

Rush Priority and Expedite Overview

Terminology:

- Rush Priority - A 'Shipping Turnaround' option selected at the time of order entry
- Expedite - A Date Change to an already existing order

Rush Priority Feature

Primarily designed for quickest possible delivery of remakes, with or without an RMA associated

May also be used for Customer Rush requests at time of order

Currently the feature is limited to Admin role and those with RMA entry permission

Remake or Rush Reason required at order entry

Entry of this type is logged as Priority 1 for reporting

Feature follows a basic 3-day production cycle

- Order before noon
- Cut-Temper next Day-1
- Deliver-Build Day-2
- Ship Day-3
- 03 & 04 have a transfer day added
- Hardware only, 1-day cycle

Report output (Rush Order Detail)

- Includes only orders of Priority 1
- Identifies those orders marked as remake
- Identifies remakes that are associated with an RMA
- Identifies reason given at time of order

Rush Visibility

- QEC main Screen rushes are indicated by a **RED** Status
- QEC Logistics & Tempering Dashboards
 - Explicit Rush/Expedite filter available (shows all open orders regardless of date)
 - Highlighted with **RED** text on entire row when displayed under normal filter conditions
- (RUSH) spelled out on Load, Prod & Glass sheets adjacent to the customer due date
- Rush status carried forward to individual glass requirements passed to QGT
 - (RUSH) spelled out on tempering's QGT glass labels

Expedite – Date Change Feature (Admin Role Only)

Primarily designed to move an existing order to an earlier ship date (ETA)

Also allows changing of Glass Production, Glass Branch Delivery & Distribution Transfer Dates

Expedite reason required at time of date change

All new dates are the selection of the user

A. Expedite1 – Glass Dates Change

Changing Glass Dates should be limited orders with glass that has NOT been Queued in QGT

A QGT status popup is provided if any glass is queued or beyond

Each change logs the number of lites to the tempering date 'R' bucket

A limit of 10 lites per tempering date per facility is enforced

Changes of this type are logged as Priority 5 for reporting

B. Expedite2 – Glass Dates do not Change

Changes to hardware only or changes that do not affect glass dates are not limited

Basic concept is to utilize the **Build** or **Load** date of the BLS model as the new Ship date

Changes of this type are logged as Priority 6 for reporting

Auto-generates an email

Documents the date changes and the effect on work order & transfer order dates

All relevant departments are included

Report output (Expedite Order Detail)

- Includes only orders of Priority 5 & 6
- Identifies priority for filtering via CSV export
- Identifies reason given at time of order

Report output (Expedite Bucket Review)

- Total lite count logged per tempering date (Expedite1)

Expedite Visibility

- QEC Logistics & Tempering Dashboards
 - Explicit Rush/Expedite filter available (shows all open orders regardless of date)
 - Highlighted with **PURPLE** text on entire row when displayed under normal filter conditions
- (EXPEDITE) spelled out on Load, Prod & Glass sheets adjacent to the customer due date
 - If documents are re-printed