to do to see the same error. Assume you are explaining it to someone who is not familiar with Shelf.
 - e.x.
 - Navigate to the sorting page.
 - Select the printer.
 - Open batch XYZ.
 - Scan product ABC.
 - Observe error.

Optional Info:

- Additional Info - Any additional info that might be helpful.
- Screenshot - Screenshot of the error, if available.

Other
<https://form.asana.com/?k=XzWXqVUcPhlcTeCB3EPq0A&d=953966021734988>

Any other request that does not fall into the above categories.

Required Info:

- Request - Describe your problem or request here.

Partner Obsessed, Data Fanatics, Game Changers, Team of Doers

