

DHL Supply Chain – Work Instruction

WI-XXXXXX

Review Date: [5/30/2025]

Revision: 1

Effective Date: [5/30/2025]

Issue Date: [5/30/2025]



1. PURPOSE

1.1. This work instruction documents the steps for processing Unisys orders and ensuring the correct serial numbers and tags are reported.

2. SCOPE

2.1. This work instruction applies to all DHL Command Center (DCC) associates involved in processing Unisys orders.

3. RESPONSIBILITIES

3.1. It is the responsibility of DCC associates to execute the steps outlined in this work instruction.

3.2. It is the responsibility of DCC leadership to ensure the accuracy of this document and adherence to the process.

4. RISKS

4.1. Incorrect identification of serial numbers may lead to shipment delays.

4.2. Failure to report serial numbers may result in compliance issues.

5. DEFINITIONS

5.1. DCC – DHL Command Center

5.2. FSL – Field Service Locations

6. WORK INSTRUCTION – Handling Unisys Orders

1. Receiving Unisys Orders

Search within Fresh Desk with the 1st sequence of the Unisys order number.

Example of customer order number - 15349028-83122-250517-094202

– You would search FD by 1st sequence = 15349028

- a. Every Unisys order will receive an alert from DEPCON within Fresh Desk that highlights all part information.
 1. There will also be a customer email.
 2. Search Fresh Desk by the first sequence number of the Unisys order.
- b. Confirm part details within the Depcon Alert and SDVT.
 1. Do not forward or add the warehouse to the Unisys customer email.
 2. Send the email from DEPCON to the warehouse to ensure they have all details if requested.

PROPRIETARY AND CONFIDENTIAL – NOT FOR FURTHER DISTRIBUTION

Authorized and controlled document when opened directly from the electronic system. Controlled copies must be stamped.

DHL Supply Chain – Work Instruction

WI-XXXXXX

Review Date: [5/30/2025]

Revision: 1

Effective Date: [5/30/2025]

Issue Date: [5/30/2025]



Image: Screenshot of the DEPCON and Customer Email in Fresh Desk.

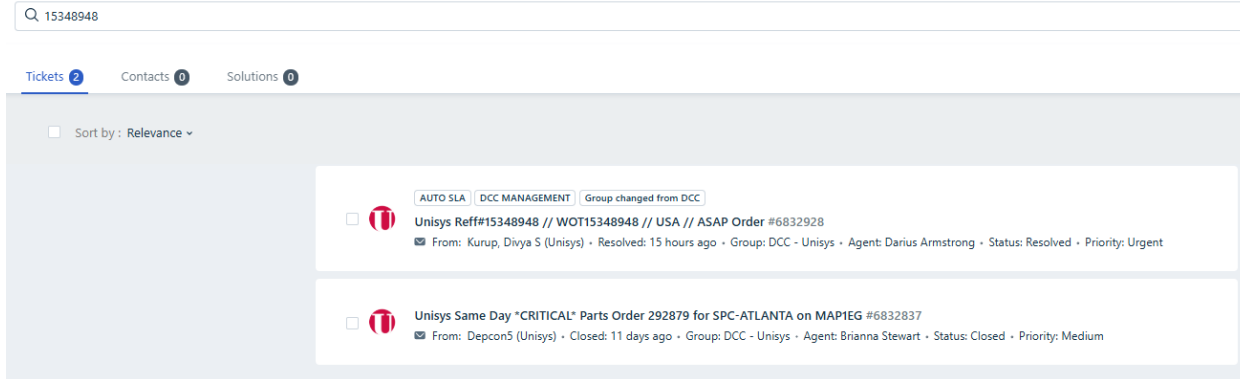
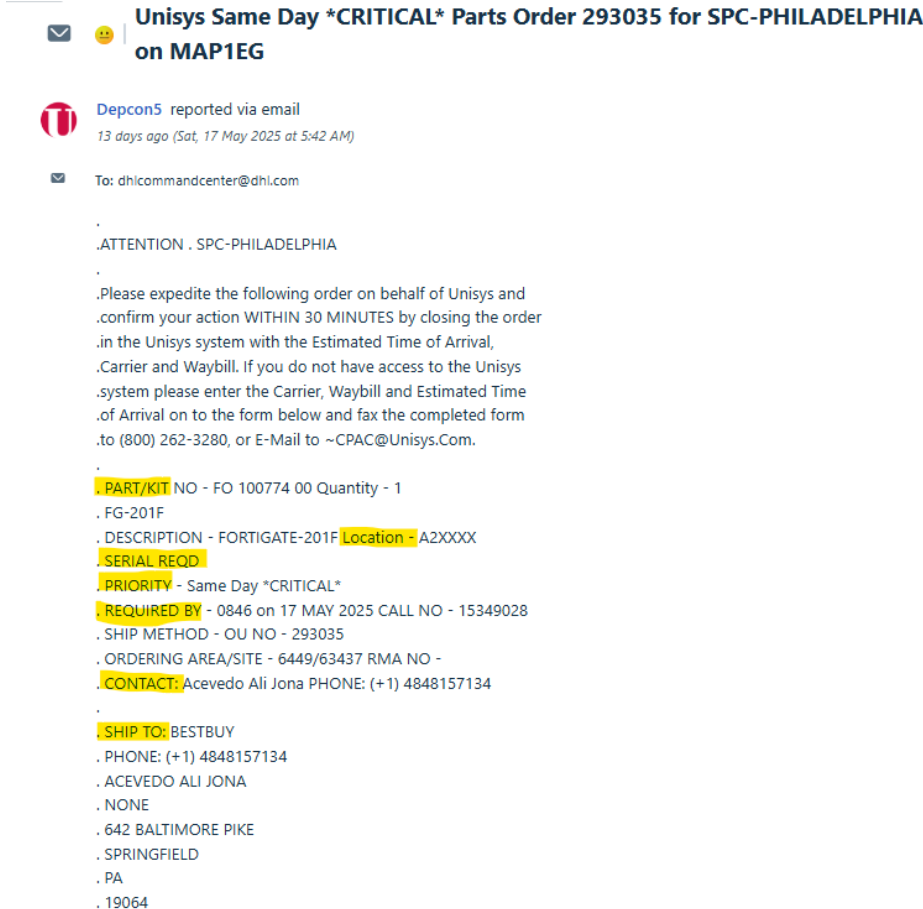


Image: Screenshot of the DEPCON alert in Fresh Desk.



PROPRIETARY AND CONFIDENTIAL – NOT FOR FURTHER DISTRIBUTION

Authorized and controlled document when opened directly from the electronic system. Controlled copies must be stamped.



DHL Supply Chain – Work Instruction

WI-XXXXXX

Review Date: [5/30/2025]

Revision: 1

Effective Date: [5/30/2025]

Issue Date: [5/30/2025]

2. Classifying Unisys Orders

a. Unisys classifies typical part orders for technicians' service calls as "Emergency Picks," with three service level categories:

- Same Day
- Same Day Critical (ASAP)
- Next Business Day

3. Processing Timelines

a. Every Unisys order must be processed in GLS promptly by the DCC:

DCC cannot wait for the site to attempt to process.

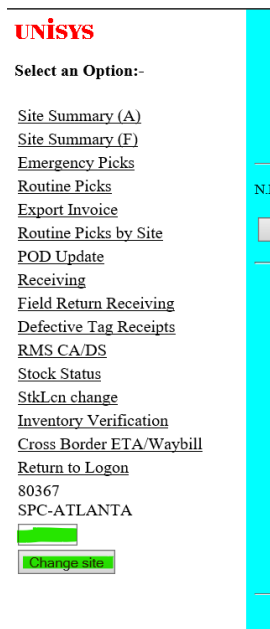
- In Office Hours (IOH): Within 1 hour of Order Creation Date/Time
- Out of Office Hours (OOH): Within 2 hours of Order Creation Date/Time

4. Updating GLS / Processing Unisys Orders

- a. The Command Center is responsible for ensuring GLS is updated without exception for Same Day orders.
- b. Notate any delays regarding processing, obtaining serial numbers, or tags.

Image: Screenshot of GLS update process.

Navigate to the correct site from the menu on the left



PROPRIETARY AND CONFIDENTIAL – NOT FOR FURTHER DISTRIBUTION

Authorized and controlled document when opened directly from the electronic system. Controlled copies must be stamped.

DHL Supply Chain – Work Instruction

WI-XXXXXX

Review Date: [5/30/2025]

Revision: 1

Effective Date: [5/30/2025]

Issue Date: [5/30/2025]



Then click on EMERGENCY PICKS – If there is an order populated, it needs processed.

- UNISYS
- Select an Option:
- Site Summary (A)
- Site Summary (F)
- Emergency Picks**
- Routine Picks
- Export Invoice
- Routine Picks by Site
- POD Update
- Receiving
- Field Return Receiving
- Defective Tag Receipts
- RMS CA/DS
- Stock Status
- StkLcn change
- Inventory Verification
- Cross Border ETA/Waybill
- Return to Logon
- 80367
- SPC-ATLANTA

To Process –

You will scroll down to below section and fill out the highlighted sections. – See image below

- Date, Time, Carrier, Waybill
- Return Carrier is always FEDEX
- Return Waybill will always be the Red Tag (See images below for example)
- The warehouse must look at the box to locate the serial numbers and advise the DCC if there is an indication a serial number is required. (This will show on the Depcon Alert as well)
 - b. Serial numbers, IF NEEDED will populate a box in GLS under **outbound ident box**.
 - This will be a series of letters and numbers.
 - The warehouse must look at the box to locate the serial numbers and advise the DCC.
 - Once the below highlighted section is entered, uncheck the Print Shipping Document box and hit Process. The order is now processed.

PROPRIETARY AND CONFIDENTIAL – NOT FOR FURTHER DISTRIBUTION

Authorized and controlled document when opened directly from the electronic system. Controlled copies must be stamped.



DHL Supply Chain – Work Instruction

WI-XXXXXX

Review Date: [5/30/2025]

Revision: 1

Effective Date: [5/30/2025]

Issue Date: [5/30/2025]

Image: Example of Red, Green Tags.

Red Tag –

- Return Waybill
- You will need BOTH numbers for this (Highlighted below)

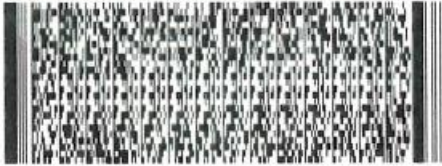
Shipper Receipt 0077946 00250400 Receipt 0077946 00250400 Shipper Number 0077946

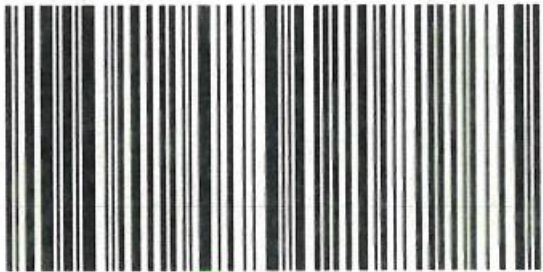
FedEx Ground® Package Returns Program

From:
From _____
Address _____
City _____ State/Prov. _____
ZIP/Postal _____ RMA# _____

Turn Over for Instructions

Ship To: Exel - Unisys
4900 Creekside Pkwy
Dock Door 14-16
Lockbourne OH 43137

 **FedEx Ground PRP**


(9612018) 0077946 00250400

PROPRIETARY AND CONFIDENTIAL – NOT FOR FURTHER DISTRIBUTION

Authorized and controlled document when opened directly from the electronic system. Controlled copies must be stamped.

DHL Supply Chain – Work Instruction

WI-XXXXXX

Review Date: [5/30/2025]

Revision: 1

Effective Date: [5/30/2025]

Issue Date: [5/30/2025]



Green Tag –

- The number right under the barcode is required.
- This will be under the OUTBOUND IDENT section
 - Labeled (Unisys Return Tag)

UNISYS

* 4 2 4 1 1 3 2 6 9 *

SRMS no. _____

Part no. _____

Used/Defective DOA Unused/Good

RMA number/Failure information _____

4306 2165-002 (3/06)

PROPRIETARY AND CONFIDENTIAL – NOT FOR FURTHER DISTRIBUTION

Authorized and controlled document when opened directly from the electronic system. Controlled copies must be stamped.