
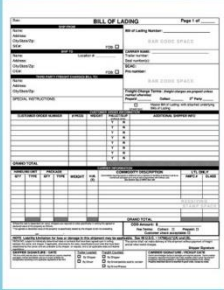
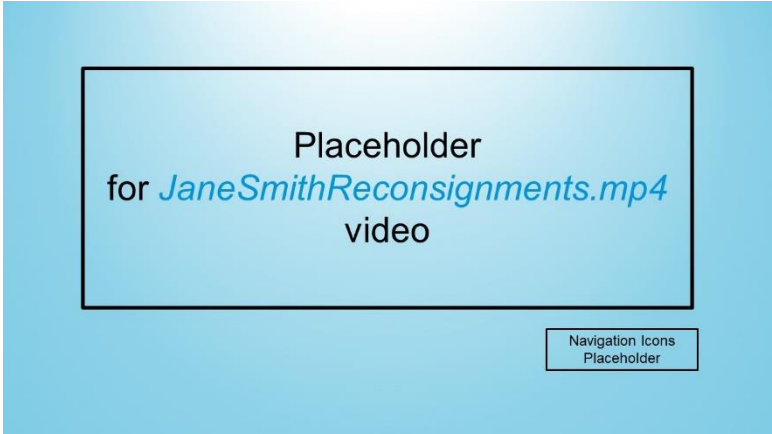



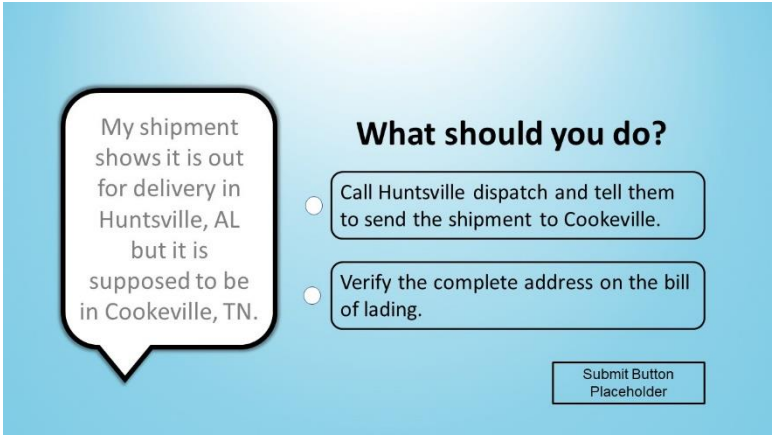

## Creating a Scenario | Desktop App Training Manual

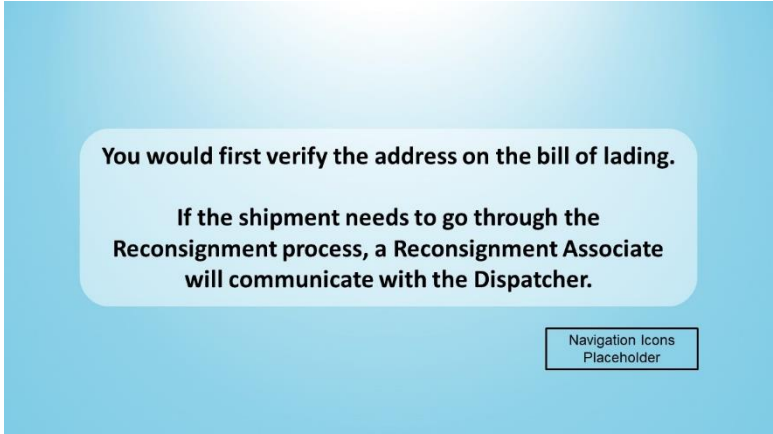
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Lesson Title Page	<b>Screen</b> 1 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  In this lesson you will learn about reconsignments and the process for submitting a reconsignment request.			<b>Reviewer Comments</b>

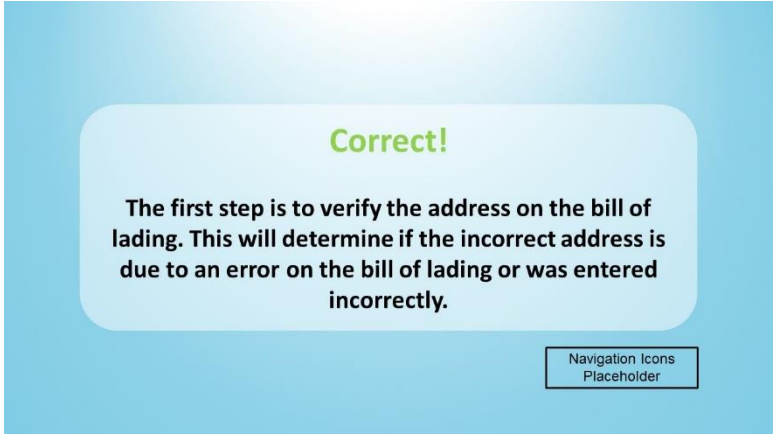
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> What is a reconsignment?	<b>Screen</b> 2 of 17	<b>Navigation Info</b>
<div data-bbox="224 468 992 898" style="background-color: #ADD8E6; padding: 10px;">  <h3 style="text-align: center;">What is a reconsignment?</h3> <ul style="list-style-type: none"> <li>A reconsignment is when the original bill of lading has incorrect consignee information or the shipper has requested to change the delivery location.</li> <li>Incorrect street address</li> <li>Wrong city, state, zip code combination</li> <li>Customer wants to pick-up at the dock instead of having the freight delivered</li> </ul> <div style="border: 1px solid black; display: inline-block; padding: 2px 5px; margin-top: 10px;">Navigation Icons Placeholder</div> <p style="font-size: small; margin-top: 5px;">Photo from <a href="#">Investopedia</a></p> </div>			Standard back/home/next
			<p style="text-align: center;"><b>Visual Info/Media</b></p> Use image of bill of lading  Photo from <a href="#">Investopedia</a>
			<p style="text-align: center;"><b>Reviewer Comments</b></p>
<b>Voiceover/Audio</b>  During your typical workday, you will usually receive at least one call related to reconsignments. A reconsignment is when the original bill of lading has incorrect consignee information, or the shipper has requested to change the delivery location. Some of the most common reasons are: <ul style="list-style-type: none"> <li>incorrect street address</li> <li>wrong city/state/zip code combination</li> <li>the customer wants to pick-up their shipment at the dock instead of having it delivered</li> </ul>			

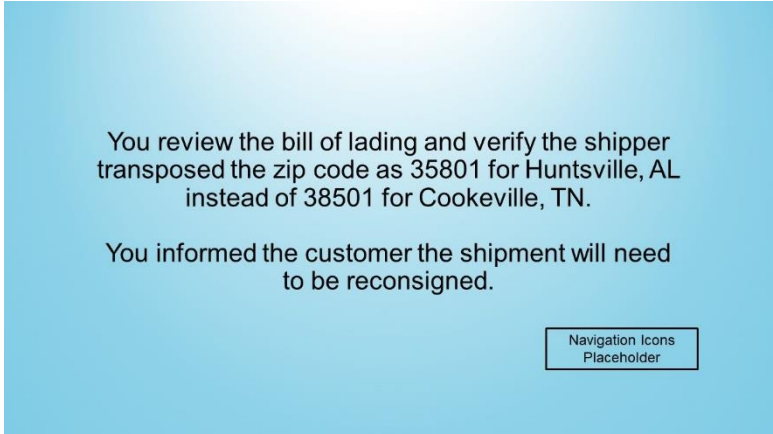
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Reconsignment video	<b>Screen</b> 3 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			Use training video: JaneSmithReconsignments.mp4
<b>Voiceover/Audio</b>  Reconsignment Director Jane Smith discusses the importance of reconsignments and reviews the reconsignment process steps.			<b>Reviewer Comments</b>

<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Let's practice	<b>Screen</b> 4 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  Now that you have learned about reconsignments let's practice a reconsignment customer service call.			<b>Reviewer Comments</b>

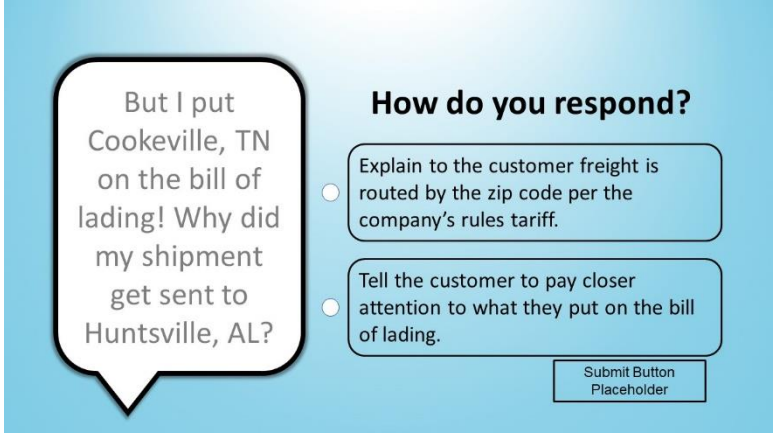

<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Scenario	<b>Screen</b> 5 of 17	<b>Navigation Info</b>
 <p>The screenshot shows a light blue background with a white call-out bubble on the left containing the text: "My shipment shows it is out for delivery in Huntsville, AL but it is supposed to be in Cookeville, TN." To the right of the bubble is the heading "What should you do?" followed by two bullet points in rounded rectangular boxes: "Call Huntsville dispatch and tell them to send the shipment to Cookeville." and "Verify the complete address on the bill of lading." At the bottom right is a "Submit Button Placeholder" box.</p>			Answer 1: Slide 6 Answer 2: Slide 7  <i>User clicks radial and submit</i>
			<b>Visual Info/Media</b> Use the call-out graphic.  
<b>Voiceover/Audio</b>  You receive a phone call from a shipper: My shipment shows it is out for delivery in Huntsville, AL but it is supposed to be in Cookeville, TN. My reference number is 123456789.  What should you do?			<b>Reviewer Comments</b>

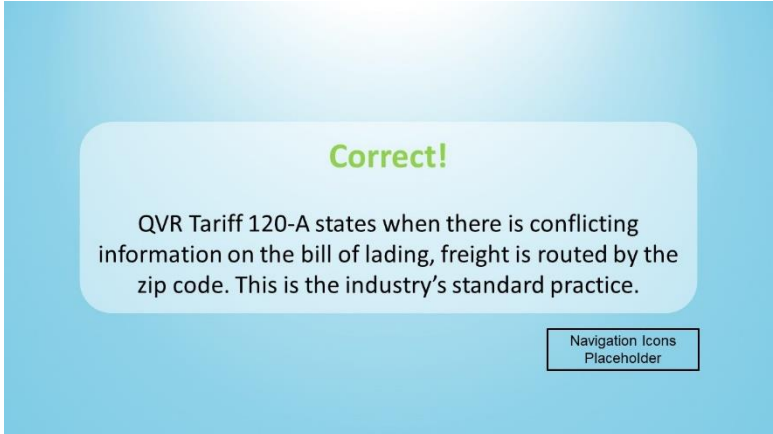
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Slide 5 answer 1 Incorrect	<b>Screen</b> 6 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  You would first verify the address on the bill of lading.  If the shipment needs to go through the Reconsignment process, a Reconsignment Associate will communicate with the Dispatcher.			<b>Reviewer Comments</b>

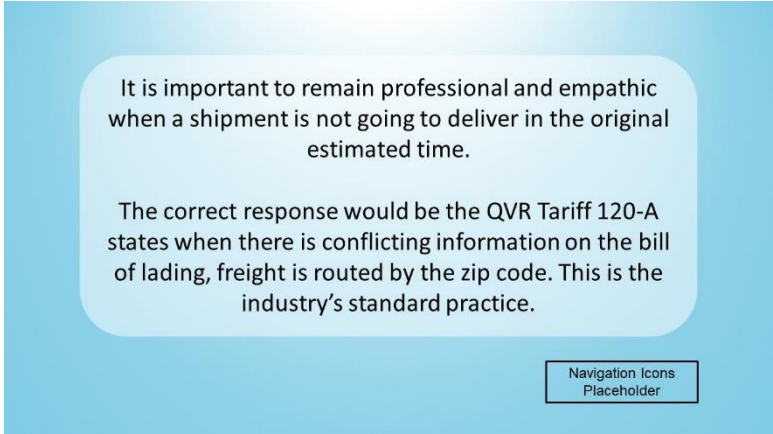
Lesson Title: Reconsignments	Screen title: Slide 5 answer 2 Correct	Screen 7 of 17	Navigation Info
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  Correct!  The first step is to verify the address on the bill of lading. This will determine if the incorrect address is due to an error on the bill of lading or was entered incorrectly.			<b>Reviewer Comments</b>

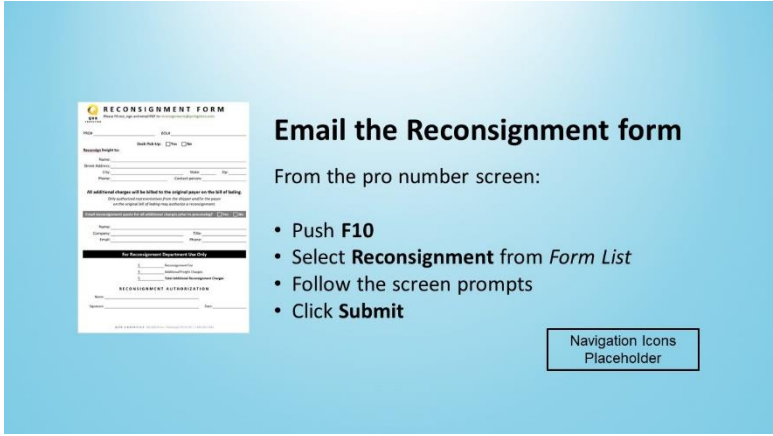
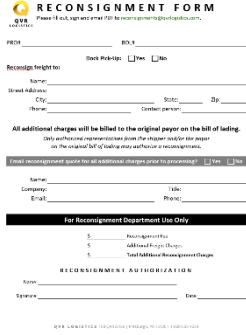
Lesson Title: Reconsignments	Screen title: Inform customer of reco	Screen 8 of 17	Navigation Info
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  You review the bill of lading and verify the shipper transposed the zip code as 35801 for Huntsville, AL instead of 38501 for Cookeville, TN.  You inform the customer the shipment will need to be reconsigned.			<b>Reviewer Comments</b>





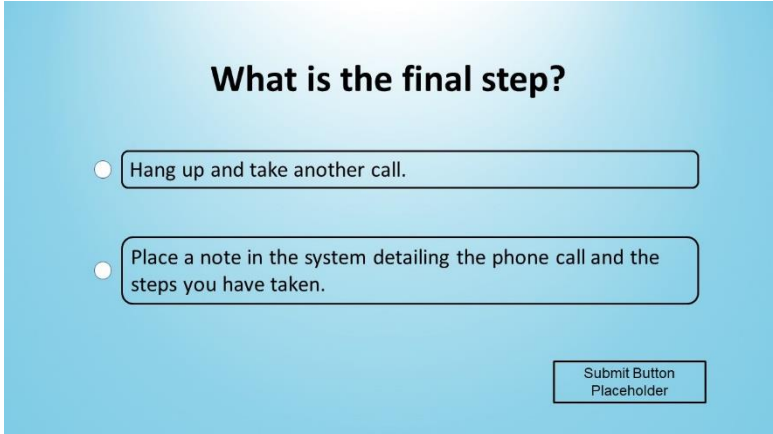
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Respond scenario	<b>Screen</b> 9 of 17	<b>Navigation Info</b>
 <p>The screenshot shows a blue background with a white callout bubble on the left containing the text: "But I put Cookeville, TN on the bill of lading! Why did my shipment get sent to Huntsville, AL?". To the right of the bubble is the heading "How do you respond?" followed by two radio button options: "Explain to the customer freight is routed by the zip code per the company's rules tariff." and "Tell the customer to pay closer attention to what they put on the bill of lading." A "Submit Button Placeholder" is located at the bottom right of the slide.</p>			Answer 1: Slide 10 Answer 2: Slide 11  <i>User clicks radial and submit</i>
			<b>Visual Info/Media</b>
			Use the call-out graphic.  
<b>Voiceover/Audio</b>  The customer asks, "But I put Cookeville, TN on the bill of lading! Why did my shipment get sent to Huntsville, AL?"  How do you respond?			<b>Reviewer Comments</b>

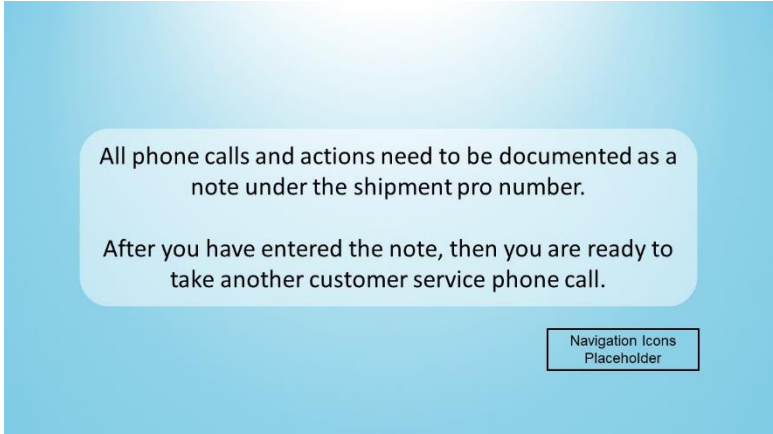
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Slide 9 answer 1 correct	<b>Screen</b> 10 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  Correct!  QVR Tariff 120-A states when there is conflicting information on the bill of lading, freight is routed by the zip code. This is the industry's standard practice.			<b>Reviewer Comments</b>

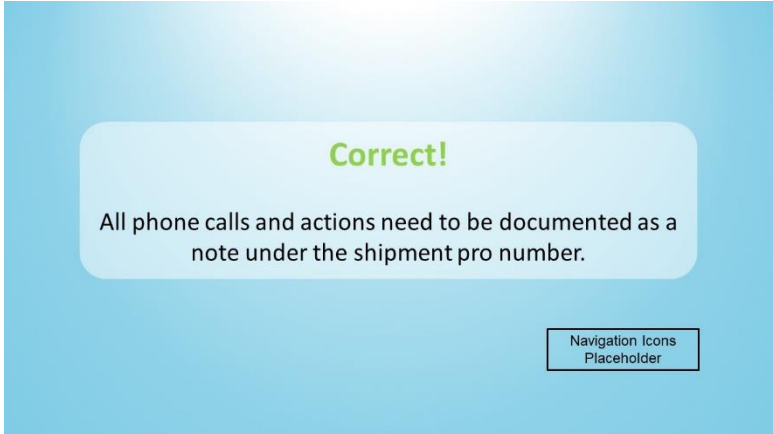
<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Slide 9 answer 2 incorrect	<b>Screen</b> 11 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  It is important to remain professional and empathic when a shipment is not going to deliver in the original estimated time.  The correct response would be the QVR Tariff 120-A states when there is conflicting information on the bill of lading, freight is routed by the zip code. This is the industry's standard practice.			<b>Reviewer Comments</b>

Lesson Title: Reconignments	Screen title: Email reco form	Screen 12 of 17	Navigation Info
			Standard back/home/next
			<p data-bbox="1128 646 1328 674"><b>Visual Info/Media</b></p> <p data-bbox="1040 684 1404 711">Use image of reconsignment form.</p> 
<p data-bbox="203 1157 397 1184"><b>Voiceover/Audio</b></p> <p data-bbox="203 1209 1008 1346">Now that you have determined the shipment needs to be reconsigned, you will email the customer a reconsignment form. To email the form, you will need to be on the pro number screen. Push F10, select Reconsignment from the Form List, follow the screen prompts and click on the green Submit button.</p> <p data-bbox="203 1373 938 1430">Remember to read back the email address to the customer and verify spelling.</p>			<p data-bbox="1105 1115 1349 1142"><b>Reviewer Comments</b></p>



<b>Lesson Title:</b> Reconignments	<b>Screen title:</b> Alert Reconignment Dept.	<b>Screen</b> 13 of 17	<b>Navigation Info</b>
 <p><b>Send alert to Reconignment Dept.</b></p> <p>From the pro number screen:</p> <ul style="list-style-type: none"> <li>• Push <b>F4</b></li> <li>• Select <b>Reconignment</b> from <i>Department List</i></li> <li>• Follow the screen prompts</li> <li>• Click <b>Submit</b></li> </ul> <p style="text-align: right;">Navigation Icons Placeholder</p>			Standard back/home/next
			<b>Visual Info/Media</b>
			Use submit button graphic.  
<b>Voiceover/Audio</b> <p>Next you will need an alert to the Reconignment Dept. This is an important step as it will automatically flag the shipment in the system for a pending reconignment. The Reconignment Department, Dispatch, and the Driver will receive an alert. Reconignments are time-sensitive and this alert can prevent a shipment delivering to the wrong address.</p> <p>To sent the alert, you will need to be on the pro number screen. Push F4, select Reconignment from Department List, follow the screen prompts, click the green submit button.</p> <p>If the customer does not need further assistance, you may end the phone call.</p>			<b>Reviewer Comments</b>

<b>Lesson Title:</b> Reconignments	<b>Screen title:</b> What is final step?	<b>Screen</b> 14 of 17	<b>Navigation Info</b>
 <p style="text-align: center;"><b>What is the final step?</b></p> <ul style="list-style-type: none"> <li><input type="radio"/> Hang up and take another call.</li> <li><input type="radio"/> Place a note in the system detailing the phone call and the steps you have taken.</li> </ul> <p style="text-align: right;"><small>Submit Button Placeholder</small></p>			Answer 1: Slide 15 Answer 2: Slide 16  <i>User clicks radial and submit</i>
			<b>Visual Info/Media</b>
<b>Voiceover/Audio</b>  What is the final step?			N/A
			<b>Reviewer Comments</b>

<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Slide 14 answer 1 incorrect	<b>Screen</b> 15 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  All phone calls and actions need to be documented as a note under the shipment pro number.  After you have entered the note, then you are ready to take another customer service phone call.			<b>Reviewer Comments</b>

<b>Lesson Title:</b> Reconsignments	<b>Screen title:</b> Slide 15 answer 2 correct	<b>Screen</b> 16 of 17	<b>Navigation Info</b>
			Standard back/home/next
			<b>Visual Info/Media</b>
			N/A
<b>Voiceover/Audio</b>  Correct!  All phone calls and actions need to be documented as a note under the shipment pro number.			<b>Reviewer Comments</b>



Lesson Title: Reconignments	Screen title: Reco training complete	Screen 17 of 17	Navigation Info
<p data-bbox="305 569 911 596"><b>You have completed the Reconignments section.</b></p> <div data-bbox="280 646 643 695"> <p>You may end your training session or move to the next section.</p> </div> <div data-bbox="280 720 643 793"> <p><i>Please refer to the QVR Tariff Handbook for a complete list of Reconignment rules and fees.</i></p> </div> 			Standard back/home/next
			<p data-bbox="1130 646 1328 674"><b>Visual Info/Media</b></p> <p data-bbox="1040 684 1414 737">Use image of training manual main menu screen.</p> 
<p data-bbox="204 1052 391 1079"><b>Voiceover/Audio</b></p> <p data-bbox="204 1104 1008 1157">You have completed the Reconignment section. You may end your training session or move to the next section.</p> <p data-bbox="204 1188 1000 1262">Please refer to the QVR Tariff Handbook for a complete list of Reconignment rules and fees. The handbook is accessible on the Training Manual main screen.</p>			<p data-bbox="1109 1010 1344 1037"><b>Reviewer Comments</b></p>