

# PRACTICE TOUCH UP

## EPOD Management

### QUESTION

What causes an order to appear on the EPOD list?

### Answer ...

Anytime there is a customer or vendor dispute on a unit, part or service performed.

#### Effective practices to address EPOD concern...

- Delivery team's clear notes on POD for line item disposition
- Detailed engagement between Delivery Team & Office Check-In Clerk before submitting
- Detailed notes by Dispatch Team to assist Office Check-In Clerk on anomalies
- Proper filing of POD's (no POD means no line of defense to counter allegations made by customer or vendor)
- Prompt reply to EPOD's (aging EPOD's turn into freight claims!)