# Purpose

This document describes National Oak Distributors procedure for changing customers’ servicing locations when an event occurs that necessitates the temporary diversion of orders from a warehouse location. This procedure covers the system and workflow changes necessary to temporarily fulfill a customer’s orders from a contingency location.

## Scope

This procedure is implemented when a business decision has been made that orders need to be diverted from a warehouse, such as when a warehouse must be temporarily closed. This procedure covers diverting all orders at a warehouse and diverting a small group of customers’ orders to a contingency location. It also covers how to handle a long-term warehouse closure.

## Responsible

Supply Chain: Director of Supply Chain, Supply Chain Analysts

Operations: Vice President of Operations, Regional Operations Manager

Customer Service: Director of Quality and Customer Service, Customer Service Representatives

eBusiness: Director

Accounting: Controller

Marketing: Marketing Manager

Information Technology: .NET Developer, Pick Programmer

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# Closure

In the event of an emergency, a warehouse location may need to be closed or partially closed temporarily. An emergency that could cause the temporary closure of a warehouse could be, but is not limited to:

• Damage to the physical facility due to a weather event

• Temporary loss of utilities due to a weather event, fire or other factors

• Inability to access physical facility due to a weather event, fire or other unexpected disaster

• Temporary quarantine of building due to a biological emergency

## Type of closure determination

The determination as to the length of the warehouse closure, how many and which customers will be diverted will be led by the Vice President of Operations.

The decision process follows to-be-determined business rules and depends upon the nature of the emergency, the information we have at the time of closing and the expected length of closure. The nature of the emergency also affects the continued expected demand at the warehouse. For instance, a regional weather event may close most businesses ordering from the warehouse, greatly reducing the demand. A local event, such as a fire, may have no effect on expected demand.

The characteristics of a short-term order diversion are:

* The diversion is expected to last no more than 30 days.
* The use of contingency locations goes into effect immediately.
* All or some of the warehouse’s customers are diverted.
* The customer’s sales and demand histories stay at their normal servicing location.
* The customer’s field 103 Contingency Location must be pre-populated.

The characteristics of a long-term order diversion are:

* The diversion is expected to last more than 30 days.
* The use of contingency locations goes into effect overnight.
* All the warehouse’s customers are diverted.
* The customer’s sales and demand histories are moved to their contingency location.

## Notification

After the type of closure and who is affected has been determined:

1. The Vice President of Operations will notify by email all affected departments at National Oak Distributors of the order diversion including the date and time it begins, what steps we are taking to continue servicing the customers, which location(s) orders will be diverted to, and the anticipated diversion time frame with the understanding that the time frame may change.
2. If the order diversion is to take effect immediately, the Vice President of Operations notifies the Director of Quality and Customer Service to direct the CSRs to begin manually changing the servicing location of incoming orders until such time as the Order Diversion procedure is fully implemented.
3. Similar notification must be sent out to all parties when the order diversion ends.

# Short-term order diversion

There are three short-term order diversion scenarios:

* [Divert all customers](#DivertAll1)
* [Divert a small group of customers](#DivertSome3)
* [Divert the majority of customers](#DivertMost)

Prior to implementing any short-term order diversion:

1. A report must be run via Access query verifying that all customers of the closing location have a contingency location set in 6.1.1 Customer Entry field 103.
2. If the field is empty, there are two ways to populate the field. The number of affected customers determines which option is most feasible. The VP of Operations will lead the decision as to which location(s) should be used.
   1. Update 6.1.1 Customer Entry field 103 manually for each affected customer.
   2. Use the tools in Perfection 6.1.10 to populate 6.1.1 Customer Entry field 103 for the affected customers.
3. For order diversions that affect only some of the location’s customers, The VP of Operations will lead the decision as to whether customers at alternate locations will be allowed to order from the partially closed location. Need to add steps into the short-term processes to accommodate this choice – manually changing Magento tables to avoid orders or not.
4. Divert all customers short-term
   1. At the specified date/time of closure, Pick Programmer changes the closed warehouse’s 10.2.6.2 field 112 Use Contingency Loc field to Y.
      1. All customers of the warehouse default to their contingency location set in 6.1.1 Customer Entry field 103.
      2. For diverted ecommerce customers, when Magento queries the database, it will return the contingency location as the customer’s servicing location.
   2. The Pick Programmer changes the closed warehouse’s short name in Perfection to say “TMP CLSD” to remind CSRs not to send orders to the closed warehouse.
      1. Pick Programmer maintains a separate record of all changes made.
   3. At the specified date/time of order diversion, .NET Developer changes tables EOMS and EDI use for warehouse location information, removing the closed location and updating the secondary and tertiary locations. See [Tables to Update](#_Tables_to_Update_1) for a complete list.
      1. .NET Developer maintains a separate record of all changes made.
   4. In communications to affected ecommerce customers, the Marketing Manager requests they log out and back into the Ecommerce sites before placing any additional orders.
      1. Customers time out after 8 hours, which forces a fresh login.
      2. If the customer already had items in their Shopping Cart prior to the servicing location change, logging out and back in should resolve any issues with the location.
      3. If the customer already had items in their Shopping Cart prior to the servicing location change and they go to the Decision Cart without logging out, their location will not update to the new servicing location. The order will process for the closed warehouse. Step 7 provides a failsafe for this scenario.
   5. At the specified date/time of closure, Director of eBusiness ensures that Ship Station software is updated to assign states being serviced by the closed location to another Restomotive Ship Station location.
      1. Director of eBusiness maintains a separate record of all changes made.
   6. At the specified date/time of closure, Controller uses Perfection 6.1.10 to update the preferred Ship Via to NULL for any customers for the closed warehouse whose preference is set to **Will Call** or **Our Truck**. This prompts for the Ship Via to be keyed on each order rather than defaulting to WC or OT.
      1. Controller maintains a separate record of all changes made.
   7. Vice President of Operations will designate a Regional Operations Manager to monitor the closed warehouse’s pending transaction report at Perfection 1.6.13 to catch any orders that make it through erroneously and report them to the designated CSR team.
   8. Director of Quality and Customer Service will designate a CSR team to convert any orders for the closed warehouse that make it to 1.6.13. The CSRs follow [these](#_Convert_orders_from) steps.
   9. Director of Supply Chain will designate a Supply Chain Analyst to review back orders for the closed warehouse and let the CSR team know which ones can be converted to be fulfilled from the new location. The CSRs follow [these](#_Convert_back_orders) steps.
   10. Director of Supply Chain will determine whether it is necessary to work with Clarity on inventory data based on the nature of the emergency and the length of closure.
5. End short-term diversion of all orders
   1. At the specified date/time of closure, Pick Programmer changes the closed warehouse’s 10.2.6.2 field 112 Use Contingency Loc field to empty.
      1. All customers of the warehouse default to their servicing location.
   2. At the date/time specified and using the record of changes as a guide, Pick Programmer changes the closed warehouse’s short name in Perfection to its original name, removing the “TMP CLSD.”
   3. At the date/time specified, .NET Developer uses the record of changes as a guide to change the tables EOMS and EDI use for warehouse location information, restoring the reopened location, and updating the secondary and tertiary locations.
   4. The Marketing Manager emails all affected customers of the reopened warehouse, advising that their servicing location will reset to the original location overnight and requesting they log out and back into the Ecommerce sites the next day before placing any additional orders.
      1. Customers time out after 8 hours, which forces a fresh login.
      2. If the customer already had items in their Shopping Cart prior to the servicing location change, logging out and back in should resolve any issues with the location.
      3. If the customer already had items in their Shopping Cart prior to the servicing location change and they go to the Decision Cart without logging out, their location will not update to the new servicing location. The order will process for their contingency location.
   5. At the date/time specified and using the record of changes as a guide, Director of eBusiness ensures that Ship Station software is updated to restore the affected states to their original Restomotive Ship Station location.
   6. At the date/time specified and using the record of changes as a guide, Controller reverses the changes made to the customers’ Ship Via field in Perfection 6.1.10.
   7. Directory of Supply Chain will monitor whether any extra inventory at the contingency location(s) needs to be transferred to the original servicing location.
   8. Director of Quality and Customer Service will assign a CSR team to review back orders for the contingency location(s) in case any need to be converted to the original servicing location. The CSRs follow [these](#_Convert_back_orders) steps.
6. Divert a small group of customers short-term
   1. At the specified date/time, the Controller goes to Perfection 6.1.1 Customer Entry and changes field 106 Use Contingency Location to Y for each customer that needs to be diverted to their contingency location. **NOTE:** Controller can use 6.1.10 to change field 106 if number of diverted customers makes this method quicker.
      1. The Controller maintains a separate record of all changes made.
   2. At the date/time specified, Controller uses Perfection 6.1.1 to update the preferred Ship Via to NULL for customers diverted to their contingency location whose preference is set to **Will Call** or **Our Truck**. This prompts for the Ship Via to be keyed on each order rather than defaulting to WC or OT. **NOTE:** This change can be done in conjunction with the change to field 106. Controller can use 6.1.10 to change Ship Via if number of diverted customers makes this method quicker.
      1. Controller maintains a separate record of all changes made.
   3. In communications to affected ecommerce customers, the Marketing Manager emails all affected customers requesting they log out and back into the Ecommerce sites before placing any additional orders.
      1. Customers time out after 8 hours, which forces a fresh login.
      2. If the customer already had items in their Shopping Cart prior to diverting to the contingency location change, logging out and back in should resolve any issues with the location.
      3. If the customer already had items in their Shopping Cart prior to diverting to the contingency location and they go to the Decision Cart without logging out, their location will not update to the new servicing location. The order will process for their servicing location warehouse. Step 8 provides a failsafe for this scenario.
   4. The Operations Manager or their designee monitors the partially closed warehouse’s pending transaction report at Perfection 1.6.13 to catch any orders from diverted customers that make it through erroneously and report them to the designated CSR team.
   5. Director of Quality and Customer Service will designate a CSR team to convert any orders for diverted customers that make it to 1.6.13. The CSRs follow [these](#_Convert_orders_from) steps.
   6. Director of Quality and Customer Service will designate a CSR team to monitor back orders (BO) for the diverted customers. The CSRs follow [these](#_Convert_back_orders) steps.
   7. Supply Chain will use manual workarounds to handle the inventory demand at the contingency location(s).
7. End short-term diversion of a small group of customers
   1. At the specified date/time and using the record of changes as a guide, the Controller goes to Perfection 6.1.1 Customer Entry and changes field 106 Use Contingency Location to empty for each customer that was diverted to their contingency location. **NOTE:** Controller can use 6.1.10 to change field 106 if number of diverted customers makes this method quicker.
   2. At the date/time specified and using the record of changes as a guide, Controller reverses the changes made to the customers’ Ship Via field in Perfection 6.1.10. **NOTE:** This change can be done in conjunction with the change to field 106. Controller can use 6.1.10 to change Ship Via if number of diverted customers makes this method quicker.
   3. Director of Quality and Customer Service will assign a CSR team to review back orders for the contingency location(s) in case any need to be switched to the original servicing location. The CSRs follow [these](#_Convert_back_orders) steps.
8. Divert most customers short-term
   1. At the specified date/time of closure, Pick Programmer changes the closed warehouse’s 10.2.6.2 field 112 Use Contingency Loc field to Y.
      1. All customers of the warehouse default to their contingency location set in 6.1.1 Customer Entry field 103.
      2. For ecommerce customers, when Magento queries the database, it will return the contingency location as the customer’s servicing location.
   2. The Pick Programmer changes the closed warehouse’s short name in Perfection to say “TMP CLSD” to remind CSRs not to send orders to the closed warehouse.
      1. Pick Programmer maintains a separate record of all changes made.
   3. At the specified date/time, a designated agent for the Business goes to Perfection 6.1.1 Customer Entry and changes field 106 Use Contingency Location to N for each customer whose orders should not be diverted.
      1. The Business agent maintains a separate record of all changes made.
   4. At the specified date/time of order diversion, .NET Developer changes tables EOMS and EDI use for warehouse location information, removing the closed location and updating the secondary and tertiary locations. See [Tables to Update](#_Tables_to_Update_1) for a complete list.
      1. .NET Developer maintains a separate record of all changes made.
   5. In communications to affected ecommerce customers, the Marketing Manager emails all affected customers requesting they log out and back into the Ecommerce sites before placing any additional orders.
      1. Customers time out after 8 hours, which forces a fresh login.
      2. If the customer already had items in their Shopping Cart prior to the servicing location change, logging out and back in should resolve any issues with the location.
      3. If the customer already had items in their Shopping Cart prior to the servicing location change and they go to the Decision Cart without logging out, their location will not update to the new servicing location. The order will process for the closed warehouse. Step 6 provides a failsafe for this scenario.
   6. At the specified date/time of closure, Director of eBusiness ensures that Ship Station software is updated to assign states being serviced by the closed location to another Restomotive Ship Station location.
      1. Director of eBusiness maintains a separate record of all changes made.
   7. At the specified date/time of closure, Controller uses Perfection 6.1.10 to update the preferred Ship Via to NULL for any customers for the closed warehouse whose preference is set to **Will Call** or **Our Truck,** excluding customers not being diverted. This prompts for the Ship Via to be keyed on each order rather than defaulting to WC or OT.
      1. Controller maintains a separate record of all changes made.
   8. The Operations Manager or their designee monitors the partially closed warehouse’s pending transaction report at Perfection 1.6.13 to catch any orders that make it through erroneously and report them to the designated CSR team.
   9. Director of Quality and Customer Service will designate a CSR team to convert any orders for the partially closed warehouse that make it to 1.6.13 erroneously. The CSRs follow [these](#_Convert_orders_from) steps.
   10. Director of Supply Chain will designate a Supply Chain Analyst to review back orders for the partially closed warehouse and let the CSR team know which ones can be converted to be fulfilled from the new location. The CSRs follow [these](#_Convert_back_orders) steps.
   11. Director of Supply Chain will determine whether it is necessary to work with Clarity on inventory data based on the nature of the emergency and the length of partial closure.
9. End short-term diversion of most customers
   1. At the specified date/time of closure, Pick Programmer changes the closed warehouse’s 10.2.6.2 field 112 Use Contingency Loc field to empty.
      1. All customers of the warehouse default to their servicing location.
      2. For ecommerce customers, when Magento queries the database, it will return the servicing location as the customer’s servicing location.
   2. At the date/time specified and using the record of changes as a guide, Pick Programmer changes the closed warehouse’s short name in Perfection to its original name, removing the “TMP CLSD.”
   3. At the specified date/time and using the record of changes as a guide, the Business agent goes to Perfection 6.1.1 Customer Entry and changes field 106 Use Contingency Location to empty for each customer that was not diverted to their contingency location.
   4. At the date/time specified, .NET Developer uses the record of changes as a guide to change the tables EOMS and EDI use for warehouse location information, restoring the reopened location, and updating the secondary and tertiary locations.
   5. In communications to affected ecommerce customers, the Marketing Manager emails all affected customers of the reopened warehouse, advising that their servicing location will reset to the original location and requesting they log out and back in.
      1. Customers time out after 8 hours, which forces a fresh login.
      2. If the customer already had items in their Shopping Cart prior to the servicing location change, logging out and back in should resolve any issues with the location.
      3. If the customer already had items in their Shopping Cart prior to the servicing location change and they go to the Decision Cart without logging out, their location will not update to the new servicing location. The order will process for their contingency location.
   6. At the date/time specified and using the record of changes as a guide, Director of eBusiness ensures that Ship Station software is updated to restore the affected states to their original Restomotive Ship Station location.
   7. At the date/time specified and using the record of changes as a guide, Controller reverses the changes made to the customers’ Ship Via field in Perfection 6.1.10.
   8. Directory of Supply Chain will monitor whether any extra inventory at the contingency location(s)s needs to be transferred to the original servicing location.
   9. Director of Quality and Customer Service will assign a CSR team to review back orders for the contingency location(s) in case any need to be converted to the original servicing location. The CSRs follow [these](#_Convert_back_orders) steps.

# Long-term order diversion

When a warehouse must be completely closed to all customers for more than 30 days, the long-term order diversion procedure is used.

* [Divert all customers long term](#AllLongTerm)
* [End long-term diversion](#LongTermEnds)
* [Short-term diversion changes to long-term](#ShortTermtoLongTerm)

1. Divert all customers long-term
   1. At the specified date/time of closure, .NET Developer changes tables Magento, EOMS, and EDI use for warehouse location information, removing the closed location, updating the secondary and tertiary locations, and blocking Restomotive and Magento from sending orders to the closed warehouse. See [Tables to Update](#_Tables_to_Update) for a complete list.
      1. .NET Developer maintains a separate record of all changes made.
   2. At the specified date/time of closure, Pick Programmer changes the closed warehouse’s short name in Perfection to say “TMP CLSD” to remind CSRs not to send orders to the closed warehouse.
      1. Pick Programmer maintains a separate record of all changes made.
   3. In communications to affected ecommerce customers, the Marketing Manager requests they log out and back into the Ecommerce sites afterward overnight changes are made and before placing any additional orders.
      1. Customers time out after 8 hours, which forces a fresh login.
      2. If the customer already had items in their Shopping Cart prior to the servicing location change, logging out and back in should resolve any issues with the location.
      3. If the customer already had items in their Shopping Cart prior to the servicing location change and they go to the Decision Cart without logging out, their location will not update to the new servicing location. The order will process for the closed warehouse. Step 7 provides a failsafe for this scenario.
   4. At the specified date/time of closure, Director of eBusiness ensures that Ship Station software is updated to assign states being serviced by the closed location to another Restomotive Ship Station location.
      1. Director of eBusiness maintains a separate record of all changes made.
   5. At the specified date/time of closure, Controller uses Perfection 6.1.10 to update the preferred Ship Via to NULL for any customers for the closed warehouse whose preference is set to **Will Call** or **Our Truck**. This prompts for the Ship Via to be keyed on each order rather than defaulting to WC or OT.
      1. Controller maintains a separate record of all changes made.
   6. Controller uses the tools in Perfection 6.1.15 to change the closed warehouse customers’ servicing locations to match their contingency location.
      1. Controller runs a report via Access query to identify the contingency location(s) of all customers of the closing location.
      2. Controller creates spreadsheet listing the customers of the closed location and their contingency warehouse number, saves and uploads it via 6.1.15.
      3. The change process runs every day at 4 a.m. Eastern. It processes all pending moves from the previous day. It takes no more than 2 hours to complete.
      4. After the change process is complete, all future orders from the modified customers will automatically point to their new contingency location.
      5. The modified customers’ sales history and demand history **will also change** to the contingency, making it appear as though the new warehouse has always been their servicing location.
      6. Controller maintains the uploaded spreadsheet as a separate record of the changes made.
   7. Vice President of Operations will designate a Regional Operations Manager to monitor the closed warehouse’s pending transaction report at Perfection 1.6.13 to catch any orders that make it through erroneously and report them to the designated CSR team.
   8. Director of Quality and Customer Service will designate a CSR team to convert any orders for the closed warehouse that make it to 1.6.13. The CSRs follow [these](#_Convert_orders_from) steps.
   9. Director of Supply Chain will designate a Supply Chain Analyst to review back orders for the closed location and let the CSR team know which ones can be converted to be fulfilled from the new location. The CSRs follow [these](#_Convert_back_orders) steps.
   10. Director of Supply Chain will determine whether it is necessary to work with Clarity on inventory data based on the nature of the emergency and the length of closure.
2. End long-term diversion
   1. At the date/time specified, .NET Developer uses the record of changes as a guide to change the tables Magento, EOMS, and EDI use for warehouse location information, restoring the reopened location, updating the secondary and tertiary locations, and allowing Restomotive and Magento to send orders to the reopened warehouse.
   2. At the date/time specified and using the record of changes as a guide, Pick Programmer changes the closed warehouse’s short name in Perfection to its original name, removing the “TMP CLSD.”
   3. At the date/time specified and using the record of changes as a guide, Director of eBusiness ensures that Ship Station software is updated to restore the affected states to their original Restomotive Ship Station location.
   4. At the date/time specified and using the record of changes as a guide, Controller reverses the changes made to the customers’ Ship Via field in Perfection 6.1.10.
   5. Using the record of changes as a guide, Controller uses the tools in Perfection 6.1.15 to change the customers’ servicing location back to the reopened warehouse.
      1. A spreadsheet listing the customers of the closed location and their original warehouse number is created, saved and uploaded via 6.1.15.
      2. The change process runs every day at 4 a.m. Eastern. It processes all pending moves from the previous day. It takes no more than 2 hours to complete.
      3. After the change process is complete, all future orders from the modified customers will automatically point to their original warehouse location.
      4. The modified customers’ sales history and demand history **will also change** to the original warehouse, making it appear as though their servicing location never changed.
   6. In communications to affected ecommerce customers, the Marketing Manager requests all affected customers of the reopened warehouse log out and back in after the overnight changes.
   7. Directory of Supply Chain will monitor whether any extra inventory at the contingency location(s) needs to be transferred to the original location.
   8. Director of Quality and Customer Service will assign a CSR team to review back orders for the contingency location(s) in case any need to be converted to the original warehouse. The CSRs follow [these](#_Convert_back_orders) steps.
3. Short-term order diversion changes to long-term

In the event a short-term diversion becomes a long-term diversion:

* 1. After being advised by the VP of Operations about this change, Pick Programmer uses the record of changes as a guide to change the affected Use Contingency Loc fields back to empty. This change goes into effect immediately.
  2. At the specified date/time of closure, .NET Developer changes tables Magento, EOMS, and EDI use for warehouse location information, removing the closed location, updating the secondary and tertiary locations, and blocking Restomotive and Magento from sending orders to the closed warehouse. See [Tables to Update](#_Tables_to_Update) for a complete list.
  3. Using the Pick Programmer’s record of changes as a guide, Controller uses the tools in Perfection 6.1.15 to change the closed warehouse customers’ servicing locations to match their contingency location(s).
     1. Controller creates spreadsheet listing the customers of the closed location and their contingency location number, saves and uploads via 6.1.15.
     2. The change process runs every day at 4 a.m. Eastern. It processes all pending moves from the previous day. It takes no more than 2 hours to complete.
     3. After the change process is complete, all future orders from the modified customers will automatically point to their contingency location.
     4. The modified customers’ sales history and demand history from the original warehouse will also change to their contingency location, making it appear as though the contingency location has always been their servicing location.
     5. Due to the time difference between the Pick Programmer changing the Use Contingency Loc field(s) and the Perfection process running at 4 a.m. Eastern changing the servicing location to match the contingency location, there may be some orders that require manual intervention by a CSR to direct them to the correct location.
  4. In communications to affected ecommerce customers, the Marketing Manager advises them that the warehouse closure/order diversion will be longer than anticipated.
     1. If customers’ contingency location will be changing, let customers know.
     2. If possible, advise as to new expected length of closure.
     3. Request customers log off and back on after overnight change.
  5. The designated Regional Operations Manager will continue monitoring the closed warehouse’s pending transaction report at Perfection 1.6.13 to catch any orders that make it through erroneously and report them to the designated CSR team.
  6. Director of Supply Chain will designate a Supply Chain Analyst to review any still existing back orders for the closed location and let the CSR team know which ones can be converted to be fulfilled from the contingency location(s). The CSRs follow [these](#_Convert_back_orders) steps.
  7. Director of Supply Chain will determine whether it is necessary to work with Clarity on inventory data based on the nature of the emergency and the length of closure.

# Reference Material

## Convert orders to another location

CSRs follow these steps to convert an order for a closed warehouse to the customer’s contingency location.

1. Change the order from a Debit Invoice order (DI) to a quote order (QU).
2. Press a special function key (Shift+F3) to run a utility program. **NOTE:** Pick Programmer will roll out the special function key to any members of the designated CSR team who do not have it.
3. Type the order number and the new location number when prompted. This changes the QU’s location.
4. Pull up the QU order and change it to a DI.

## Convert back orders to another location

CSRs follow these steps to convert a back order from one location to another.

1. Convert the BO to a DI.
2. Change the DI to a QU.
3. Press a special function key (Shift+F3) to run a utility program. **NOTE:** Pick Programmer will roll out the special function key to any members of the designated CSR team who do not have it.
4. Type the order number and the new location number when prompted. This changes the QU’s location.
5. Change the order to a DI again.

## Tables to Update

Change .NET Developer to IT staff or fry cook

.NET Developer changes the following tables to disable the data being sent to Magento for Pricing and Quantity on Hand (QOH) for a closed location. Changing these tables also removes this location from the CSR and Outbound Sales Lookup of closest warehouse to customer zip code.

### Magento

**???** Look into if WH Devnver shut down, Can Charlotte customers still see inventory and that is okay **???**

Downstream dependencies that reference nod\_ecommerce\_whsortorder “*should”* be switched to vwnod\_ecommerce\_whsortorder that DOES NOT INCLUDE closed locations. But, that entails more changes in all places that reference the table (possible C# and nodsql2016 database)….so probably too much work.

• nod\_pm.location - set IsInactive flag to 1

Propose adding IsEDI, IsEOMS, IsAllowedRestomotive columns to nod\_pm.location. Use those columns directly in the vwLocation.

• nod\_pm.vwLocation - set flags IsEdi, IsEOMS, IsAllowedRestomotive

Should be moot as only shows active locs (ie “IsEDI” will not show up on the inactive location). I assume Restomotive contingency loc will be set to existing “IsAllowedRestomotive” locs **SARAH** you can ask me to further explain this

• nod\_pm.nod\_ecommerce\_whsortorder - must be adjusted to remove the entries for the closed warehouse

• nod\_pm.sp\_NOD\_ECommerce\_QOHForPartExtendedInfo\_Magento - several places to add excluded warehouses Should be moot because of changes made to this proc that automatically change the customers “BaseWH” ie loc when using contingency loc. The primary loc 6.1.1\_15 is suppressed (hidden) from the output

### WMS

Propose making update procedures and run with Pentaho “DBA” jobs (which run every 15 minutes). Reference the SPs just in case of failure

• nodsql2016a.WMS\_2015.Locations - Set Active flag

Can do this by running nodsql2016a.WMS\_2015.dbo.sp\_DBA\_SyncLocationTables

• noddw.datawarehouse.companies - Set Active flag

Propose making update procedure here too

### EDI, EOMS and BOT Order Processing

All this is applicable only if loc closes, right? Else, you’d restrict ALL customers from ordering in scenario of diverting less than ALL the cusotmers

• nodsql2016a.EDI\_Production.EDI\_APIControl - remove warehouse from field AllowedLocations

• nodsql2016a.EDI\_Production.EDI\_Locations - flags ShipsEDI set to 0, EOMS\_Exclude set to 1

• Restart BOT service - NODAPP.NatOak EOMS BOT Processor Service

• Restart NatOak Azure Endpoint http://api.NatOak.com - should do but not necessary

### NODSQL2016a Mods for EOMS BOT

• EDI\_AppControl - remove location to IQ1-IQ4, required for BOT

**???** cannot find this if table, did find AppSettings but do not see “IQ%” in the KeyProperty column

• EDI\_TradingPartners - update Bizrule\_Allowed\_ShipFrom for IQ1-IQ4, required for BOT

**???** Isn’t this redundant to EDI\_Locations changes reference EDI, EOMS and BOT Order Processing section

### MySql Mods for EOMS/EDI

SLM: I think the closed loc would needs to be added to **vwIQlocs** (join to nod\_pm.Location and where IsInactive != 1

* nod\_pm.vwIQlocs - see comments in code, update as necessary - required for BOT

There are no comments in the view and view is straight call of table; see primary comments above

* nod\_pm.sp\_NOD\_ECommerce\_QOHForPartExtendedInfo\_Magento - see comments in code, add additional restriction in predicate for closed locations

Should be moot, see Magento section above

* nod\_pm.sp\_NOD\_ECommerce\_QOHForPartExtendedInfo - see comments -, add additional restriction in predicate for closed locations

Should be moot; SLM deleted it last week, no references to it in the database, RAVE no longer using.

**???** @Buddy is this used

* nod\_pm.sp\_NOD\_ECommerce\_QOHForPart - see comments, add additional restriction in predicate for closed locations

Should be moot; SLM deleted

**???** @Buddy is this used

* nod\_pm.vwlocation - see comments, add additional restriction in predicate for closed locations

Should be moot, view already excludes “Inactive” locations

## Related Processes

SOP-EXE-001-A Facility Exposure – Confirmed Case

SOP-EXE-002-A Facility Ordered to Close

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Version** | **Date** | **Description of changes** | **Author** | **Approver** | **Status** |
| A | 4/13/2020 | Initial SOP Release | Sarah Steinhoff | Cale Beckman | Published |
| B | 7/13/2020 | Added tables to update list | Sarah Steinhoff | Melissa Scrima | Published |
| C | 10/20/2020 | Adding explanation, timing, carrier contact | Sarah Steinhoff | Cale Beckman | Published |
| D | 3/5/2021 | Customer level contingency field | Sarah Steinhoff | Scott Deardorff | Reviewing |
| Select |  |  |  |  | Select |