Problem Solve Area and Reporting

For all Shelf Errors, Research Requests, and any other escalations to the support team, please submit a support request here: [Ops Central Support Request](#)

Task Types

❖ **Brand Feedback**

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.

❖ **Research Requests**

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

❖ **Shelf Errors**

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.)

❖ **Other**

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

Note on submitting tickets: The clearer the description of the issue (in its entirety), the faster the resolution of the issue. Please provide as much relevant information as possible while remaining concise.