Central Monitoring Dashboard

User Guide & Operations Manual

Go-Parts / US Auto Parts

Version 1.0 — March 2026

URL: `central.go-parts.com/usauto-monitoring`

Prepared for: Operations Team

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1 Executive Summary

The Central Monitoring Dashboard is a real-time operations tool that replaces the manual Excel-based order tracking workflow. It is available at `central.go-parts.com/usauto-monitoring` and is accessible to all operations team members.

Core capabilities:

- **Automated carrier tracking** — ShipEngine polls all FedEx, UPS, and USPS shipments every 2 hours. No more checking carrier websites manually.
- **Auto-delivered status** — When a carrier confirms delivery, the system automatically marks the item and order as Delivered in Central.
- **Smart flagging** — Stalled shipments, carrier exceptions, past ETAs, and overdue follow-ups surface automatically in the Flagged tab.
- **Personal queues** — Each rep has a My Queue showing their assigned orders plus unassigned orders in their supplier group.
- **Morning alert emails** — Daily 7 AM digest sent separately to B2B and B2C teams with urgent items, new flags, and unshipped orders.
- **Full tracking history** — Every carrier scan event is stored, giving you a complete timeline for any shipment.

BOTTOM LINE

The dashboard eliminates hours of daily manual work per rep while catching problems (stalled shipments, exceptions, late deliveries) that were previously missed in spreadsheets. Problems surface automatically — your job shifts from *finding* issues to *resolving* them.

2 What Changed: Before & After

BEFORE (EXCEL WORKFLOW)	NOW (CENTRAL DASHBOARD)	EFFORT
Open FedEx.com, UPS.com, USPS.com individually to check each tracking number	ShipEngine automatically checks all 1,200+ tracking numbers every 2 hours	Auto
Manually type "Delivered" in the Excel sheet when you confirm delivery on carrier site	System auto-marks items and orders as Delivered when carrier confirms	Auto
Scroll through hundreds of rows to find stalled or problem shipments	Flagged tab auto-surfaces 5 types of problems, sorted by severity	Auto
Color-code Excel cells to assign orders to team members	One-click Assign button with user dropdown; shows in My Queue	1 click
Write and send a morning email summarizing overnight issues	Automated morning digest email at 7 AM with 4 sections	Auto
No audit trail — who changed what and when is unknown	Full tracking history, assignment history, and status change logs	Auto
Filter by copying rows to another sheet tab	Instant filters + saved presets load in one click	1 click
Decide what to do about a flagged order (call supplier, reship, refund)	Still requires human judgment — dashboard shows the problem, you decide the solution	Manual
Track LTL/Third Party shipments (Meyer, OnTrac)	Still manual — these carriers are not tracked by ShipEngine	Manual

3 Dashboard Overview

The dashboard has **4 active tabs** across the top:

TAB	PURPOSE	WHO USES IT	BADGE SHOWS
My Queue	Your personal to-do list of assigned and group-matched orders	Every ops rep	Count of orders assigned to you
All Orders	Complete, filterable view of every order	Everyone — the main workhorse	—
Flagged	Auto-detected problems: stalled, exceptions, past ETA, overdue	Everyone, especially leads	Count of flagged items
Issue Log	Structured view of issue-type items (LIT, damage, wrong part, etc.)	Leads & directors for pattern analysis	—

The page header shows the last updated time and a **Refresh** button. Data is live — click Refresh or switch tabs to get the latest.

4 Tab 1: My Queue

My Queue is your personal action list. It shows two groups of orders:

1. **Directly assigned to you** — highlighted with a blue left border, always at the top
2. **Unassigned orders in your supplier group** — shown below your assignments so you can pick up work

Columns

COLUMN	WHAT IT SHOWS
Order	Order number (clickable link to order detail page)
Customer	Customer name and shipping company
Supplier	Supplier code for the item
Total	Order total amount
Shipping	Shipping method
Status	Current Central status of the order item
Assigned	Who the order is assigned to
Remarks	Notes/comments (editable inline)
Actions	Assign, Escalate, Follow-up, Resolve buttons

How To Use It

1. Open the dashboard. My Queue is the first tab.
2. Work your **assigned orders first** (blue border rows at top). These are your priority.
3. If your assigned list is clear, pick up **unassigned orders** from your supplier group below.
4. For each order: check the status, take action (call supplier, update status, etc.), then click **Resolve** or set a **Follow-up** date.

Example: Maria, Depo Specialist

Maria opens My Queue at 8:00 AM. She sees 3 assigned orders at the top — one is an escalated exception from Friday, two are new assignments from her lead. Below, there are 5 unassigned Depo orders. She resolves the exception first (calls FedEx, confirms reship, clicks Resolve with a remark). Then she works through her new assignments, setting follow-ups on two that need supplier callbacks.

TIP

Orders are sorted oldest-first within each group, so the longest-waiting items are always at the top. Don't skip them.

5 Tab 2: All Orders

The All Orders tab is the main workhorse — a complete, filterable view of every order across all channels and suppliers. Default view shows the current month.

Filters Available

FILTER	TYPE	NOTES
Date Range	Date pickers + presets	Quick presets: Today, Yesterday, This Week, This Month, Last Month
Supplier	Multi-select dropdown	Includes group shortcuts: "All Depo", "All US Auto", "All PBI", etc.
Channel	Multi-select dropdown	B2B, B2C, Marketplaces, Amazon, eBay, Website, etc.
Order Status	Multi-select dropdown	Default: "All but Shipped & Cancelled". Includes every Central status.
Carrier Status	Single select	Label Created, In Transit, Out for Delivery, Delivered, Exception, Returned
Carrier	Single select	FedEx, UPS, USPS, Other
Monitor Status	Single select	Monitoring, Flagged, Action Needed, Escalated, Resolved, Closed
Assigned To	Single select	Everyone, Assigned to Me, Unassigned
Search	Text box	Searches order #, tracking #, company name, customer name

Click **Clear All** to reset all filters to defaults.

Columns

Order, Customer, Product, Part #s, Supplier, Total, Shipping, Status, Assigned, Remarks, Actions.

Example: Supervisor Assigning Work

The team lead sets Date = Today, Channel = B2B, Status = "Needs Order". She sees 12 orders that haven't been purchased from suppliers yet. She selects 6 and assigns them to Rep A, the other 6 to Rep B. Both reps will see these in their My Queue immediately.

Example: Checking a Specific Order

A customer calls about order #AP-98432. The rep types "98432" in the Search box. The order appears instantly with its current status, tracking info, and carrier status. No need to open a separate page or check a carrier website.

TIP: SAVE YOUR VIEW

If you use the same filter combination daily, save it as a **Preset** (see Section 9). Mark it as default and it loads automatically when you open the dashboard.

6 Tab 3: Flagged & Action Needed

The Flagged tab is **fully automated**. It continuously scans all carrier tracking data and surfaces orders that need human attention. You do not need to manually flag orders — they appear here when the system detects a problem.

Five Flag Types

FLAG	BADGE	WHAT IT MEANS	TYPICAL ACTION
Exception	Exception	Carrier reported a delivery problem (e.g., "Business closed", "Address incorrect", "Damaged in transit")	Contact carrier or customer. Decide: reship, refund, or wait for re-attempt.
Stalled — Label Created	Stalled - Label Created	Shipping label was created more than 48 hours ago but the carrier has never scanned the package	Call the supplier — was the package actually shipped? The label may have been printed but not handed to the carrier.
Stalled — In Transit	Stalled - In Transit	Package was scanned into the carrier network but has had no movement for 5+ days	File a carrier claim or trace request. Consider reshipping if the package appears lost.
Past ETA	Past ETA	The carrier's estimated delivery date has passed and the package is not yet delivered	Check the tracking detail — many are just 1 day late and moving. Escalate if significantly late.
Overdue Follow-up	Overdue Follow-up	You (or a colleague) set a follow-up date on this order and that date has passed	Re-check the situation. Resolve the issue or extend the follow-up.

Condensed 5-Column Layout

COLUMN	WHAT IT SHOWS
Order	Order # link + assigned badge + date | carrier | supplier + tracking # link
Flag Reason	Flag type badge + follow-up date if set
Tracking	Carrier status badge + days in transit + last event time + tracking detail message
Remarks	Notes/comments on the order
Actions	Assign, Escalate, Follow-up, Resolve buttons

How To Work the Flagged Tab

1. **Prioritize by color.** Red badges (Exception, Past ETA) are most urgent. Amber (Stalled) are second. Blue (Follow-up) are reminders.
2. **Read the tracking detail.** The last carrier scan message is shown — read it before making calls. "Delivery attempted — business closed" needs a different response than "Shipment exception."
3. **Check days in transit.** A package stalled for 12 days is more urgent than one stalled for 6.
4. **Take action:** Assign to a rep, Escalate to a lead, set a Follow-up for later, or Resolve if handled.

Example: Morning Flagged Review

The team lead opens Flagged at 8 AM. There are 22 items. She works top-down:
• **3 Exceptions** (red) — two are "address not found" (contacts customers), one is "damaged in transit" (initiates claim).
• **8 Stalled Labels** (amber) — all from 2 suppliers. Batch-calls both suppliers; one confirms they shipped late, the other discovers a missed order.
• **6 Past ETA** (red) — checks tracking details; 4 are only 1 day late and moving, sets follow-ups. 2 are 4 days late, files traces.
• **5 Stalled In Transit** (amber) — files carrier claims on the 2 oldest (10+ days), sets 3-day follow-ups on the rest.

AUTO-CLEARING

Items disappear from the Flagged tab automatically when the problem resolves itself. If a stalled package starts moving or gets delivered, the flag clears on the next tracking sync. No manual unflagging needed.

IMPORTANT: LTL / THIRD PARTY

Shipments from Meyer, OnTrac, and other LTL/Third Party carriers are **not tracked** by ShipEngine. These will not appear in the Flagged tab. Continue checking these manually on the carrier's website.

7 Tab 4: Issue Log

The Issue Log shows all order items where Central's status indicates a known problem. Unlike the Flagged tab (which uses carrier tracking data), the Issue Log is based entirely on **Central's status and sub-status codes**.

Filters

- **Issue Type** — dropdown to filter by a specific issue category (or show all)
- **Date Range** — From/To date pickers (default: last 30 days)

Columns

Date, Order #, Tracking, Supplier, Status, Sub-Status, Issue Type, Rep (assigned).

Issue Types

CODE	LABEL	CENTRAL STATUS / SUB-STATUS	EXAMPLE
LIT	Lost In Transit	Sub-status 29	Package shipped 3 weeks ago, carrier has no updates, presumed lost
RWP	Wrong Part	Sub-status 22	Customer received a bumper instead of a fender
DMG	Damaged	Sub-status 23 or 24	Package arrived crushed; item broken (returned or not returned)
BO	Backordered	Sub-status 18, 32, 38 or Status 2	Supplier confirms the part is out of stock, awaiting restock
CANCELLED	Cancelled	Status 7, 33, or 49	Customer requested cancellation, or order not purchased
PND	Pending	Status 30 or 32	Awaiting customer reply or customer wants to wait
OTHER	Other	Sub-status 31 or 35	Miscellaneous issues that don't fit other categories

HOW ISSUES GET CLASSIFIED

Issue types are derived automatically from Central status codes. When you set an item's status to "Lost In Transit" (sub-status 29) in Central, it automatically appears in the Issue Log under the LIT category. No extra tagging needed.

Example: Director Investigating Damage Pattern

The Director of Operations filters Issue Log to "Damaged" for the last 30 days. She sees 8 items — 5 are from the same supplier (DEPO-EC). She opens a conversation with DEPO about their packaging quality and requests corrective action. She then filters to "Backordered" and sees 15 items, mostly from one dropshipper, and follows up on restock ETAs.

Example: Lead Reviewing Pending Items

The team lead filters to "Pending" to see all items awaiting customer replies. She sees 6 items older than a week. She assigns reps to do second follow-up calls to those customers.

8 Actions & Buttons Reference

Every order row in My Queue, All Orders, and Flagged has four action buttons:

BUTTON	ICON	WHAT IT DOES	WHEN TO USE
Assign	Person icon	Opens a dropdown to assign the order to a team member. Creates an assignment record and the order appears in that person's My Queue.	When a lead distributes work, or when you want to hand off an order to a specialist.
Escalate	Double chevron up	Sets the monitoring status to "Escalated" (red). The order stands out visually and signals that management attention is needed.	When an issue is beyond your authority (e.g., needs a refund approval, supplier dispute, significant carrier claim).
Follow-up	Clock icon	Sets a follow-up date 2 days in the future. The order will re-appear in the Flagged tab on that date as "Overdue Follow-up".	When you've taken initial action but need to check back later (e.g., "Supplier said it ships tomorrow, check Thursday").
Resolve	Checkmark icon	Marks the monitoring record as "Resolved" with a timestamp. The order disappears from My Queue and Flagged.	When the issue is fully handled — reship confirmed, refund processed, carrier claim settled, or package delivered.

Remarks (Inline Editing)

Click the Remarks cell on any order row to type notes. Your text saves automatically. Use remarks to record what action you took, who you called, or what the resolution was.

TIP: ALWAYS ADD A REMARK

When you take action on an order, add a brief remark explaining what you did. This helps your team members understand the history without re-investigating. Example: *"Called FedEx, trace initiated ref #TRC-44521. Will update in 3 days."*

9 Filter Presets

Presets save your current filter combination so you can reload it instantly. Each user has their own presets.

How To Create a Preset

1. Set up your desired filters in the All Orders or My Queue tab (date range, supplier, channel, status, etc.).
2. Click the **Presets** dropdown (top-right area of the tab).
3. Type a name for your preset (e.g., "My Depo B2B Today") and click **Save**.
4. Optionally, check "Set as default" to have this preset auto-load when you open the dashboard.

How To Load a Preset

Click the Presets dropdown and select your saved preset. All filters apply instantly.

How To Delete a Preset

Click the X button next to the preset name in the dropdown.

Recommended Presets by Role

Ops Rep: "My [Supplier] Today" — your supplier group, today's date, assigned to me.
Team Lead: "Unassigned This Week" — no assignee filter, this week, all suppliers.
B2B Lead: "B2B Needs Attention" — B2B channel, status = Needs Order + Ordered, this month.

10 Automated Carrier Tracking

The system uses **ShipEngine** to automatically poll carrier APIs. Here's how it works:

What It Tracks

CARRIER	TRACKED?	NOTES
FedEx	Yes	All FedEx shipments
UPS	Yes	All UPS shipments
USPS / Stamps.com	Yes	All USPS and Stamps.com shipments
OnTrac	No	Must check manually on ontrac.com
LTL / Third Party (Meyer)	No	Must check manually with the carrier

How Often

- **Every 2 hours** — the system runs automatically in the background
- Each tracking number is rechecked no sooner than every 4 hours (to control API costs)
- Maximum 500 lookups per run (cost control)
- Only orders placed **March 1, 2026 and after** are tracked (historical orders are excluded)

What Happens Automatically

1. **Tracking history stored** — Every carrier scan event (pickup, in transit, out for delivery, delivered, exception) is recorded with timestamp and location.
2. **Carrier status updated** — The monitoring record shows current carrier status (Label Created, In Transit, Delivered, Exception, etc.).
3. **Delivered auto-marking** — When the carrier confirms delivery, the system:
    - Sets the item status to **Delivered** (status 54, sub-status 39)
    - Logs the change in item status history
    - If all items in the order are delivered/terminal, marks the **order** as Delivered too
    - Logs the order status change in order history
4. **Exception flagging** — When the carrier reports an exception, the system auto-flags the monitoring record and adds a remark with the exception detail.

5. **ETA tracking** — The carrier's estimated delivery date is stored and compared against the current date to detect "Past ETA" situations.

COST NOTE

ShipEngine charges per unique tracking number per month. Repeat lookups on the same tracking number are free. At ~1,200 unique tracking numbers per month, the estimated cost is ~$53/month for all channels.

11 Morning Alert Emails

Every weekday at **7:00 AM PST**, the system sends a digest email to the B2B and B2C teams (separately). The email has four sections:

SECTION	COLOR	CONTENT
Urgent: Action Needed	Red	Orders flagged/escalated for 48+ hours, carrier exceptions, overdue follow-ups. These need immediate attention.
New Flags Since Yesterday	Orange	Newly flagged, unassigned orders from the last 24 hours. These need someone to pick them up.
Unshipped Orders	Blue	Items placed 24+ hours ago with no tracking number yet. May need supplier follow-up.
Daily Snapshot	Gray	Yesterday's totals: orders placed, shipped, delivered, delayed. Plus open monitoring items and 7-day on-time %.

The email includes a **"View Full Dashboard"** button linking directly to the monitoring page.

NO NEWS = NO EMAIL

If a channel has zero urgent items, zero new flags, and zero unshipped orders, no email is sent for that channel. You only receive emails when there's something to act on.

Example: B2B Team Lead's Morning

At 7:05 AM, the B2B lead checks email and sees the morning alert. Urgent section shows 2 carrier exceptions from Friday. New Flags section shows 4 stalled labels from over the weekend. Unshipped section shows 3 items waiting 36+ hours. She opens the dashboard, assigns the exceptions to the FedEx specialist, batch-checks the stalled labels, and follows up with the warehouse on the unshipped items — all before the 8 AM stand-up.

12 Role-Based Workflows

Ops Rep — Daily Workflow

1. **Check morning email** (7 AM) — note any urgent items assigned to you or your supplier group.
2. **Open My Queue** — work assigned orders top-down. Oldest first, escalated items prioritized.
3. **Check Flagged tab** — look for new flags in your supplier area. Pick up unassigned items.
4. **For each item:** read tracking detail, take action (call supplier/carrier/customer), add a remark, then Resolve or set Follow-up.
5. **End of day:** review any items you set follow-ups on. Quick check of My Queue — should be clear or have only future follow-ups.

Team Lead / Supervisor — Daily Workflow

1. **Check morning email** — triage the urgent section. Assign unassigned items from the New Flags section.
2. **Open Flagged tab** — scan for unassigned items. Distribute to reps.
3. **Open All Orders** — filter to Unassigned + your channel. Assign any new orders that need attention.
4. **Check Issue Log** — filter by issue type to spot patterns (e.g., multiple damages from same supplier).
5. **End of day:** quick scan of Flagged for any items that went unresolved. Set follow-ups or escalate.

Director of Operations — Weekly Workflow

1. **Daily:** scan morning email snapshot for KPI trends (on-time %, order volume, delays).

2. **Weekly:** open Issue Log, review each issue type for the week. Look for supplier patterns.
3. **Weekly:** review Flagged tab for chronic issues (items flagged for 5+ days suggest process breakdown).
4. **Monthly:** pull All Orders with Last Month date preset. Review volume, delivery performance, and issue rates by supplier group.

13 Issue Type Reference

ISSUE	HOW IT GETS CLASSIFIED	WHAT TO DO	WHO HANDLES IT
Lost In Transit (LIT)	Rep sets sub-status 29 in Central	File carrier claim, initiate reship or refund	Ops rep + carrier specialist
Wrong Part (RWP)	Rep sets sub-status 22 in Central	Arrange return/exchange with supplier, send correct part	Ops rep + supplier contact
Damaged (DMG)	Rep sets sub-status 23 or 24 in Central	File damage claim with carrier, arrange replacement	Ops rep + claims team
Backordered (BO)	Rep sets sub-status 18/32/38 or status 2	Get ETA from supplier, communicate to customer, consider alternatives	Ops rep + purchasing
Cancelled (CANCELLED)	Rep sets status 7, 33, or 49 in Central	Process refund, cancel with supplier if not shipped	Ops rep + accounting
Pending (PND)	Rep sets status 30 or 32 in Central	Follow up with customer for response/decision	Ops rep
Other (OTHER)	Sub-status 31 or 35 in Central	Review case individually	Ops rep or lead

14 Status & Badge Reference

Monitor Status (on the monitoring record)

STATUS	BADGE	MEANING
Monitoring	Monitoring	Order is being tracked normally. No issues detected.
Flagged	Flagged	An issue has been detected (automatically or manually). Needs review.
Action Needed	Action Needed	Human action is required. Usually set when a flag warrants immediate attention.
Escalated	Escalated	Issue has been escalated to management or a specialist. High priority.
Resolved	Resolved	Issue has been handled. Order drops from active queues and flagged views.
Closed	Closed	Monitoring complete. No further action needed.

Carrier Status (from ShipEngine tracking)

STATUS	BADGE	MEANING
Label Created	Label Created	Shipping label generated but not yet scanned by carrier.
Pre-Transit	Pre-Transit	Carrier has been notified but hasn't picked up the package.
In Transit	In Transit	Package is moving through the carrier's network.
Out for Delivery	Out for Delivery	Package is on the delivery vehicle, arriving today.
Delivered	Delivered	Package has been delivered. Item auto-marked as Delivered in Central.
Exception	Exception	Carrier reported a problem. Check tracking detail for specifics.
Delivery Attempt	Delivery Attempt	Carrier attempted delivery but couldn't complete it.
Returned	Returned	Package is being returned to sender.

15 What Is Manual vs. Automated

Fully Automated (No Human Action Needed)

PROCESS	FREQUENCY	WHAT IT DOES
Carrier tracking sync	Every 2 hours	Polls ShipEngine for all FedEx/UPS/USPS tracking updates
Delivered marking	Every 2 hours	Marks items + orders as Delivered when carrier confirms
Exception flagging	Every 2 hours	Auto-flags monitoring records when carrier reports exception
Tracking history logging	Every 2 hours	Stores all carrier scan events with timestamps and locations
Flagged tab detection	Real-time (on page load)	Identifies stalled, exception, past-ETA, and overdue items
Morning alert emails	Daily at 7 AM PST	Sends digest of urgent, flagged, and unshipped items
Issue classification	Real-time	Derives issue type from Central status codes automatically

Manual (Requires Human Judgment)

TASK	WHY IT'S MANUAL	DASHBOARD FEATURE THAT HELPS
Assigning orders to reps	Lead decides who handles what based on expertise/workload	One-click Assign button in any tab
Resolving flagged items	Each issue requires a different resolution (call, reship, refund)	Flagged tab surfaces the problem; you decide the solution
Setting follow-up dates	Rep decides when to check back based on supplier/carrier response	One-click Follow-up button; auto-reminds on due date
Writing remarks/notes	Context about actions taken is human knowledge	Inline editable remarks field on every row
Tracking LTL/Third Party	These carriers aren't on ShipEngine	Orders still appear in All Orders; check carrier sites manually
Contacting suppliers/customers	Negotiations and communication require humans	Order detail link takes you directly to the order page
Escalating to management	Judgment call on what needs higher attention	One-click Escalate button
Setting Central status/sub-status	Rep must determine the correct issue type after investigation	Once set, the Issue Log automatically classifies it

16 FAQ & Troubleshooting

Q: How do I see only my assigned orders?

Open the **My Queue** tab. Your directly assigned orders appear at the top with a blue left border.

Q: An order I resolved is back in the Flagged tab. Why?

The Flagged tab is driven by live tracking data, not monitor status. If a package you resolved develops a new exception or stalls again, it will re-appear. Check the tracking detail to see what changed.

Q: I set a follow-up for Thursday. Where will I see it?

On Thursday, the order will appear in the **Flagged tab** with an "Overdue Follow-up" flag. It will also appear in the morning alert email under "Urgent" if overdue.

Q: Why isn't my LTL shipment (Meyer/OnTrac) showing tracking status?

LTL and Third Party carriers are not tracked by ShipEngine. You need to check these manually on the carrier's website. They still appear in All Orders but won't have carrier status data.

Q: Can I undo a Resolve action?

The monitoring record is marked as Resolved. If you need to re-open it, contact your lead or supervisor. Typically, if a new issue arises on the same order, the system will create a new monitoring record.

Q: How current is the tracking data?

Tracking is synced every 2 hours. Each individual tracking number is rechecked no sooner than every 4 hours. The "Last updated" timestamp in the page header shows when the page data was last refreshed — click Refresh for the latest.

Q: I see "Label Created" but the supplier says they shipped it. What happened?

The carrier hasn't scanned the package yet. This is common when a supplier prints the label but drops off the package late in the day, or the first scan is missed. Wait 24 hours and check again. If still no scan after 48 hours, it appears in the Flagged tab as "Stalled - Label Created."

Q: How do I track an order that uses a carrier we don't track (e.g., OnTrac)?

Go to All Orders, search for the order number, and click the order link to open its detail page. Copy the tracking number and check it on the carrier's website directly.

Q: My preset isn't loading the right data.

Presets save the filter state at the time of creation. If new filter options have been added since you created the preset, recreate it. Click Clear All, set your desired filters, and save a new preset.

Q: I don't see the morning email.

Morning emails are only sent when there's something to report. If your channel (B2B or B2C) has zero urgent items, zero new flags, and zero unshipped orders, no email is sent. Also check your spam folder. Contact your admin if you're not on the recipient list.

NEED HELP?

For technical issues with the dashboard, contact your system administrator. For workflow questions, reach out to your team lead or the Director of Operations.

Dashboard URL: `central.go-parts.com/usauto-monitoring`