THE SHIPPING GURU

HELLO, my name is

Travis
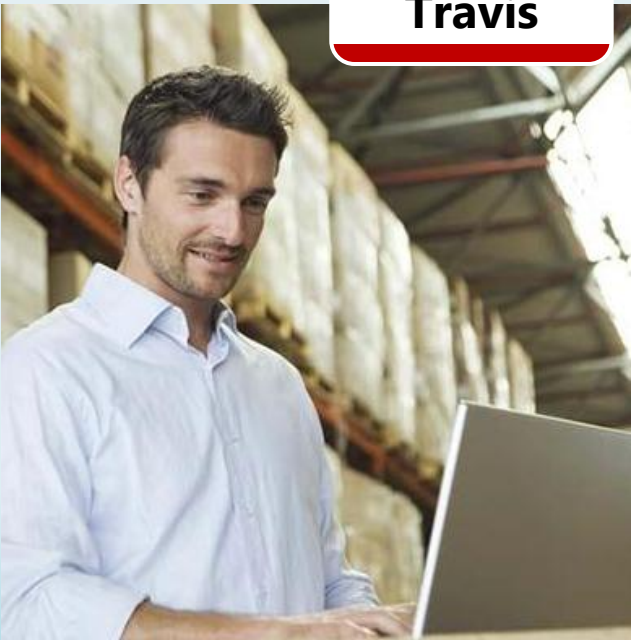
I've been working at Sandia for eight years in my current job. I work in a multifunction lab complex with engineers, electricians, and other people trained to operate electronic and mechanical machines. My colleagues know me as the go-to person for shipping their items off to universities and other laboratories to be used in tests. They also know me as somebody who gets frustrated by technology that isn't easy to use. I have been using the existing WebShipper almost since the beginning and have my own process down. I know which fields to fill out for my standard shipments and have my own system for organizing shipping records once I submit my shipper documents. I get asked for help by people initiating shipments in other organizations all the time because I understand WebShipper.

MY GOALS

1. To create WebShipper requests ("shippers") for outgoing equipment and other items in as little time as possible (5-10 minutes).
2. To minimize delays with my requests by accurately and completely filling out all necessary fields.
3. To track the status of my outgoing shipment after I have submitted a shipper request.
4. To ensure that coworkers have the information they need to prepare and submit shippers when I'm out of the office.

MY BIGGEST FRUSTRATIONS

- ☹ Information is not pre-filled from any external data sources, such as my Oracle system for tracking inventory. I have to put in the same info manually every time, which takes time.
- ☹ Forms include fields that are not applicable to my items. I never deal with international shipments yet have to scroll past all those fields every time.
- ☹ Hazardous items require an extra attachment form that is both confusing and time-consuming when it does not need to be.
- ☹ Tracking submitted shippers via the Web System is a hassle compared to using my print copies and binders.
- ☹ I end up having to check the work of my colleagues often because they fill out fields incorrectly on the forms.

MY IDEAL EXPERIENCE

- ✓ Based on what I select for the destination (domestic or international) and whether or not the items are hazardous, the forms should only ask me to enter necessary information.
- ✓ I'll have a much-improved system for finding, viewing, and storing electronic records of past shippers I've submitted (single or multiple at a time) so that I don't need to rely on paper archives.
- ✓ I will be able to make sure I've entered all of the important information before I submit the shipper, rather than feel worried that I missed something.
- ✓ WebShipper will do a better job explaining all of the fields that I understand from experience so that newbies don't have to rely on my help so much.

"I constantly have to babysit others with their shipments."

"Why do I have to go hunting for this form on my computer if the software spits it out for me in the first place?"

"There are lots of extra fields that I don't need for most of my items."

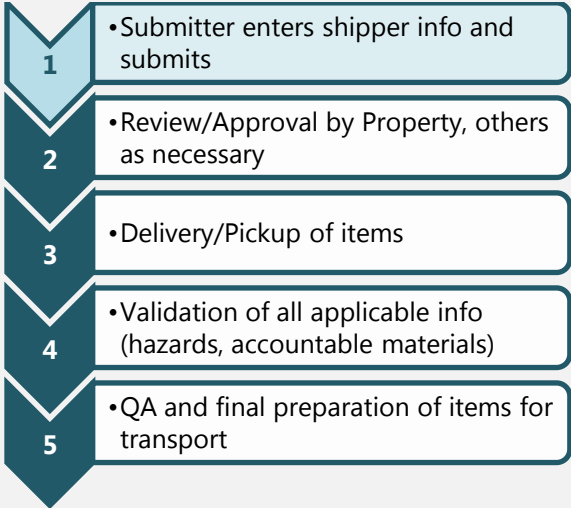*"I just want peace of mind with these shippers that I've sent out."*

"I don't trust the current WebShipper over my paper records for pulling up past shipper details."

1	• Submitter enters shipper info and submits
2	• Review/Approval by Property, others as necessary
3	• Delivery/Pickup of items
4	• Validation of all applicable info (hazards, accountable materials)
5	• QA and final preparation of items for transport

2-6	Shippers per week
70%	Items with barcodes (S/R/E numbers)
80%	Non-classified shippers
75%	Non-hazardous items
100%	Domestic shipments