

## SCATS Frequently Asked Questions

### *I do not know how to use SCATS and I need to make a shipment.*

Fax a completed manual shipment form to the Ryder Transportation Management Center (TMC) at 817-491-7267 or e-mail a completed manual shipment form to [northrop\\_grumman@ryder.com](mailto:northrop_grumman@ryder.com). The TMC will make the arrangements, email/fax back shipping documents and provide instructions for you to get set up in SCATS for future shipments. You may also request a user ID and password at <https://glovill.com/scats/index.cfm>.

### *Who can I call for help with operational, carrier performance, or routing questions?*

The Ryder TMC can be reached at 877-828-8646.

### *Who can I call for help with system or technical issues?*

The Global Logistics Village (GLV) Technical Assistance Center (TAC) can be reached at 925-543-0270.

### *How can I solicit help electronically?*

Click on the flashing blue button on the tool bar called DIMMI (Italian word for “tell us”). Once DIMMI is launched, click GO for NEW DIMMI REQUEST. Select the appropriate issue or question from the issue drop menu, paste the shipment authorization (SA) number if appropriate, select priority level, add comments and click GO to submit. A response with instruction should come to your e-mail inbox within three to five minutes or you will receive a phone call.

### *My login does not work.*

Confirm that you are keying the data elements into the correct fields and note that fields are not case sensitive. Make sure to key the authenticate code in the authenticate field, the user ID in the user ID field and the password into the password field. Also, confirm that you have access to the internet. If access to the internet is confirmed and you still cannot log in, call the TAC at 925-543-0270 to confirm you have the correct login instructions.

### *The shipping label / BOL / paperwork will not display.*

Make sure you have pop up blockers disabled for the SCATS application. Confirm that you have selected the correct SA number to print from *List Orders Ready for Shipping*. If the SA number is not displayed, it may still be pending acceptance by the carrier. Please wait a few minutes and try again. In general, small parcel shipments are accepted real time. Heavy Air, LTL, and Truck Load modes can take up to two hours for carrier acceptance. E-mail notification will alert that the documents are ready to print. If you are not sure of the mode or the tender confirmation exceeds two hours, submit a DIMMI or call the TMC (877-828-8646) for assistance.

***Do I have to print my labels and / or paperwork from SCATS?***

Yes, small parcel labels and bills of lading generated in SCATS comply with Northrop Grumman standard terms and conditions. You will no longer need to go to another system to print a separate barcode label. Please note that a separate SA barcode is required for each line item and part number.

***How long do I have to wait before I print my SA barcode?***

When you post SA packages, it should only take a few moments. Once the shipment is ready for the SA barcode to be printed, the SA number will be provided on the LIST SAs READY TO SHIP list. In general, special shipments such as hazmat, ones that require special handling or specialized equipment may require longer completing the tender process. Please allow up to 45 minutes for the shipment tender to be acknowledged for these special shipments.

***How do I reprint a label?***

Paste or type the SA number into the box on the main screen, select the REPRINT check box and press GO.

***I can't print my Shipping Authorization barcode.***

Confirm your printer is turned on and that you have paper in the printer. Also, make sure you have selected an SA to print from the SAs READY TO SHIP list. If the desired SA is not in the list, it is not confirmed to be tendered, so wait a few more minutes and try again. If all these steps are confirmed and you still cannot print the SA barcode, use the DIMMI button to request help. Include the system message in the DIMMI for the TMC.

***How can I update or make changes to my shipment that is already created?***

Select the DIMMI button on the tool bar. Press GO for NEW DIMMI REQUEST. Select USER NEEDS TO EDIT COMPLETED SHIPMENT from the issue drop down list, paste the SA number in the box beneath your e-mail, select priority level, add comments, press GO.

***I keyed the wrong quantity.***

If you keyed the wrong part quantity, contact your buyer with the information. It is important to key accurate information, as you cannot update the part quantity once reported. If you keyed the wrong packaging (shipment detail) quantity, email the TMC to advise them the correct package quantity and they will notify the carrier.

***I cannot find my PO or PO line items in SCATS.***

It is recommended that you find purchase orders by the “point and click” method rather than keying in the PO number to reduce errors. Confirm you are keying the correct PO number by using only the six character basic number. Do not key in PO prefixes or suffixes. If the PO number is not on the list, or if the line item is not available in SCATS, call GLV at 925-543-0270 or the buyer to place a request for manual shipment.

***I need to add another PO or PO-line item to my shipment.***

If you have already closed your SA, you will need to enter a new SA in order to ship additional POs or PO-line items. If you have not closed the SA and desire to add more POs or line items, simply update the additional orders, selecting the existing SA number on which you wish to include the additional items. Refer to the online help instructions or the training video if you need to review this process.

***What do I do with my SA barcode?***

After printing the SA barcode, fold it in half and place it on the box(es) in a clear packing slip envelope. Additional copies of the barcode can be printed and inserted into the box and can also be kept for internal paperwork if desired.

***The system routed my small parcel shipment to heavy air or LTL carrier.***

Most likely there is an issue with the routing. It is important to call the TMC or submit a DIMMI as soon as possible to correct the routing and cancel the dispatch to the heavy air or LTL carrier.

***Do I need to schedule FedEx or UPS to pick up my small parcel packages?***

No, but you need to complete your profile to indicate if you have a daily pick up in place and provide the account number for your location. Please note that the account numbers provided WILL NOT be billed for the transportation charges. They are required to confirm daily pick up is in place. SCATS operates under the assumption that the suppliers’ locations have daily pick up by FedEx and UPS if selected. In the event you do not have a daily pick up with FedEx or UPS, SCATS will dispatch the carrier.

***Can I utilize a FedEx or UPS drop box and / or authorized drop off location?***

Yes, provided the package is suitable to fit inside the box.

***Do I need to schedule a pick up for heavy weight air, LTL, or truck load shipments?***

No, SCATS will send a dispatch to these carriers.

***My shipment won't be ready for the carrier to pick up.***

If you have not posted SA packages, then the shipment is not closed and has not begun the tender process. Do not post the SA packages until the shipment is ready for pick up. If you have posted the SA packages and closed the order, contact the TMC immediately to let them know the shipment has been delayed. The TMC will contact the carrier. Be sure to have your SA number ready when you call.

***How do I cancel a shipment?***

If you have already printed your label, select the DIMMI button on the tool bar and press Go for a new DIMMI request. Then, select "User needs to cancel shipment" from the issue drop down list, paste the SA number in the box beneath your e-mail and select priority level. Add any comments to help explain the situation and press Go. Furthermore, contact the TMC immediately to let them know the shipment has been delayed. The TMC will contact the carrier. Be sure to have your SA number ready when you call.

If you have not posted SA packages, the shipment is not closed and has not begun the tender process. Do not post the SA packages until the shipment is ready for pick up.

***How do I access an address book in SCATS?***

Ship To address is part of the purchase order data. If you believe the address is incorrect, contact the TMC or submit a DIMMI request for confirmation.

***Can I ship internationally using SCATS?***

No, SCATS is for domestic shipments only.