

July 31, 2023

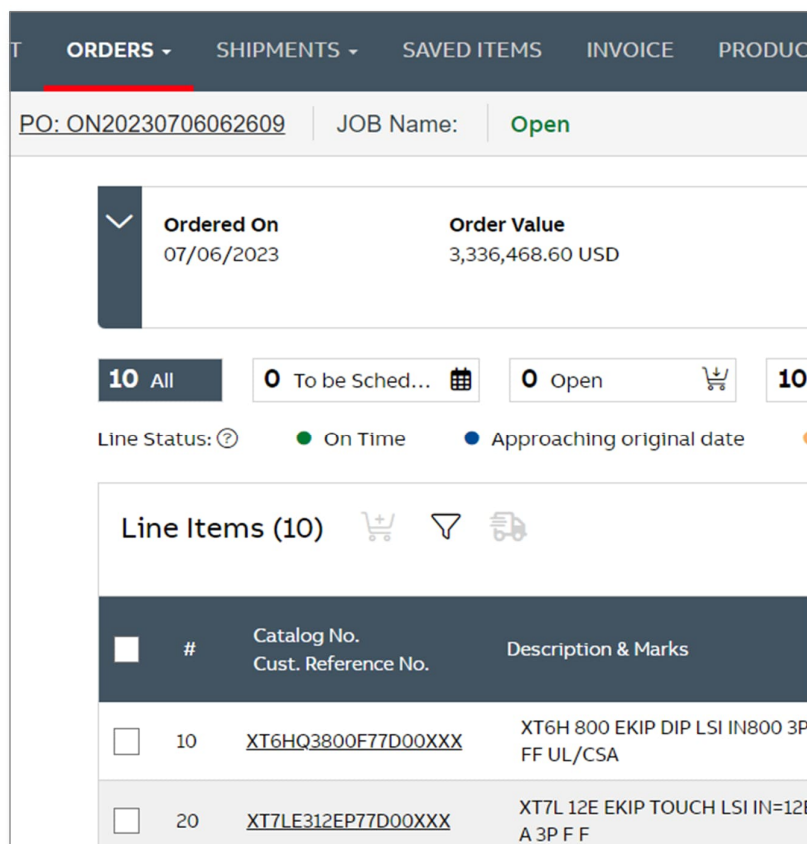
## New empower USS1 escalation process

Effective August 1, customers and sales can request a shipping date escalation via **empower** for USS1 orders when the **empower** Original Scheduled Ship Date has passed. Empower will allow the requestor to select items that meet the escalation criteria at the line level and automatically create/route a case to the Escalation Team for review.

### Escalation criteria:

- Product sold through USS1 sales org
- Original Scheduled Ship Date has passed and is post July 17, 2023
- Scheduled Ship Date is greater than two weeks after the Original Scheduled Ship Date
- The line item is in 'Open' status and does not have any prior escalation requests

**Step 1:** Navigate to order and line items to be escalated

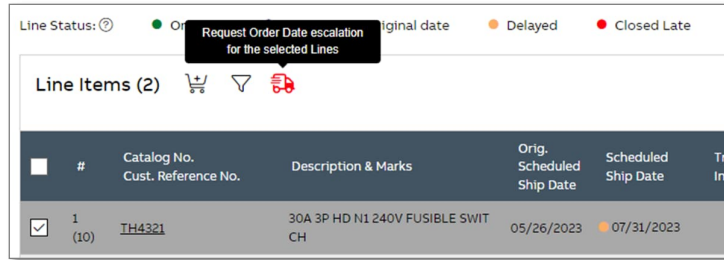


The screenshot displays the Empower system interface for order management. At the top, there are navigation tabs: ORDERS, SHIPMENTS, SAVED ITEMS, INVOICE, and PRODUCT. Below the navigation, the order details are shown: PO: ON20230706062609 and JOB Name: Open. A summary card shows the order was ordered on 07/06/2023 with a value of 3,336,468.60 USD. Below this, there are filters for order status: 10 All, 0 To be Sched..., 0 Open, and 10. A legend for Line Status shows On Time (green dot) and Approaching original date (blue dot). The main section is titled 'Line Items (10)' and contains a table with the following data:

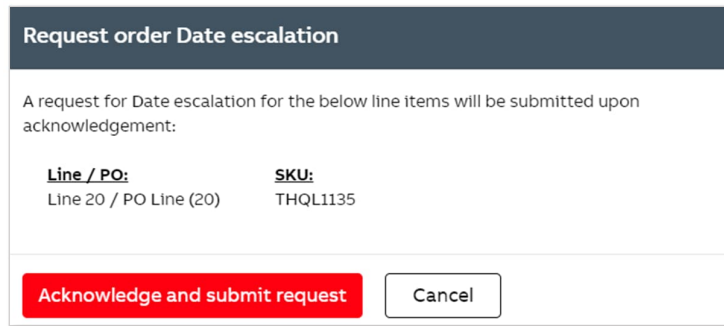
#	Catalog No. Cust. Reference No.	Description & Marks
<input type="checkbox"/>	10 <a href="#">XT6HQ3800F77D00XXX</a>	XT6H 800 EKIP DIP LSI IN800 3P FF UL/CSA
<input type="checkbox"/>	20 <a href="#">XT7LE312EP77D00XXX</a>	XT7L 12E EKIP TOUCH LSI IN=12E A 3P F F

**Step 2:** Select lines requiring escalation by selecting boxes which meet escalation criteria

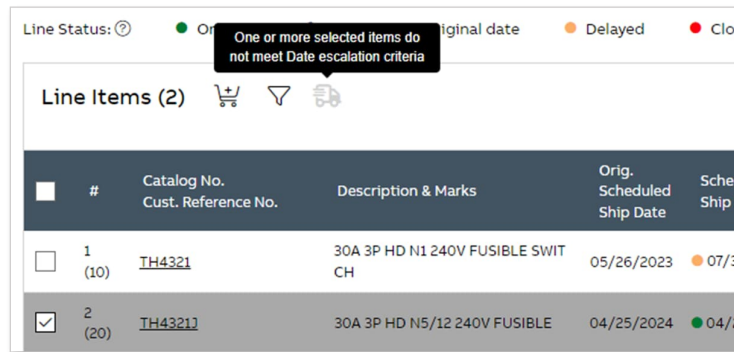
**Note:** Truck will turn red if criteria are met



**Step 3:** Click red truck icon to proceed and click Acknowledge and submit request button (Salesforce.com will send an acknowledgement email).



**Note:** If some items are not eligible for escalation, the following error message will be displayed



If an escalation has already been requested for a line item, a pop-up will be displayed. In this instance, contact customer service through the original case email for that item.

