

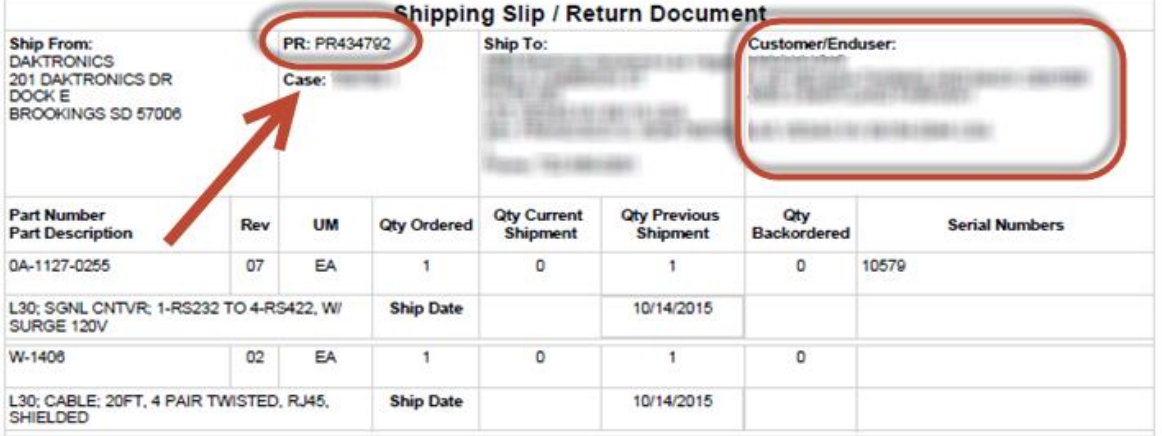


Task (Major Step)	Key Points / Reason Why	Tools / Skills / Info Required	Cycle Time (minutes)	Details
1 Work Order	A. Locate the "Shipping Slip" on the exterior of the box. B. Look in the second column from the left for "PR:" and "Case:" C. If the sequence that proceeds begins with "PR" and the case number has a dash, this is for a Work Order. D. Work Orders will also contain "Customer/Enduser" information on the Shipping Slip E. Transact Work Order shipments per standard process	Locate/Navigate Work Orders		 <p style="text-align: center;">Work Order</p>
2 Inventory	A. Locate the "Shipping Slip" on the exterior of the box. B. Look in the second column from the left for "PR:" and "Case:" C. If the sequence that proceeds begins with "FA" it is a Replenishment Order and will not contain a case number. D. Replenishment Orders will not contain "Customer/Enduser" information on the Shipping Slip. E. Transact Replenishment Order shipments per standard process.	Replenishment Receiving Receive Part to Truck		 <p style="text-align: center;">Replenishment Order</p>
3 Customer Owned	A. Locate the "Shipping Slip" on the exterior of the box. B. Look in the second column from the left for "PR" and "Case:" C. If the sequence begins with "PR" and the case number DOES NOT have a dash, then this is customer owned inventory and should be returned to the customer site upon the next visit. No labor is attached to this type of case and no GoServicePro transaction is required.			 <p style="text-align: center;">Customer Owned</p>
		Total Cycle Time:		