



PRACTICE TOUCH UP



PENDING ORDER MANAGEMENT

QUESTION

Who has a daily responsibility for a line of sight on PENDING orders & addressing PENDING order concerns?

Answer ... _____

Both the Inventory Clerk & Router have a daily line of sight and responsibility to address PENDING orders.

How does this all work?

- The Inventory Clerk has the first line of sight on potential PENDING orders that have not arrived (Inbound Screen). Check manifesting screen to make sure all items are in PICKED status or in route for arrival to be PICKED.
- The Router has the second line of sight on potential PENDING orders that have not arrived, but have been routed. Check manifesting screen to make sure all items are in PICKED status or in route (communicate with Inventory Clerk)
- If PENDING orders are not verified as arriving, the Inventory clerk must report this to GE Delivers.
GEAHomeDeliveryHQ@geappliances.com
- Customers should be notified that deliveries will not be made (Driver name & time frames removed from Track & Trace)
- The Router must reroute to address any routes negatively impacted by the removed PENDING orders before sending out Televox calls.