Linehaul Case Creation SOP

logistics

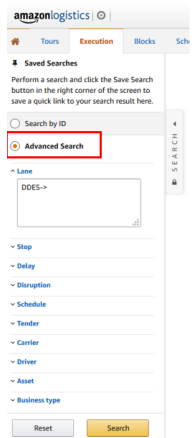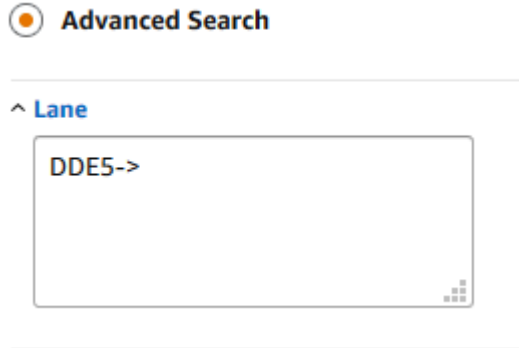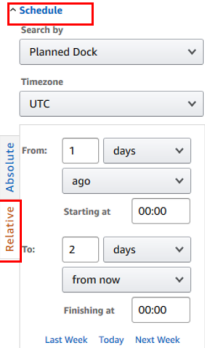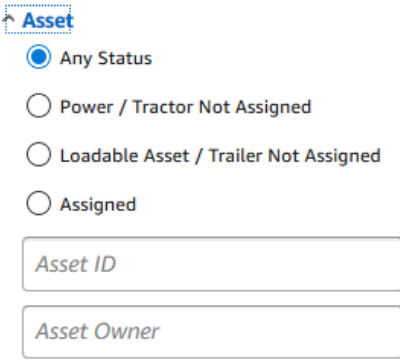| Process Name	Linehaul Case Creation		
Author	Sarah Provost – provosts@		
WW Process Owner	Matthew Sims	**Last Modified**	23 June 2020
Audience	Yard Marshal Team	**Module ID**	83474
Tools, Equipment, Software Needed	Computer, FMC Access		

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**.

Process Map:

Navigate to FMC → Find the relevant VRID → Open the case management icon and create a case → Continue to follow up on the case until resolution

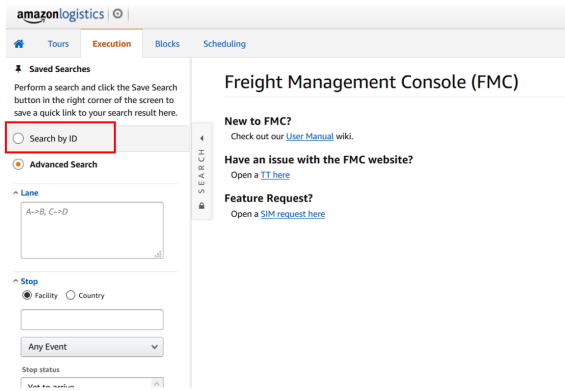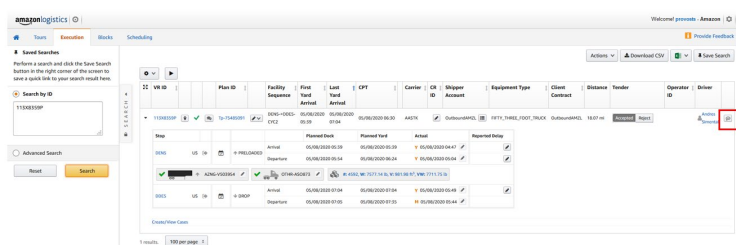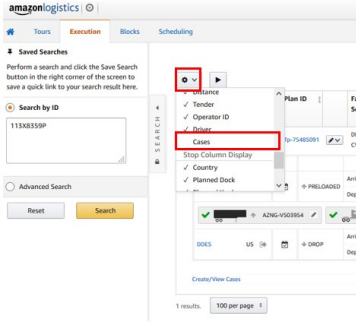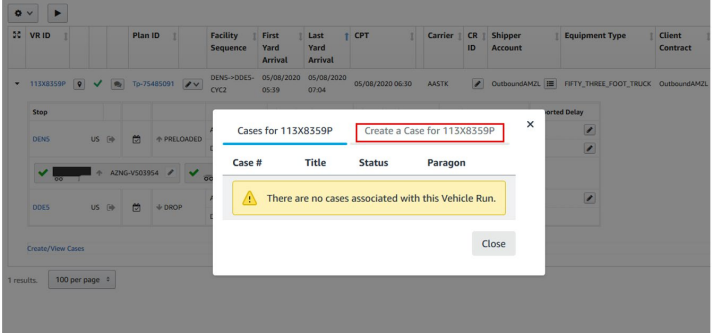## Part 1: Finding the Correct VRID

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 https://trans-logistics.amazon.com/fmc/execution/4C8fD and click on the "Advanced Search" radial button on the "Execution" pane		

*** 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 narrow down your search results to the VRID you need:	Enter your site name into the "Lane" box. If you are looking for the VRID that brought in a trailer, add a dash ("-") and an open right arrow (">") going towards the site (ex: ->DDE5). If you are 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 "Advanced Search" box to narrow down what you need	For example, if you are looking for the load that brought in a trailer, you could look for that trailer ID using the "Asset ID" field.	

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**
1. Paste your VRID into the Search by ID box in the Execution tab of FMC.	Paste or type in the VRID	
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 "Cases".	
3. Once you click the Case icon, a popup window will appear. Choose "Create a case…"		

4. Under the "Topic" dropdown menu, choose the appropriate option based on step 4.1		

4.1	Use this guide to choose a case topic	

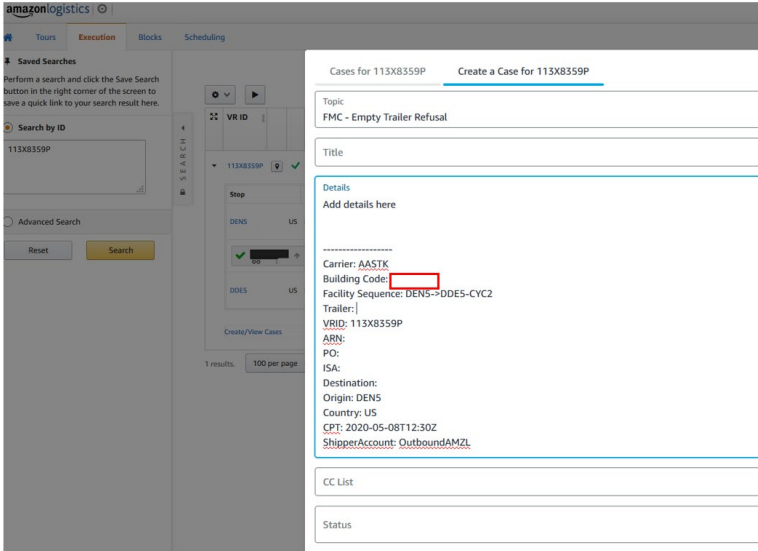| Case Topic	Use this when you need to:
Add Truck	Create a request for:RTFC volume, Go-Cart, or empty pallet removals. **Do not** use this account for empty trailer removal
Empty Trailer Refusal	Alert ROC that a driver has refused to take away the empty trailer for this load
Equipment	Create a Case for: 1. Remove an empty trailer due to a site defect (as opposed to a Driver Trailer Refusal) 2. The equipment (tractor/trailer/truck etc) needs a repair 3. Needing an empty to load for an outbound load 4. The wrong equipment has arrived (box truck instead of a 53' trailer for example)
Loss Prevention	Alert ROC that there is an issue with theft or loss of property due to damage or other unknown
ROC SWA MFN	Alert ROC of any issue relating to an SWA load *limited sites 2020, expanding starting 2021
Safety	Alert ROC of a safety issue related to a load (ensure that this is not just a red/yellow tag issue)
Support	Alert ROC of a BOL mismatch, property damage due to a linehaul load, trailer seal issue, misship (wrong item in wrong load), freight refusal by a driver, general support
Vendor Freight to Amazon	Do not use this
Amazon Managed LTL	Do not use this
Remove Truck	Do not use this

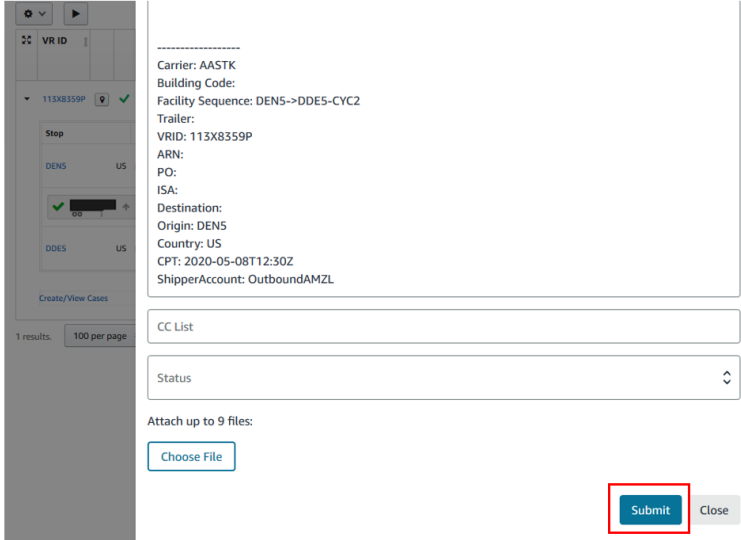| 5. **Case Title** Details	Add a short title describing the issue, and more details in the details area if necessary. **Empty Trailer Removal:** "AZNG (# of Trailers) Trailer Removal" **For RTFC**: "(Site Code) Need RTFC Removed" **For Go-Carts:** "(Site Code) Need Go-Carts Removed" **For Pallets:** "(Site Code) Need Pallets Removed"	

5.1 **Empty Trailer** Case Details	**Details** = Number of empty trailers needing moved **Building Code** = "Site Code" **Trailer** = Trailer Number(s) for the empty trailers you need removed **VRID** = Leave As is **ARN**: Blank **PO**: Blank **ISA**: Blank **Destination**: Blank **Origin**: Site Code **Country**: US **CPT**: Blank **ShipperAccount**: TrailerPoolAdjustment **Add your email and the station distribution list to cc list otherwise you won't be able to track responses from ROC.**	
5.2 **RTFC Trailer** Case Details	**Details** = Number of Pallets or go-carts on trailer **Building Code** = "Site Code" **Trailer** = Trailer Number with RTFC volume on it **VRID** = Leave as-is **ARN**: Blank **PO**: Blank **ISA**: Blank **Destination**: Sort Center or Return FC. Use the sort center if the trailer is not full and/or if there are both sortable and non-sortable pallets **Origin**: Site Code **Country**: US **CPT**: Blank **ShipperAccount**: TransfersUndeliverables **NOTE: For the case to be approved you must include a picture of the loaded trailer!** Add your email and the station distribution list to cc list otherwise you won't be able to track responses from ROC.	
5.3 **Go-Cart Trailer** Case Details	**Details** = Need XX number of empty go-cart trailers removed. There are YY number of empty carts in trailer (Trailer Number)	

	Building Code = "Site Code" **Trailer** = Trailer Number(s) with empty go-carts on them **VRID** = Leave as-is **ARN**: Blank **PO**: Blank **ISA**: Blank **Destination**: Blank **Origin**: Site Code **Country**: US **CPT**: Blank **ShipperAccount**: TransfersEmptyCarts	
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 **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.**	

6.	Press the "Submit" button to send the case to the ROC team	
7. If there is no response within 30 minute SLA, reach out to ROC directly.	Email: Empty Carts: roc-na-empty-carts@amazon.com RTFC: linehaul-na-relo@amazon.com Pallets: noc-na-wt-add-truck@amazon.com	
8. To view an existing case, click on the case icon and it will appear in the popup		
9. Continue to follow up on case until resolution		

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).