

**Automated Storage and Retrieval System (ASRS) Interruption****Use this playbook to respond to an outage impacting the Laser Guided Vehicles (LGVs) at the Alsip Combo Center.**

- Before taking any next steps, ensure you have completed the required steps outlined in the Interruption Checklist.

Interruption Checklist

- Whenever the LGVs stop operations, either in full or partially, **attempt to login to the Automated Warehouse Management System (AWMS) which runs the ASRS.**
- If you are unable to login to the **AWMS**, the issue is likely the result of a system / IT outage, follow the appropriate steps to resolve:
 - [System / IT outage](#)
- If you are able to login to the **AWMS**, and/or if the outage is only impacting a small part of the LGV system, the issue is likely the result of a Controls/Maintenance issue, follow the appropriate steps to resolve:
 - [Controls / Maintenance outage](#)

System / IT outage

- 1** **Contact the ITSC to open a ticket with key details of the incident. Tickets can be opened by calling the ITSC at 1-800-Help-2-Me.**
 - Take screenshots supporting error message(s) to share with IT team to support resolution of the issue.
 - To ensure ticket priority, always call to open an ITSC ticket.
 - All email tickets are opened with a low priority and a five-day response time.
 - ***When opening the ticket, ensure it is opened as a Priority One as it directly impacts our ability to produce and ship product.***
- 2** **Contact **Automha Service** account to generate a ticket and determine next steps**
 - Send an email to Service@Automha.it to generate a ticket with **Automha**. ***This must be completed before contacting Automha directly.***
 - Call the **Automha service** at +39 035 007 0828. When prompted for a pin, enter **82.**
- 3** **Best practice is to coordinate joint communication between the ITSC and **Automha service**.**

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- Joint communication ensures that issues are considered between both parties, typically accelerating the speed of resolution.
- Further, working together increases the education of the ITSC on the unique nature of the LGVs for future outages.

Controls / Maintenance outage**1**

Supervisor on staff will evaluate the criticality of the outage and determine if it requires immediate intervention or impact to overall system functionality is limited, not requiring immediate intervention.

- Immediate intervention is only required when the ability to continue operating the LGV is impacted.
- For issues not requiring immediate intervention, such as a overnight outages only impacting minimal functionality, recovery may be managed the next business day.

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When immediate intervention is required, contact Automha Service account to generate a ticket and determine next steps

- Send an email to AutomhaCare@Automha.com to generate a ticket with Automha. ***This must be completed before contacting Automha directly.***
- Contact Automha Programming team
 - Jeremy Wedden, Control System Specialist (***primarily on-call***)
 - J.Wedden@Automha.com
 - (437) 522-2426
 - Andrew Grafe, Automation Controls Specialist
 - A.Grafe@Automha.com
 - (484) 505-8902
- ***Skip to Step 4.***

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When immediate intervention is not required, contact Automha Service account to generate a ticket.

- Send an email to AutomhaCare@Automha.com to generate a ticket with Automha. This must be completed before contacting Automha directly.
- Document key details of the outage and communicate to the Warehouse and Automation Manager to determine next steps.

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If feedback from Automha Service does not indicate a Controls issue able to be managed by Automha Service, use feedback and direction from the Automha Service team to take necessary next steps to restore functionality.

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- Work with Warehouse and Automation Manager to determine if maintenance can be performed by local team. If unable to be performed by local team, determine appropriate next steps, such as engaging Automha to perform repair(s).
- If local maintenance team can perform repairs, take steps to replace failing or faulty component(s) to restore LGV functionality.

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If coordinating with Automha for repair of the ASRS, or for support on part numbers, mechanical components, or other key operational aspects of the ASRS, contact the Automha Mechanical team:

Non-urgent requests:

- Alison Gilmer, Parts & Service Coordinator
 - A.Gilmer@Automha.com
 - (716) 931-3269

Urgent requests:

- Scott Tonyi, Field Service Supervisor
 - S.Tanya@Automha.com
 - (716) 476-2001
- Josh Schiemant, Field Service Supervisor
 - J.Schiemant@Automha.com
 - (716) 697-0057