

Dashboard / Tickets / Ticket: 2670959

Name

Carrier Failure

Number

2670959

Type

I am a Supplier

Status

Closed

Assigned To

Victoria Foster

Contacts

honorina L, Kimberly Wilson

Created

04/13/2023 03:58:25 PM

Last Updated

04/20/2023 09:22:28 AM

Load Type (Supplier)

General Merchandise/ Dry Grocery

Are The PO(s) Built to Load(s)?

Yes

Are you an AutoReady Supplier?

Yes

PO(s) Built to Ship On What Type of Load?

Less Than Truckload (LTL/ Small Package)

Please provide the Carrier's Scac

Other

Ambient Load Type

General Merchandise

Assistance Needed

Pick up related need

Load Or PO Number

Loads 26481283 26481286 POs 2024951580 2658732506

Ship Point Number

44409623

Pickup Related needs

Scheduling assistance

Scheduling Assistance Needed

Appointment time not feasible

New Comment

Going forward, we are asking that these tickets are not opened as our carrier execution team will be using their report to track missed pick ups and carrier pushes.

If you open tickets for misses or pushes, please use ticket type "TSCP 2.0 Late Load Notification" instead of " I am a Supplier".



Victoria Foster

04/13/2023 04:58 PM

If this ticket is being opened because the Late Load Notification is not available within the TSCP 2.0 application within Retail Link, we've created ticket type "**TSCP 2.0 Late Load Notification**" to be used for this purpose. Any ticket opened incorrectly will be closed.

Moving forward the only time "**Scheduling Assistance**" tickets should be opened is if you've used the contacts provided and still have not been able to reach the carrier directly by email.

Please refer to Knowledge Base Article "**Carrier Contact Information**", ticket # **1662557**. The easiest/fastest way to find this article is to paste "1662557" into the Search Bar at the top of the screen, here you'll find a downloadable excel file with a complete list of carrier contact information.

Routing_Status_04-13-2023_035459.xlsx



honorina L

04/13/2023 03:58 PM

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