

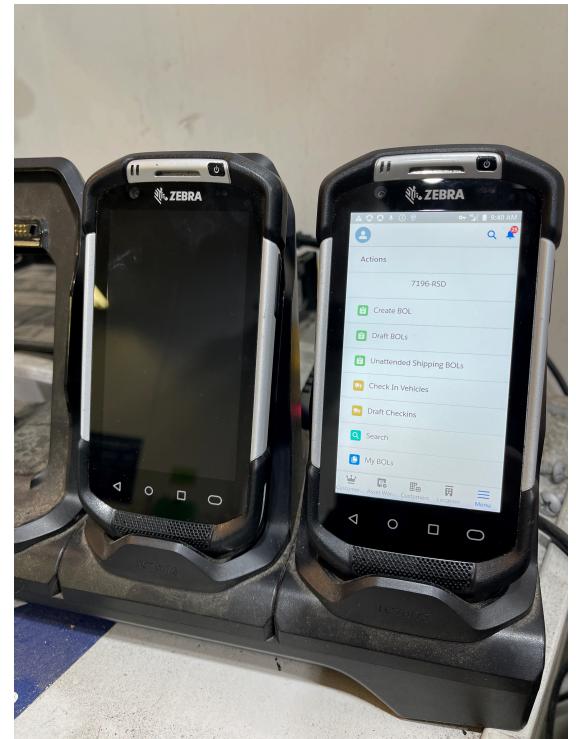
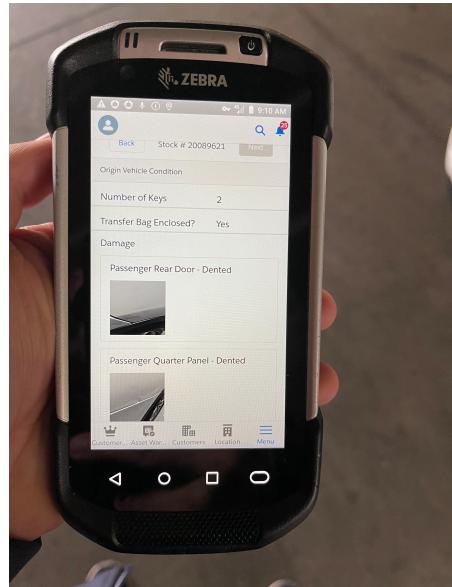
Luis Orozco  
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## Transit Process

While working at Carmax Auto Sale, during my shifts there are usually requests to transfer vehicles from my store to other CarMax locations. Zebra technologies are the tools I use to perform the transfer task, with this device can create transfer numbers and signatures required to be able to track vehicles is during transit. This device is connected with a cloud computing company called salesforce. Salesforce has a very difficult **memorable** experience, the software is full of many steps to follow and makes it difficult to remember the process when going

back to do the same task again. I can do additional tasks other than just transferring vehicles. First, within the application of salesforce, I get many pathways such as, IMS (where I can transfer cars), EPU these are sold vehicles that need to go through an inspection so they can be delivered directly to customers homes, and additional features. When I select IMS, it directs me to a page where I must select the store number and also the selected vehicle that is being transferred, and which carrier company is taking the vehicle. After that I must

locate the car, the way I locate the vehicle is by using an assigned stock number and once I find it, it tells me where the car is located. Once I get to the car the software asks me a few questions regarding the vehicle condition. For example, occasionally there are times where there is significant damage and I must select where the damage is and I must



take photos. It becomes very frustrating when there is more than one damage because there have to be multiple photos and there are moments where the application crashes and all my data including photos are gone. It becomes even more frustrating when I have to transfer more than one car and now I must start all over with every single vehicle. Considering the fact that salesforce runs under cloud computing, so my internet connection must be outstanding and that is not always the case. There are moments when my application crashes and all my data including photos are gone. Once all those things are completed I must collect signatures from the manager and the person who is going to physically transfer the vehicle. This device can be **satisfying** to use in my workspace because it makes my job more **efficient** and the steps are straightforward but can also be challenging to remember the full process and easy to make a mistake. In fact, the menu buttons at the bottom I can only use the first two, the other two are not functional. I would highly recommend creating drafts of the work that I am doing so all the photos and data are being saved at the same time as I am working so whenever I lose network connection I can go back to my saved work.

