



When to Mark an Issue

Issues are created to document critical problems with a shipment. There are 3 types of issues within the Adcco TMS.

- Operational shown with a red exclamation point
- Accounting shown with a green dollar sign
- Claims shown with a yellow X

When an issue is marked the Notes section will house the Issue details as well as the icon indicator. The Adcco Home Screen allows for quick access to issues that exist within the system. Reports can be generated based on the issues per carrier to assess carrier performance and create scorecards.

Marking an Issue

When viewing a shipment that requires attention, select the “Mark an Issue” option.

Status: QUOTED

BOL #: BWS1810700001



This option will be available once the load is in a status of Quoted or higher.

Once selected, the system will lead you to the Notes Section of your shipment. Here you can select the appropriate Issue to apply to this shipment.

Type	Description	Owner
Critical Note	Click for note details	Automation
Request	A. Duie Pyle Guaranteed By10AM: Unable to return rate for this service type.	Automation
Request	A. Duie Pyle: Parameter 'MyPyleID' is invalid - a registered My Pyle ID must be used. Contact xmlrates@adueipyle.com for assistance.	Automation
Critical Note	Click for note details	Automation
Item Event	Total miles from 44095 to 44095: 33.8.	Automation

Enter the details of the issue you are reporting and select the appropriate Issue Type.

- Accounting - Invoice doesn't match what was quoted
- Claims - Product was damaged, lost or stolen
- Operation - Carrier performance issue or internal issues processing the shipment

Once you have submitted the details select “Save Issue”



Notes Add Note

We were invoiced 500 more than the initial estimate that was agreed upon.

Accounting Save Issue Cancel

Users can locate open issues from their Home Screen under the Shipment Issues section.

SHIPMENT ISSUES		
	View Accounting Issues	0 Items
	View Operation Issues	0 Items
	View Claims	0 Items

Additionally, these buckets can be found under the Shipments dropdown.

Shipments ▾ Carrier

- Search
- Create**
 - Create EZ Rate
 - Create Shipment
 - Create Multi-Stop
 - Create Multi-Leg
- Shipment Info**
 - Pending
 - Open
 - Quoted
 - Booked
 - Dispatched
 - In Transit
 - Delivered
 - Cancelled
 - MultiLeg
- Issues**
 - Accounting
 - Operation
 - Claims



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