

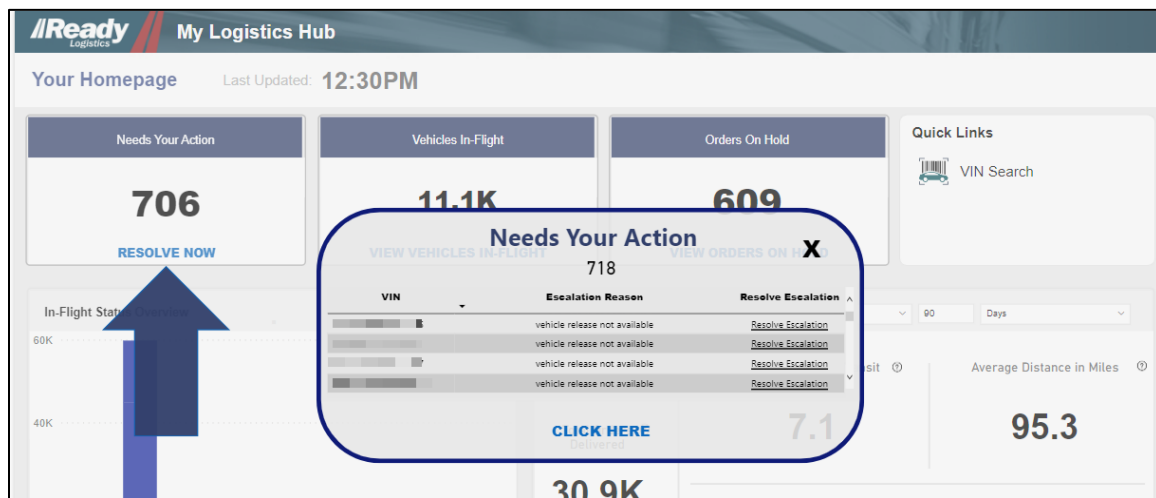
Client Order Escalation Resolution Overview

Orders are escalated when Ready Logistics needs client approval for action or assistance to resolve an issue.

Escalation Management via My Logistics Hub

Viewing Escalations from My Logistics Hub homepage

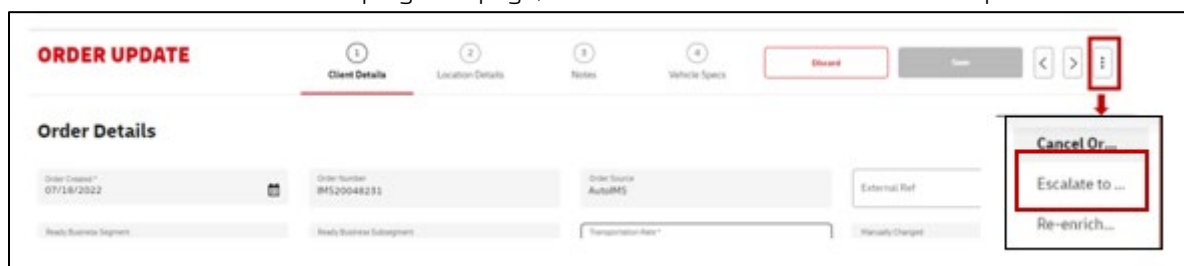
From your **My Logistics Hub** home page there are two ways to access orders that need resolution. The **Needs Your Action** box will show VINs that need attention, the reason for the escalation and a link to be taken directly to the order for resolution.



1. Click the [Resolve Escalation](#) link to open the **Order Update** page. Click on the **3-dot** menu on top right of page, click on **Escalation to...** from the drop down.



- Click on the **3-dot** menu on top right of page, click on **Escalation to...** from the drop down.



- A pop-up window will appear to de-escalate the order, select a reason for de-escalation and add a note, then click **Save**.

Escalate Order

Escalation Options*
De-escalate

Escalation Reason*
Key hold

Escalation Notes
Keys fees approved

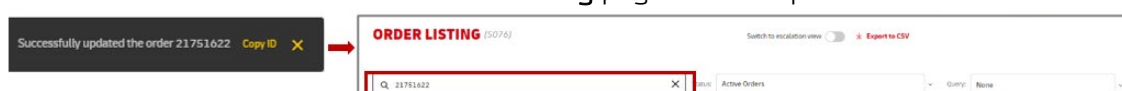
Enter Escalation Notes
221 characters remaining

Escalation Options: use drop-down to select 'De-escalate'

Escalation Reason: use drop-down to select reason (should match escalation reason)

Escalation Notes: add a note regarding the action taken or resolution of issue

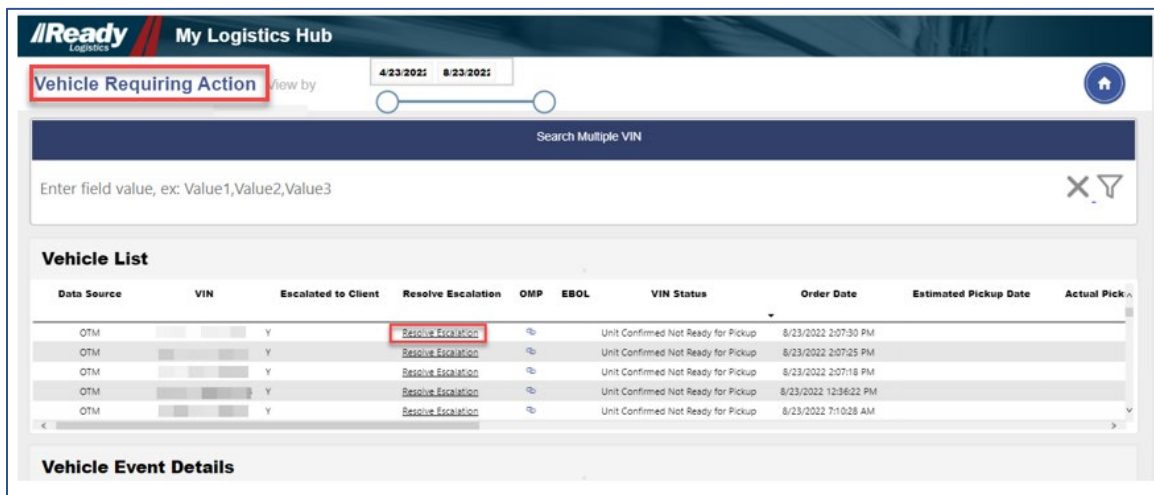
- A message will appear to confirm the order has been successfully updated. If desired, copy and paste order ID into search bar on **Order Listing** page to view updated status.



2. From the **Needs Your Action** box, use the [CLICK HERE](#) link to view full list of vehicles that require attention.



- A view of vehicles requiring attention will open*, click on the [Resolve Escalation](#) link to open the Order Update page to be able to resolve the escalation. *Orders will remain of this list even after escalation has been resolved, until the next refresh of reporting.*

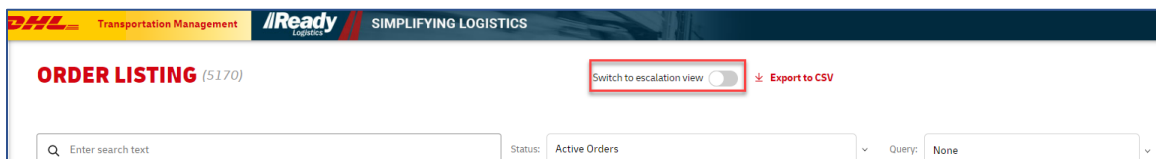


**Orders will remain of this list even after escalation has been resolved, until the next refresh of reporting.*

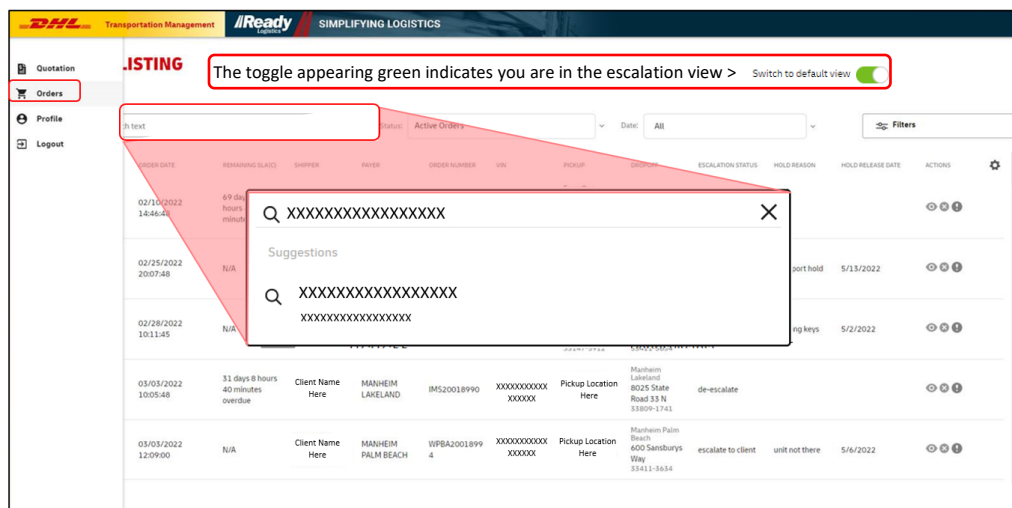
Escalation Management from the Escalation View

Locating the Vehicle in Order Listing

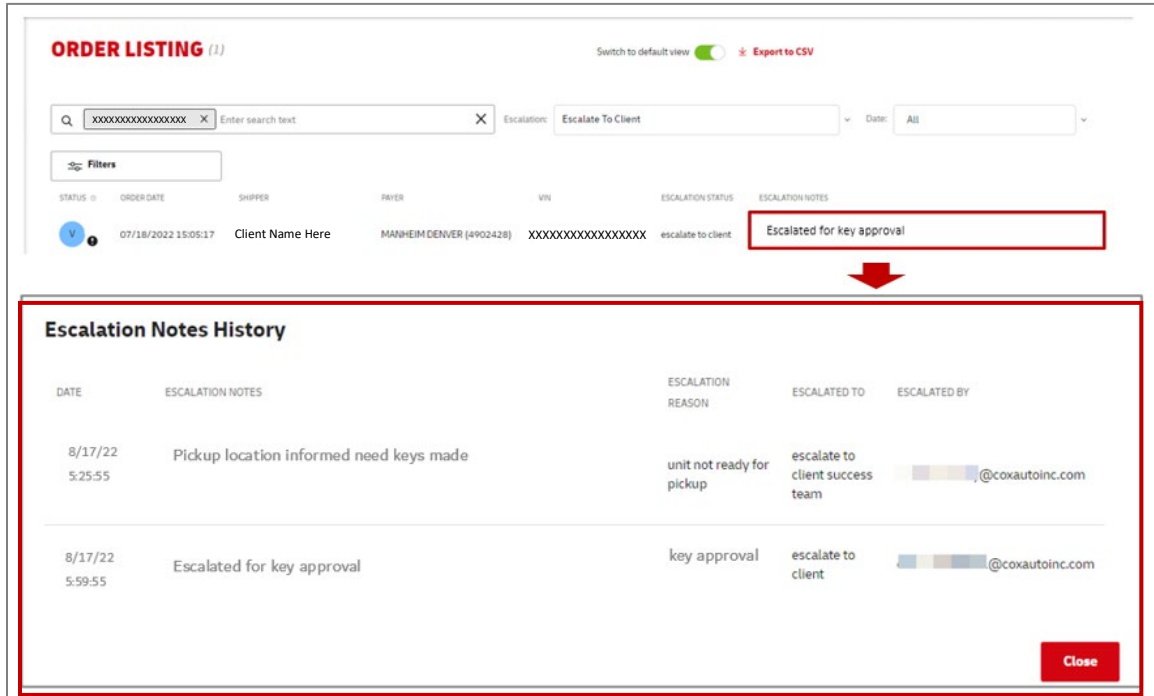
1. When in the Order Management Platform (OMP), switch the toggle at the top right to 'Switch to Escalation View'.



2. Once in Escalation View, use the Search field to enter the VIN number of the escalated order and click **Enter**.

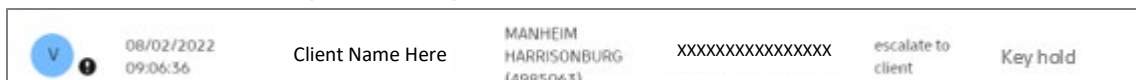


- From the search results row for the vehicle, click on the escalation note and a pop-up will appear with the detailed notes history with reason vehicle was escalated.

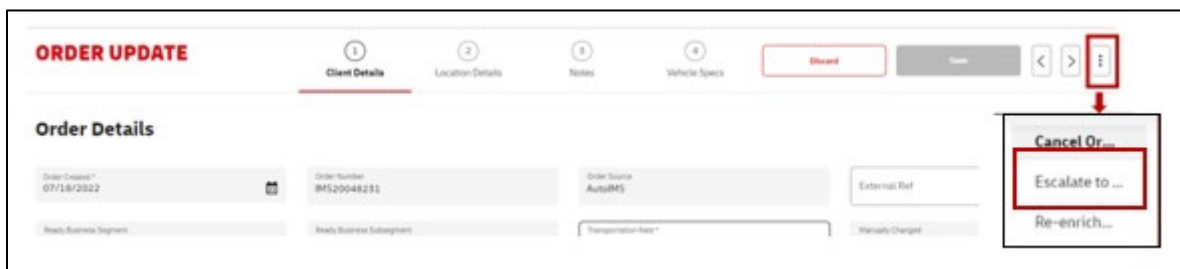


De-escalate the order

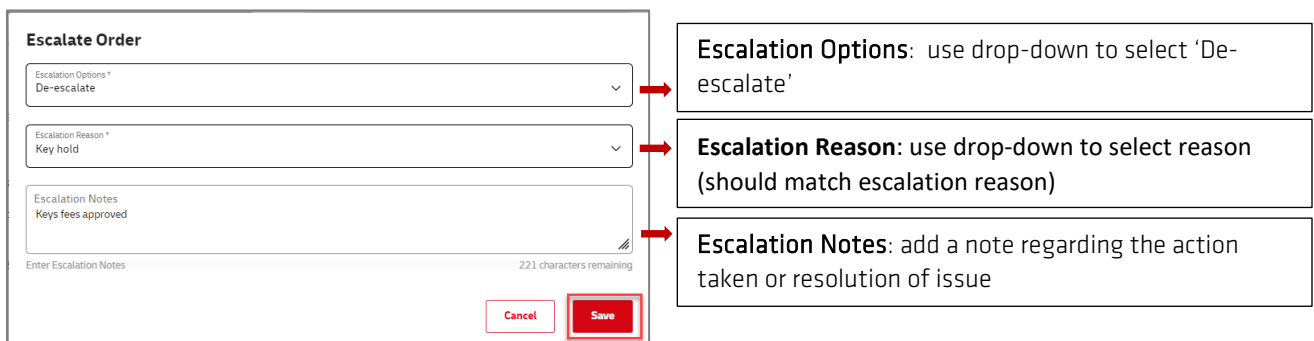
- Open the order details page by clicking anywhere in the row.



- From the Order Update page, click on the 3-dot menu on top right of page, click on **Escalation to...** from the drop down.



- A pop-up window will appear to de-escalate the order, select a reason for de-escalation and add a note, then click **Save**.



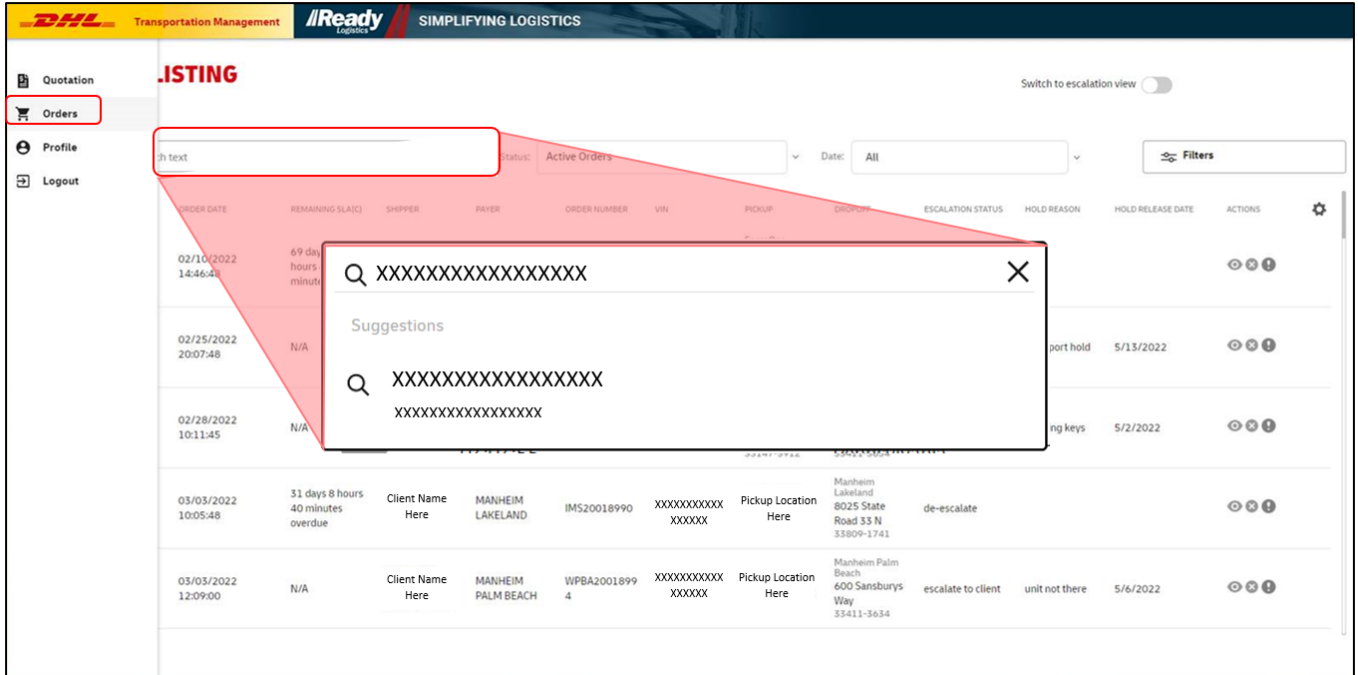
- A message will appear to confirm the order has been successfully updated. If desired, copy and paste order ID into search bar on **Order Listing** page to view updated status.



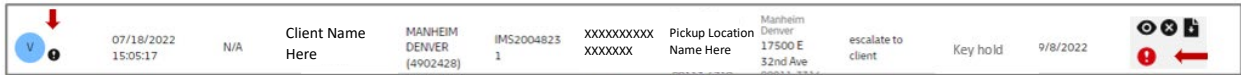
Escalation Management via Orders Search Results Page

Locating the Vehicle in Order Listing

- From the **Order Listings** page, use the Search field to enter in the VIN number for the escalated order.

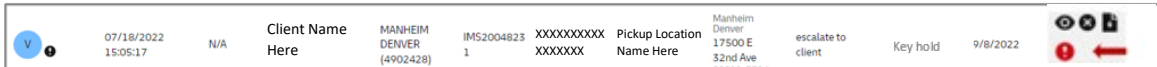


- Escalated orders will have an exclamation icon under the STATUS column and a red exclamation icon under the ACTIONS column.



De-escalate the order

- Click on the exclamation point icon under the STATUS column.



- A pop-up window will appear to de-escalate the order, select a reason for de-escalation and add a note, then click **Save**.

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De-escalate

Escalation Reason *
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