

# ELECTROLUX ORDER MANAGEMENT

## ELECTROLUX PROGRAM OVERVIEW

Electrolux ships new and replacement units to the location CRST Home Solutions has specified on the ELUX Store File report that Tim Bohland maintains.

Once that order ships, Electrolux provides the equipment information and tracking details to Home Solutions on a report (currently we receive the NAL Tracking Report and the WIP report).

The Market Managers are responsible for tracking and confirming the shipments of product, as well as scheduling any pickups of returned product. If shipping issues cause a customer's order to need to be rescheduled, Market Managers are responsible for updating the customer and/or the order in DOLI.

There are three main components of the Electrolux management process:

- Managing Order Shipping, Tracking and Inventory
- Managing Requisition Process/Order Pickup
- Managing Coverage/Primary Installers

## ORDER SHIPPING, TRACKING, AND INVENTORY

Market Managers need to keep track of the Electrolux orders, their tracking information, and confirm product receipt with our warehouses.

The serial number is how our warehouses and service company identify which specific product belongs to which customer. The warehouse/servicer may be unable to confirm receipt of or release the product if we cannot provide the serial number. Multiple items with the same model number are often received at the same time, but the serial number is unique to each individual product.

Perform the following actions each day.

1. Open FM Dashboard and choose the **Open Orders** tab at the top of the screen
2. In the search options that load, enter "**Electrolux**" in the **Client field** and **the market in DMA field**. Then, press **Search**.

A#  DMA

Installer Name  Install\_date

**Client**  Store#

3. Click on **Export Open Order List** to export a spreadsheet of the open orders.

A#  DMA

Installer Name  Install\_date

Client  Store#

**OPEN ORDERS**

**Export Open Order List**

Job #	Client	SKU	Installer	City	State
<a href="#">11601996</a>	ELECTROLUX		JATZ LLC	COUDERSPORT	PENNSYLVANIA
<a href="#">11678540</a>	ELECTROLUX		KING'SCLEANING AND TRANSPORTATIO	BUFFALO	NEW YORK
<a href="#">11759796</a>	ELECTROLUX		KING'SCLEANING AND TRANSPORTATIO	FORESTVILLE	NEW YORK
<a href="#">11760472</a>	ELECTROLUX		KING'SCLEANING AND TRANSPORTATIO	BUFFALO	NEW YORK

The Excel report will display the DOLI Job #, Client, SKU, Service Company/Installer, City, State, Zip, Install Date, Status and whether the job is a tech needed.

**Note:** Marker Managers will need to locate coverage ASAP for any orders with "Yes" in the Tech Needed column. Work these jobs per the Tech Needed process.

4. Insert three new columns to the beginning of this report to track the product:

- Confirmed?
- Model #
- Serial #

Confirmed?	Model #	Serial #	Job #	Client	SKU	Inst
			<a href="#">11601996</a>	ELECTROLUX	JATZ LLC	
			<a href="#">11678540</a>	ELECTROLUX	KING'SCLEANING	
			<a href="#">11759796</a>	ELECTROLUX	KING'SCLEANING	
			<a href="#">11760472</a>	ELECTROLUX	KING'SCLEANING	
			<a href="#">11760474</a>	ELECTROLUX	KING'SCLEANING	
			<a href="#">11768422</a>	ELECTROLUX	INSTALLS INC BOO	

5. Use the **Equipment Tab** in DOLI to gather the model number

DOLI CSR INTERFACE > Customer Service - LOGOUT October 4, 2021 > 04:10 PM

SCOPE OF WORK  
[EDIT ORDER](#)  
 ORDER HISTORY  
 COMMUNICATION [EDIT CONTACT INFO](#) [PRINT](#)  
**EQUIPMENT**  
 BOOK ORDER [Contact Information](#)  
 GET DATES **814- 274- 9411** **JOE POTTER**  
 FORM UPLOAD  
 SHIPPING INFO  
 JOB RATES  
 ELECTROLUX  
 SERIAL NUMBER  
 TRIP CHARGE INFO  
 Client: (click-more nfo)  
 ELECTROLUX  
[ogin](#)

Address: 24 MAPLE VIEW LANE  
 COUDERSPORT, PA 16915 [Map](#)  
 Other: -- Ait. Phone: --  
 Email: --

DOLI Job No. [Login](#) Installer Information [Edit](#) | A 501490 < Serial No.  
 1160-1996 JATZ LLC JOSHUA ATKINS  
[Joshuada10@gmail.com](#) 724- 920- 2206  
 < Tech -- < Alt

Job Description: 6282 Refrigerator delivery, hook up and haul-away Install Date: 06/ 03/ 2021 AM n/a  
 Comp. Date:  
 Client Order ID: 84461364 Purchase Date: 05/ 19/ 2021

[web service]

MODEL	SERIAL	WEIGHT	SIZE	WIDTH	HEIGHT	NUM_BOXES	EQUIPMENTTYPE
FFHT2033VP							Refrigerator

6. Search by Client Order ID on the WIP Report (Provided by Lay Yap).
7. Search in the Raw Data tab when using the WIP Report. The "K" Column of this tab will list the Product Serial Number for the unit.

SERIAL NUMBER  
 TRIP CHARGE INFO  
 Client: (click-more nfo)  
 ELECTROLUX  
[ogin](#)

DOLI Job No. [Login](#) Installer Information [Edit](#) | A 501490 < Serial No.  
 1160-1996 JATZ LLC JOSHUA ATKINS  
[Joshuada10@gmail.com](#) 724- 920- 2206  
 < Tech -- < Alt

Job Description: 6282 Refrigerator delivery, hook up and haul-away Install Date: 06/ 03/ 2021 AM n/a  
 Comp. Date:  
 Client Order ID: 84461364 Purchase Date: 05/ 19/ 2021

130	11594721	84497954	05/15/2021	Future
131	11597669	ESA62976865	05/17/2021	Future
132	11589283	84471757	05/13/2021	Past
133	11592388	84484667	05/14/2021	Past
134	11601792	BN84450194	05/19/2021	Past
135	11600290	84465518	05/18/2021	
136	11601812	84480970	05/19/2021	
137	11601888	84490364	05/19/2021	
138	11602067	84469485	05/19/2021	
139	11556878	84420499	04/27/2021	
140	11601996	84461364	05/19/2021	
141	11607910	84472918	05/21/2021	
142	11607115	84432480	05/21/2021	
143	11601869	84486207	05/19/2021	
144	11613837	84366282	05/24/2021	
145	11607657	BN84447238-R1	05/21/2021	
146	11608339	BN84485595	05/21/2021	
147	11616404	BN84467565	05/25/2021	Past
148	11623220	84503353	05/27/2021	Past
149	11619956	84488193	05/26/2021	Past
150	11620203	84498314	05/26/2021	Past
151	11619745	84425672	05/26/2021	Today

Find and Replace

Find:  Replace:   
 Find what:   
 Find All Find Next

Raw Data Order Status Product Status Open carrier tracking D2C Warranty Carrier Tracking

8. If the Product Serial Number is blank, search by **Client Order ID** on the **NAL Tracking report** (Provided by the Account Executive)
  - If you cannot locate the serial number, email to [Eluxsupport@crst.com](mailto:Eluxsupport@crst.com) to request the serial number from Electrolux.
9. Once you have located the serial number, confirm whether the warehouse or service company is in possession of the product no later than the day before the installation date.
  - First, look at the tracking in **Columns W-Z** on the **Raw Data tab** of the WIP Report to see whether the product was delivered or if it is still in transit.

Delivery #	Carrier	Pro #	Received at whse?
7805128211	CNWY	61233649	Yes
7805580454	CNWY	61816802	Yes
7805669057	CNWY	61937009	Yes
7805669162	CNWY	61937125	Yes
7805669062	CNWY	61937027	Yes
7805679132	CNWY	61949912	Yes

- If there is no tracking information on the WIP Report check the NAL Tracking Sheet. If there is no tracking information on either sheet, email Back Office at [Eluxsupport@crst.com](mailto:Eluxsupport@crst.com) to have them request tracking info from Electrolux.
10. Use the key below to track the product with the shipper:

Carrier Code	Tracking	Notes
CCYQ	<a href="https://www.shipcc.com/Tracking_Shipments.aspx">https://www.shipcc.com/Tracking_Shipments.aspx</a>	Omit all leading zeros
CENF	<a href="http://www.centralfreight.com/website/mf/mfInquiry.aspx">http://www.centralfreight.com/website/mf/mfInquiry.aspx</a>	Omit all leading zeros
CNWY	<a href="https://app.ltl.xpo.com/appjs/tracking/search">https://app.ltl.xpo.com/appjs/tracking/search</a>	Omit all leading zeros
CPQL	(909) 544-5040	Online tracking requires login. Call (909) 544-5040
EXLA	<a href="https://www.estes-express.com/myestes/shipment-tracking/">https://www.estes-express.com/myestes/shipment-tracking/</a>	Omit all but 1 leading zero
KKWQ	1 (800) 955-4559	Online tracking requires login. Call 1 (800) 955-4559
NOPK	Call: (303) 295-0300	No online tracking found
OAKH	<a href="https://www.oakh.com/page/tracing">https://www.oakh.com/page/tracing</a>	Copy/paste all
ODFL	<a href="https://www.odfl.com/Trace/standard.faces">https://www.odfl.com/Trace/standard.faces</a>	Copy/paste all
RETL	<a href="http://reddawayregional.com/index.shtml?maintab=2">http://reddawayregional.com/index.shtml?maintab=2</a>	Omit all leading zeros
RKDC	(510) 487-2404	No online tracking found
SAIA	<a href="https://www.saia.com/track">https://www.saia.com/track</a>	Omit all leading zeros
SMTL	<a href="https://profoundui.smtl.com/profoundui/start?pgm=profoundui/mwp705c&amp;p1=0&amp;l1=1&amp;p2=none&amp;l2=4&amp;p3=none&amp;l3=4">https://profoundui.smtl.com/profoundui/start?pgm=profoundui/mwp705c&amp;p1=0&amp;l1=1&amp;p2=none&amp;l2=4&amp;p3=none&amp;l3=4</a>	Omit all leading zeros
UPSN	<a href="https://www.ups.com/track?loc=en_US&amp;requester=ST/">https://www.ups.com/track?loc=en_US&amp;requester=ST/</a>	Copy/paste all

11. If the tracking shows the product has been delivered, Market Managers must call the warehouse or service company to confirm that they received a product with that specific serial number.
  - If you cannot reach the warehouse/service company, send a follow up email.
  - If the warehouse has given us access to an online inventory portal or if they send us regular inventory spreadsheets listing the serial numbers for the items they have received, you can use that instead of a phone call to the warehouse to confirm that the unit has been received.
  - Document each attempt to confirm receipt of the product on the individual DOLI job.
12. Once the unit is confirmed to be at the correct pickup location, copy the serial number into the **Electrolux Serial Number** tab on the individual DOLI job.

Please Enter A Serial Number For Each Product To Be Able To Complete The Job.

Model	Serial Number	Action	Has Serial Number Been Updated
FFHT2033VP	<input type="text" value="Enter Serial Number"/>	<input type="button" value="Submit Serial Number"/>	False

- Enter the serial number in the box and click **Submit Serial Number** and it will change from False to True.
- A new window will pop up. If the serial number has already been entered for an order, the serial number will be displayed and the “Has Serial Number Been Updated” column will display as “True.”

## MISSING PRODUCT

At times, product will show as delivered, but the warehouse/service company will not be able confirm the location of the product. In these instances, our Back Office team will reach out to the client for Proof of Delivery (POD). Once we confirm if Electrolux has POD, the Market Manager facilitate the appropriate resolutions, e.g. requesting a replacement product from the client.

1. Perform the following steps for any order that is missing product:
2. Update the job status in DOLI to **Needs Installs inc Action - No Equipment**

3. Email [Eluxsupport@crst.com](mailto:Eluxsupport@crst.com) requesting POD from the Electrolux. List the order information and the products that are missing.
4. Document the situation in DOLI.
5. Back Office will request POD from the client and send that on to the Market Manager. Examine the POD and either reach out to the warehouse/service company or reach out to the client to request a replacement product.
6. Document all further actions on the DOLI job.
7. Contact the customer to update them about their appointment as necessary.