Linehaul Case Creation SOP



Process Name	Linehaul Case Creation		
Author	Sarah Provost – provosts@		
WW Process Owner	Matthew Sims	Last Modified	23 June 2020
Audience	Yard Marshal Team	Module ID	83474
Tools, Equipment, Software Needed	Computer, FMC Access		

Background:

This document explains how to open and manage a case related to a Linehaul issue. This SOP details creating cases for empty trailer removals and changes/requests for outbound loads (ex: RTFC, Go-Carts, Pallets etc). It explains how to create a case both when the user knows the VRID and when the user does not know the VRID. It is not meant to detail the exact steps for every single possible scenario. Instead, it is meant to outline a framework for identifying on which VRID or type of VRID the defect occurred or will occur, and show the user how to manage that defect through Case. Cases should be submitted immediately when a bobtail or other defect occurs.



Part 1: Finding the Correct VRID

1. Creating a case in FMC	
requires a VRID (Load	
ID). If you already have a	
VRID, skip to Part 2:	
Creating the Case	
2. Open FMC	amazonlogistics O
https://trans-	# Tours Execution Blocks Sch # Saved Searches
logistics.amazon.com/fmc/exe	Perform a search and click the Save Search button in the right conner of the socient to save a quick link to you search result hove.
cution/4C8fD	Search by ID 4 x
	Advanced Search Advanced Search Advanced Search
and click on the "Advanced	^Lane of the Control
Search" radial button on the	
"Execution" pane	→ Step
Execution pune	→ Detay
	✓ Disruption ✓ Schedule
	∨ Tender
	▼ Carrier
	→ Driver
	✓ Asset ✓ Business type
	Reset Search

Enter title here: e.g., XYZ Standard Operating Procedure *** Note: If the case is for an empty trailer removal, find the VRID that brought the trailer into the station using the Yard Flow Board (YFB), and add the case to that VRID. Detail the root cause on Yard Flow Board why the trailer was not taken away by a Drop & Hook load. If the trailer is not on the YFB, only then should you need to use the Advanced Search Use the different fields to Enter your site name into the "Lane" box. If you are narrow down your search **Advanced Search** results to the VRID you need: looking for the VRID that brought in a trailer, add a dash ("-") and an open right Lane arrow (">") going towards the site (ex: ->DDE5). If you are DDE5-> looking for a future outbound VRID, add a dash ("-") and an open right arrow (">") going out of the site on the right side (see example in the picture to the right). This tells the system you are looking for any inbound load (->DDE5) or outbound load (DDE5->) from your site. Expand the field option called "Schedule." Choose the tab called "Relative" and add in the date range you need. In this example, the user is looking for all loads that occurred between one day ago and two days from now. That will show the loads over this time period. Use the other fields in the For example, if you are "Advanced Search" box to looking for the load that ^ Asset narrow down what you need brought in a trailer, you could Any Status look for that trailer ID using O Power / Tractor Not Assigned the "Asset ID" field. O Loadable Asset / Trailer Not Assigned Assigned Asset ID

Asset Owner

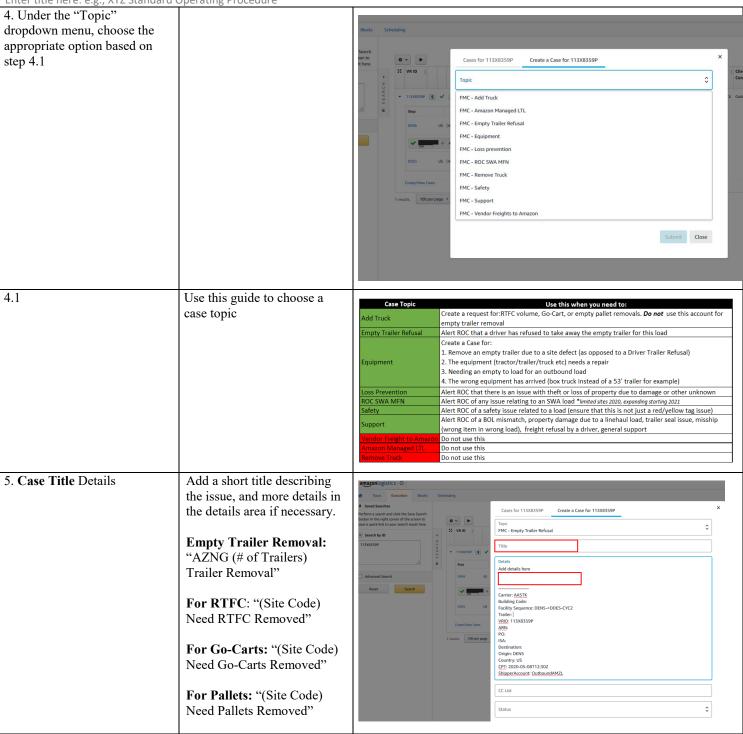
Enter title here: e.g., XYZ Standard Operating Procedure

Click "Search". If >1 VRID		
appear in the results, you can		
sort by most recent (for		
inbound loads) or soonest (for		
outbound loads).		

Part 2: Creating the Case

Process Description			
Step	Instruction	Visual/Example/Diagram	
Paste your VRID into the Search by ID box in the Execution tab of FMC.	Paste or type in the VRID	amazon logistics Decention Blocks 3. Saved Searches Performs a search and dick the Save Search button in the right corner of the screen to save a quick link to your seach result here. Search by ID Check out our Juer Manual wisk. Advanced Search Arry Event Arry Event Arry Event Arry Event Step Rectary Country Arry Event Arry Event Arry Event Step status Arry Event Arry Event	
2. Navigate to the far right of the VRID details and click the case icon	If this icon is not visible, click the gear icon, and in the dropdown menu, select	Amenageningstics O This country The country	
	"Cases".	Perform a south and dick the Sew Search button in the right comer of the screen to serve up duck the to prove seed in south here. Search 190 11350319P Advanced Search Advanced Search Reset Search Ann Country Country	
3. Once you click the Case icon, a popup window will appear. Choose "Create a case"		VRID Plan ID Facility First Last CFT Carrier CR Shipper Equipment Type Client Certary Creater CR Carrier CR Shipper Equipment Type Client Certary Creater CR Carrier Carrier Carrier CR Carrier Carr	

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Details of empty go-cart trailers removed. There are YY number of empty carts in					
removed. There are YY number of empty carts in					
number of empty carts in	Details				
trailer (Trailer Number)					
		trailer (Trailer Number)			

5.4 **Pallet Trailer** Case Details

Details = Need XX number of pallet trailers removed. There are YY number of pallets in trailer ZZ...

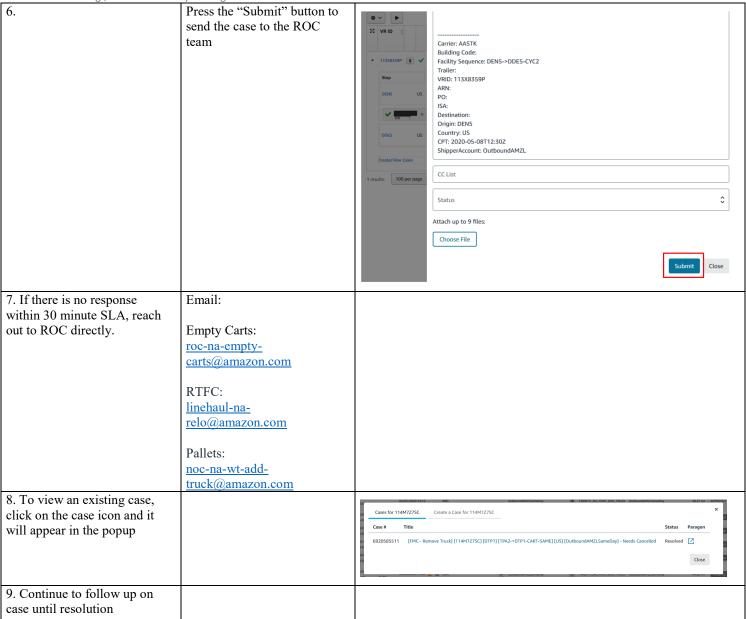
Building Code = "Site Code"
Trailer = Trailer Number(s) with pallets on them
VRID = Leave as-is
ARN: Blank
PO: Blank
ISA: Blank
Destination: Blank

ShipperAccount: TransfersEmptyCarts

Destination: Blank
Origin: Site Code
Country: US
CPT: Blank
ShipperAccount:
TransfersEmptyPallet

Add your email and the station distribution list to cc list. This sends all case updates to your email. However, you can check on the case any time by searching for the VRID and clicking the case icon. Make sure to update the notes section of your YFB with the VRID on which you created the case.

Enter title here: e.g., XYZ Standard Operating Procedure



Part 3: FAQs

1. Q: I don't know the shipper account I should use for the type of outbound load I need to add/change/remove. A: These are the most common:

Empty Go-Carts: TransfersEmptyCarts

Pallets: TransfersEmptyPallet RTFC: TransfersUndeliverables

Totes: TransfersTote

Pallet Sleeves: TransfersBlackPalletSleeves

For a full list, see this wiki: https://w.amazon.com/bin/view/ATS Shipper Accounts/

2. Q: I have a damaged trailer that needs to be removed. It is already yellow tagged. Which VRID do I need to use for the case? A: You can use the VRID that brought in the trailer (use the Advanced Search box in FMC and narrow it down by putting the Trailer ID into the Asset ID box).