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**TITLE:** CR AETC Guidelines

**DEPT.:** Operations

**WI#:** WI-OPS-046

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**Rev:**

**JOB TITLES:** **Operations Manager, Regional Manager, Operations Coordinator, Driver Manager, Customer Service Manager, Customer Service Coordinator, Customer Service Representative**

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1. In the event of a delay that may not allow us to deliver JIT freight on time we do the following things:
  - a. Get part numbers from supplier.
  - b. Complete and send the Chrysler escalation form to SDO and appropriate plant contacts.
  - c. Once on-time delivery can no longer be achieved, with 45 MPH transit + 2 hours, we communicate with the plant and SDO to confirm need time and clear parts for later delivery if possible.
  - d. If parts cannot be cleared a CR AETC is created and the load is expedited.

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**Revision History:**

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