

# Client Hold Management Overview

## Placing a Hold in Order Management

1. Use the Search field to enter in the VIN number needing a hold or use the available filters

The screenshot shows the DHL Ready Logistics interface. The 'Orders' tab is selected. A search filter is applied to the VIN column, showing a list of orders. A search popup is visible over the table, displaying the search term 'XXXXXXXXXXXXXXXXXX' and suggestions for the same term. The table columns include ORDER DATE, REMAINING SLA(C), SHIPPER, PAYER, ORDER NUMBER, VIN, PICKUP, DROPOFF, ESCALATION STATUS, HOLD REASON, HOLD RELEASE DATE, and ACTIONS.

ORDER DATE	REMAINING SLA(C)	SHIPPER	PAYER	ORDER NUMBER	VIN	PICKUP	DROPOFF	ESCALATION STATUS	HOLD REASON	HOLD RELEASE DATE	ACTIONS
02/10/2022 14:46:48	69 days 14:46:48				XXXXXXXXXXXXXXXXXX						
02/25/2022 20:07:48	N/A								port hold	5/13/2022	
02/28/2022 10:11:45	N/A								ng keys	5/2/2022	
03/03/2022 10:05:48	31 days 8 hours 40 minutes overdue	Client Name Here	MANHEIM LAKELAND	IMS20018990	XXXXXXXXXX	Pickup Location Here	Manheim Lakeland 8025 State Road 33 N 33809-1741		de-escalate		
03/03/2022 12:09:00	N/A	Client Name Here	MANHEIM PALM BEACH	WPBA20018994	XXXXXXXXXX	Pickup Location Here	Manheim Palm Beach 600 Sansburys Way 33411-5634		escalate to client	unit not there	5/6/2022

2. Select the order by clicking anywhere on the row

The screenshot shows a selected order record with the following details:

2021-07-30 03:03:55	Client Name Here	Manheim Pennsylvania	XXXXXXXXXXXXXXXXXX	Pickup Location Here	Manheim Pennsylvania 1190 Lancaster Rd 17545-9746
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3. From within the record go to **Step 3 Notes** and proceed to the bottom section titled **Hold Details**

The screenshot shows the 'Hold Details' form with the following fields:

- Item Reference:
- On Hold:
- Hold Reason:
- Hold Release Date: 07/29/2022

4. Toggle the On Hold option to green



5. Select the Hold Reason from the dropdown menu

The screenshot shows the 'Hold Reason \*' dropdown menu with the following options:

- Lease Has Not Matured
- Location Not Releasing
- Pending Keys

6. Select the Hold Release Date (expiration date) from the calendar pop up

The screenshot shows a calendar pop up for July 2022. The date 8th is selected, and the 'Apply' button is highlighted. The calendar also shows the 'Add New Note' button.

- Once all Hold information is filled out, proceed to **Step 4 Vehicle Specs** and select the 'Save' button when it turns red

**Hold Details**

Item Reference

On Hold  Hold Reason  Hold Release Date

4  
**Vehicle Specs**

Discard

Save

## Removing a Hold Prior to Release Date in Order Management

- Use the Search field to enter in the VIN number needing a hold or use the available filters

The screenshot shows the 'Orders' section of the DHL Ready Logistics system. A search bar is highlighted with a red box, and a search dropdown menu is open, showing suggestions for a VIN number. The main table below lists several orders with columns for Order Date, Remaining SLA/C, Shipper, Payer, Order Number, VIN, Pickup Location, Escalation Status, Hold Reason, and Hold Release Date. One row is highlighted in red, indicating it is selected.

- Select the order by clicking anywhere on the row

E

2021-07-30  
03:03:55

Client Name  
Here

Manheim  
Pennsylvania

xxxxxxxxxxxxxxxxxx

Pickup Location  
Here

Manheim Pennsylvania  
1190 Lancaster Rd  
17543-9746

Cancel

- From within the record go to **Step 3 Notes** and proceed to the bottom section titled **Hold Details**

**Hold Details**

Item Reference

On Hold  Hold Reason  Hold Release Date

- Toggle the On Hold option to gray



- Proceed to **Step 4 Vehicle Specs** and select the 'Save' button when it turns red

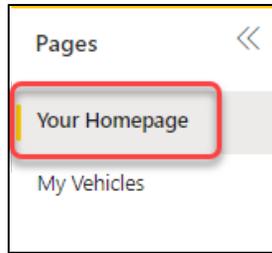
4  
**Vehicle Specs**

Discard

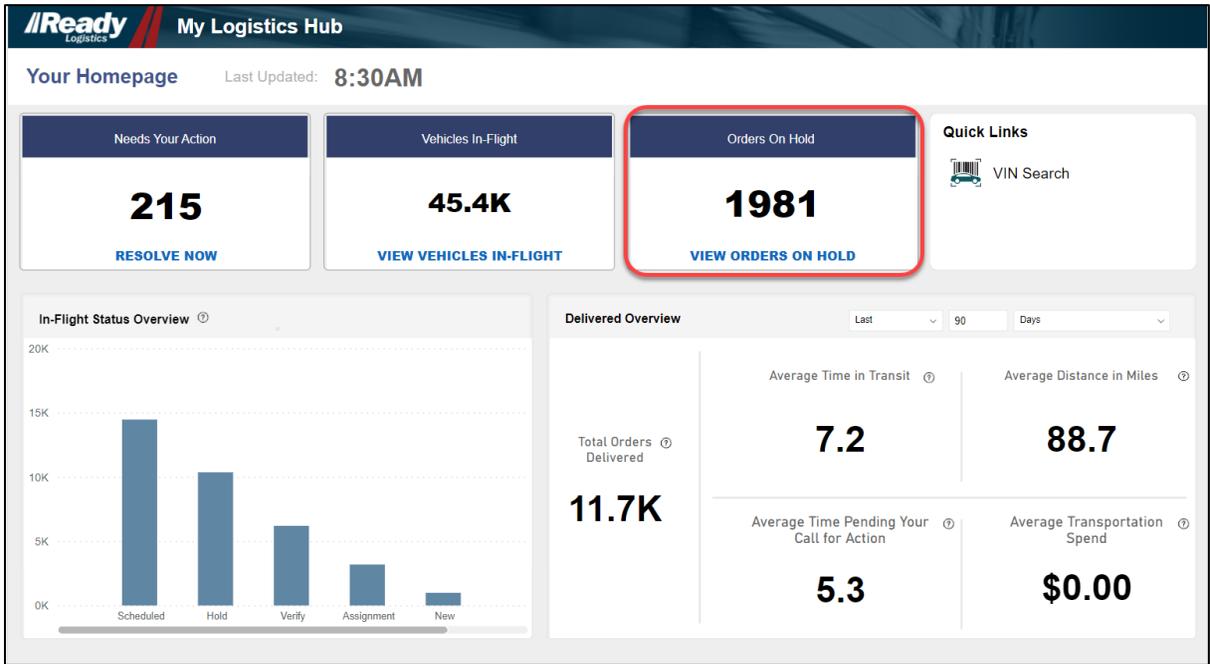
Save

# Searching for Vehicles On Hold MyLogisticsHub

1. Go to **Your Homepage** within the MyLogistics Hub



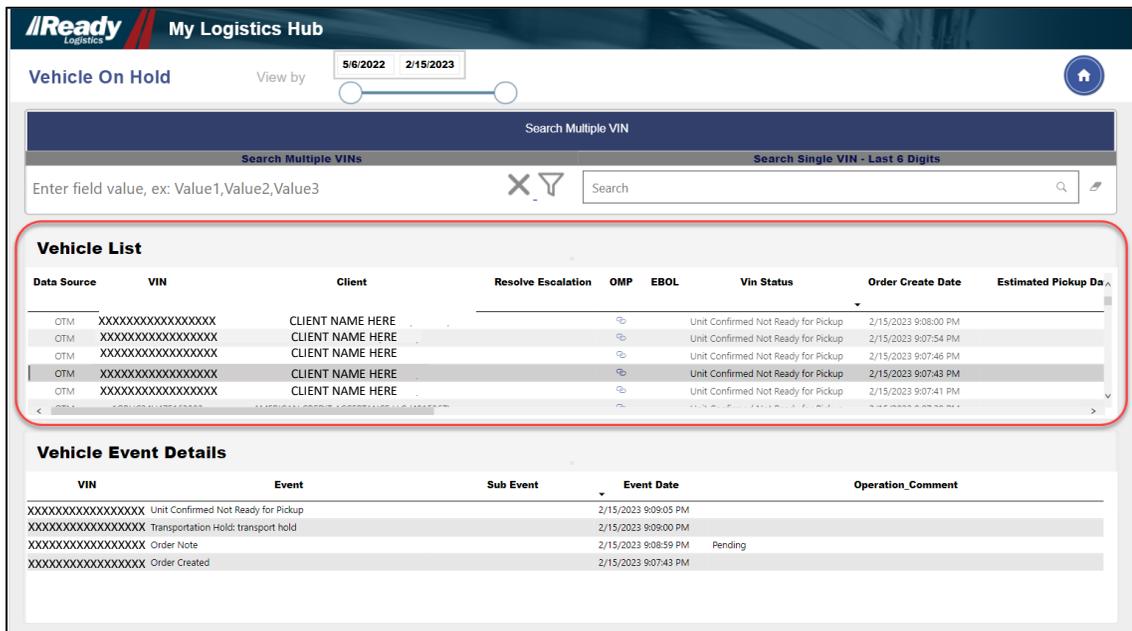
2. The number of vehicles on hold will be displayed in the 'Orders On Hold' metrics box



3. To view details of the vehicles, click anywhere within the 'Orders On Hold' metrics box



4. The details of the orders on hold will be displayed in the 'Vehicles On Hold' page in the **Vehicle List** section.



# Searching for Vehicles On Hold within Order Management

- From within the **Orders** tab, unselect the 'Active Orders' option from the **Status** field dropdown

The screenshot shows the 'ORDER LISTING' interface with 858589 orders. The 'Status' dropdown menu is open, showing options: 'All', 'Active Orders' (unselected), and 'Cancelled'. The table below shows various orders with their respective statuses and hold reasons.

STATUS	DATE	ORDER DATE	REMARKS SLACK	SHIPPER	RIVER	ORDER NUMBER	VIN	PICKUP	DISPOFF	ESCALATION STATUS	HOLD REASON	HOLD RELEASE DATE	ACTIONS
E		04/21/2022 23:50:08	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21819078	XXXXXXXXXXXXXXXXXXXX	Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	escalate to client success team	fee due	6/5/2022	🔍 🔄 🗑️
V		04/22/2022 04:52:42	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21820388	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	escalate to client	bankruptcy hold	7/1/2022	🔍 🔄 🗑️
V		04/22/2022 06:06:14	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21820585	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	de-escalate			🔍 🔄 🗑️
V		04/24/2022 22:46:41	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21821244	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328		transport hold	6/14/2022	🔍 🔄 🗑️
V		04/24/2022 23:04:46	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21821710	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328		pending keys	6/16/2022	🔍 🔄 🗑️
V		04/26/2022 09:20:53	69 days 11 hours 44 minutes overdue	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21826264	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	escalate to client success team			🔍 🔄 🗑️
V		04/27/2022 05:40:32	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21827178	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328		bankruptcy hold	5/25/2022	🔍 🔄 🗑️
V		04/28/2022 05:21:53	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21828783	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	escalate to client success team	prepayment needed	7/10/2022	🔍 🔄 🗑️
V		04/28/2022 12:55:11	N/A	Client Name Here	MANHEIM EL PASO (4928609)	21830993	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Palm Beach 400 Sanabury Way 33411-3634	escalate to client success team	inoperable vehicle	6/25/2022	🔍 🔄 🗑️
E		04/28/2022 12:58:16	65 days 9 hours 20 minutes overdue	Client Name Here	MANHEIM EL PASO (4928609)	21830995	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Palm Beach 400 Sanabury Way 33411-3634				🔍 🔄 🗑️

- Select the 'On Hold' option from within the **Status** field dropdown

The close-up shows the 'Status' dropdown menu with 'On Hold' selected. Other options include 'Incomplete' and 'New', each with a 'Only' label to its right.

Status:	Option	Label
<input type="checkbox"/>	Incomplete	Only
<input type="checkbox"/>	New	Only
<input checked="" type="checkbox"/>	On Hold	Only

Below the dropdown, a row of order details is visible: BAA2068115 On Hold 1G1LD8E74AF681965 5100 North Fwy 77022-2605 Manheim Hd 30097

- This should isolate only orders on hold within the Order Management system. To check that you can hover over the question mark tool tip to see the statuses included in the search results.

The screenshot shows the 'ORDER LISTING' interface with 1458 orders. The 'Status' dropdown menu is open, showing 'On Hold' selected. A tooltip is visible over the status field, listing 'Enrichment On Hold' and 'Verification On Hold'.

- From the search results page Hold Reasons and Hold Release Dates can be viewed.

The screenshot shows the 'ORDER LISTING' interface with 1458 orders. The 'Status' dropdown menu is set to 'On Hold'. The 'Hold Reason' and 'Hold Release Date' columns are highlighted with a red box.

STATUS	DATE	ORDER DATE	REMARKS SLACK	SHIPPER	RIVER	ORDER NUMBER	VIN	PICKUP	DISPOFF	ESCALATION STATUS	HOLD REASON	HOLD RELEASE DATE	ACTIONS
E		04/21/2022 23:50:08	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21819078	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	escalate to client success team	fee due	6/5/2022	🔍 🔄 🗑️
V		04/22/2022 04:52:42	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21820388	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	escalate to client	bankruptcy hold	7/1/2022	🔍 🔄 🗑️
V		04/22/2022 06:06:14	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21820585	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328	de-escalate			🔍 🔄 🗑️
V		04/24/2022 22:46:41	N/A	Client Name Here	MANHEIM ORLANDO (4909858)	QIMS21821244	XXXXXXXXXXXXXXXXXXXX	Pick Up Location Here	Manheim Orlando 11801 W Colonial Dr 34761-3328		transport hold	6/14/2022	🔍 🔄 🗑️