

Manual Service Alerts

The following alerts are manually generated, follow the direct escalation path of Contact 1 → Contact 2 → Contact 3, and require acceptance and completion.

Out of Stock

- Ad items out of stock
- Priority items out of stock
- Excessive out of stocks in one section

Needs Merchandising

- Shelf low, product in backroom
- Display low, product in backroom
- Product on display, shelf low
- Order in backroom, excessive time

Out of Date

- Excessive product for returns
- Out of date product on shelf

Inventory

- Excessive inventory in backroom

Missed Service

- Missed Delivery
- Missed Merchandising
- Missed Delivery/Merchandising

Automated Service Alerts

The following automatically generated alerts are based on scanned out of stocks, follow the direct escalation path of Contact 1 → Contact 2 → Contact 3, and require acceptance and completion.

- Five or more ad items out of stock
- Five or more priority items out of stock
- Twenty or more items out of stock
- Five or more items out of stock for seven or more consecutive days

Certain vendors have their own alert criteria based on their Perpetual Inventory Out Of Stock.

Accepting a Service Alert

To respond to a Service Alert, click the link in the email to go to the GlobalWorx platform, where you can accept and complete the alert.

OUT OF STOCK

Hi Heidi Waldenmaier,

A service issue was created for Demo #103 - Richmond

Date/Time: 08/07/2023 11:40 AM

Issue Type: Out of Stock

Description: Ad items out of stock

Notes: Out of Stock: Ad items out of stock.

Click here to respond to this issue *