



# PRACTICE TOUCH UP



## INBOUND & MANIFESTING

### QUESTION

Why is it important to keep a daily line of visibility on both the GE Inbound & Manifesting screens?

### Answer ...

This is important because it allows for optimal routing & accurate communication to customers that will not be receiving their deliveries next day. Communicating anomalies such as late trucks, no ASN, PENDING, etc. to GE allows them to keep vendors & their respected carriers accountable.

### WHY IS THIS IMPORTANT?

- Routes with low stop and piece counts fail both the delivery team and the locations profitability.
- Impacted customers without advance communication ruins the delivery experience. QOS starts long before the appliance gets loaded on the truck!
- Allowing vendors & carriers to continue to deliver subpar service without documentation creates unnecessary stress on the delivery agent & no high-level visibility to GE.
- Vendor trucks that do not appear on the GE Inbound screen and/or orders that do not manifest properly (example: PENDING) need to be communicated to [GEAHomeDeliveryHQ@geappliances.com](mailto:GEAHomeDeliveryHQ@geappliances.com). Please make sure to CC your GM, Temco RM & GE RM.