Understanding Shipment Department and Team Member Assignment Logic

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This guide explains the assignment logic aACE uses for new shipments. It is intended for general users.

When you create a new lead record, aACE automatically assigns the department, Asgn To team member, and Asgn By team member based on default assignment logic. These values are determined independently (e.g. the team member assignment does not rely on the department assignment).

The assignment logic for incoming, outgoing, and transfer shipments is the same.

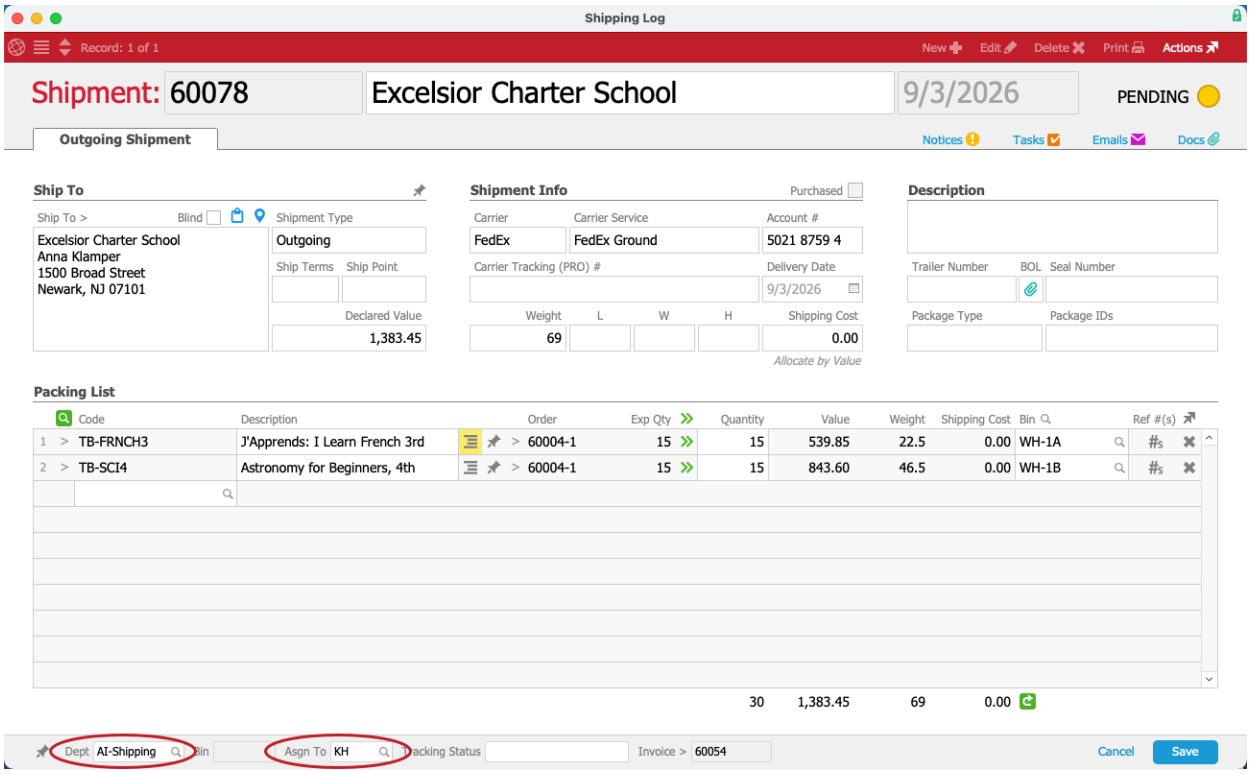


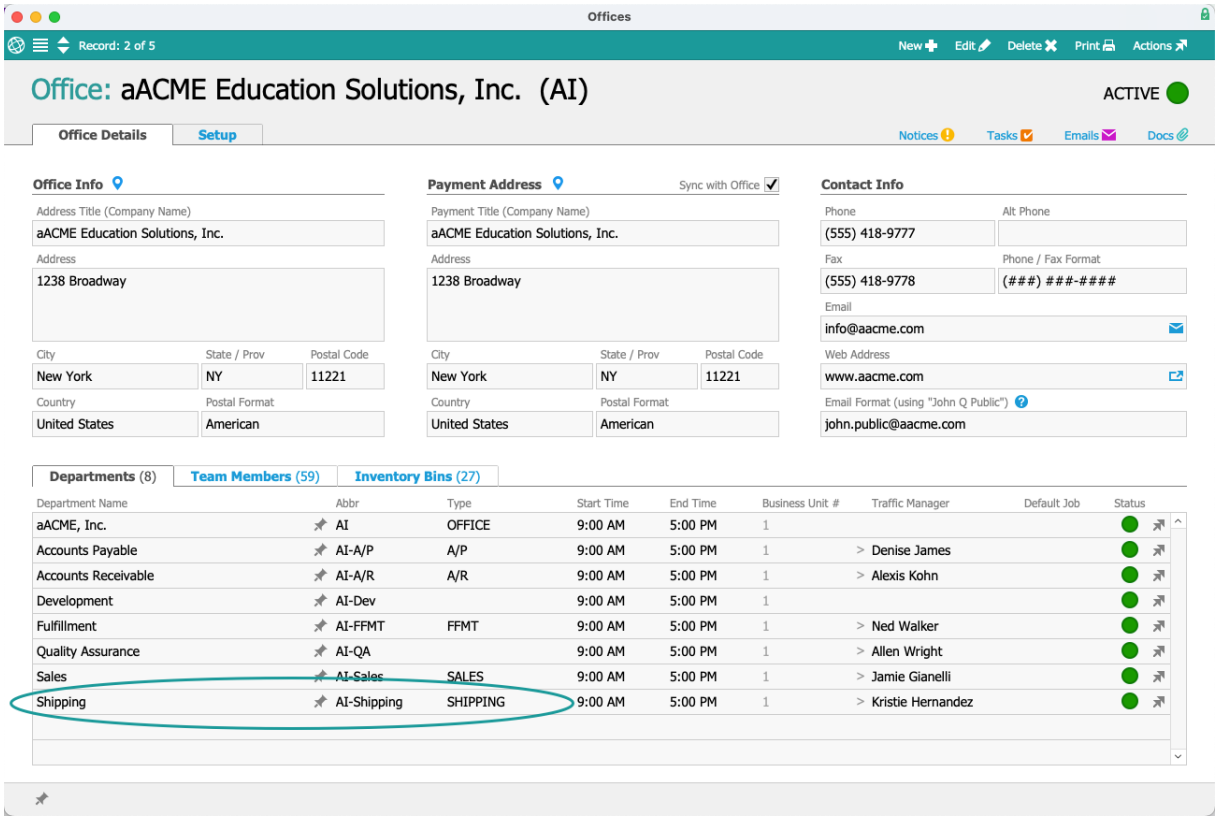
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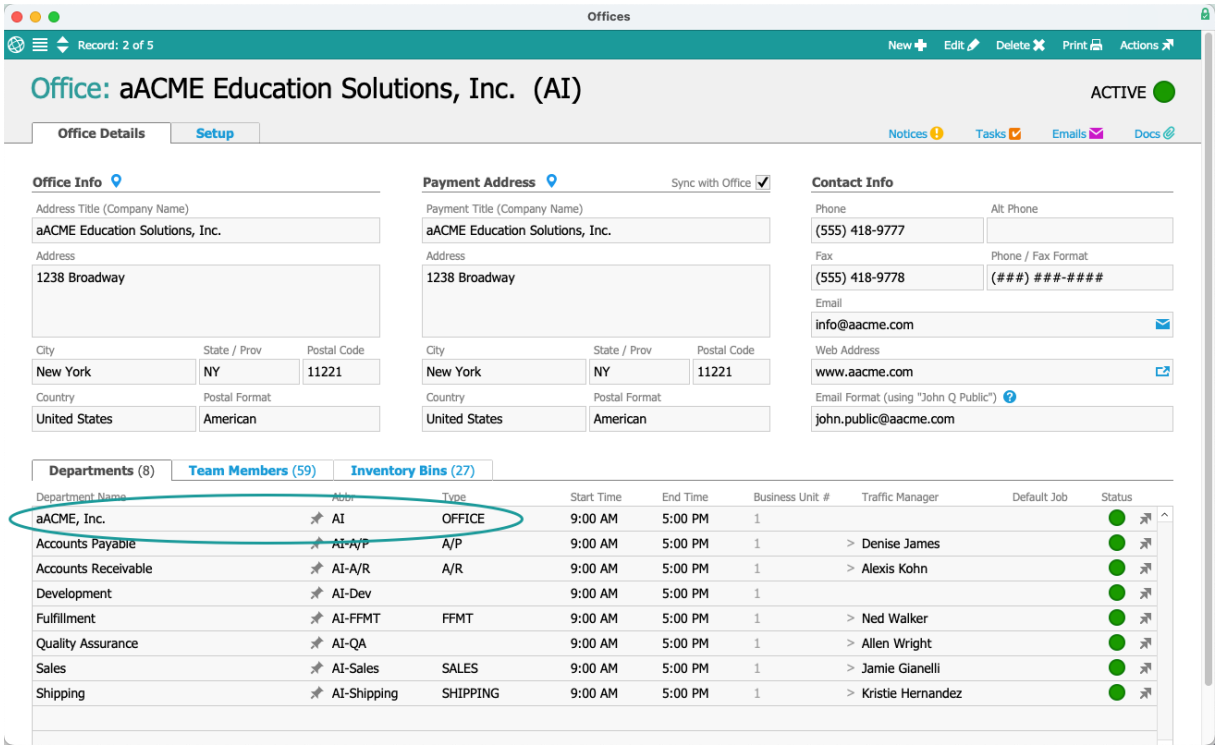
Understanding the Department Assignment

aACE determines the department based on whether the information is present. If the department is not available, aACE continues until it finds one.

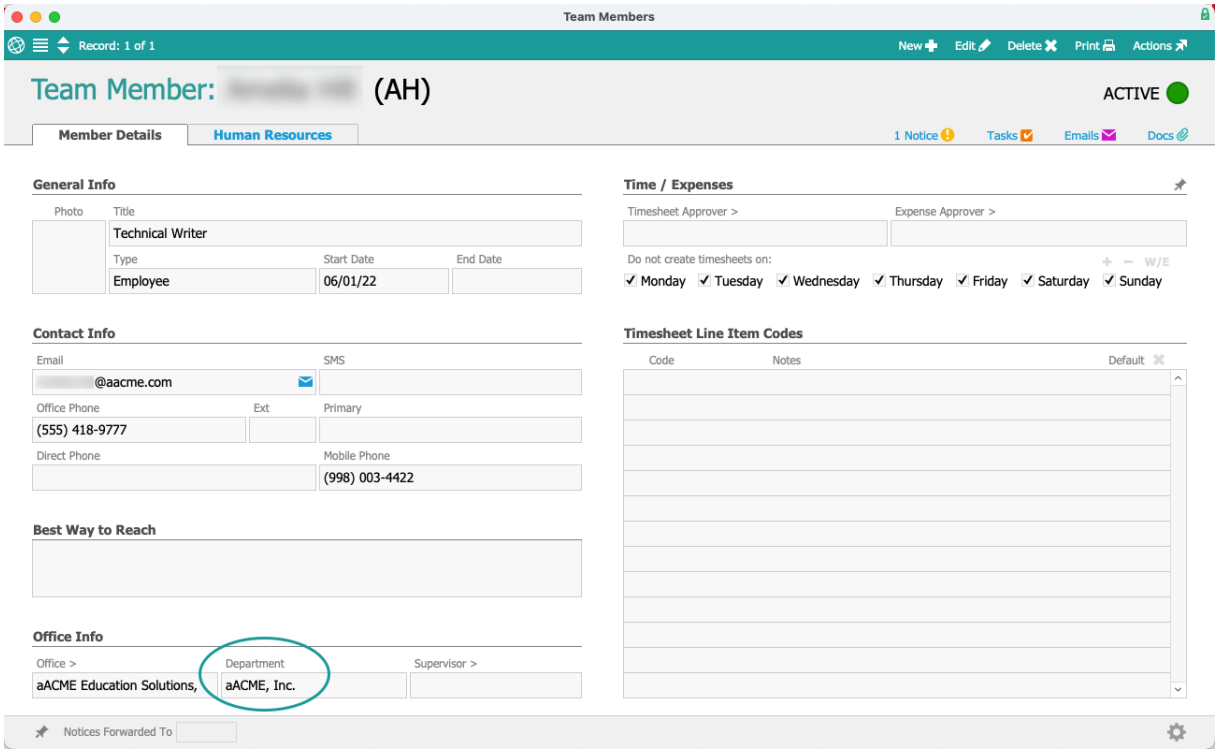
1. aACE first looks for the shipping department for the shipment's office.



2. If there is no shipping department, aACE uses the office's default department. The default department is determined by the department with the Type as OFFICE.



3. If neither of these departments are available, aACE uses the current user's department.

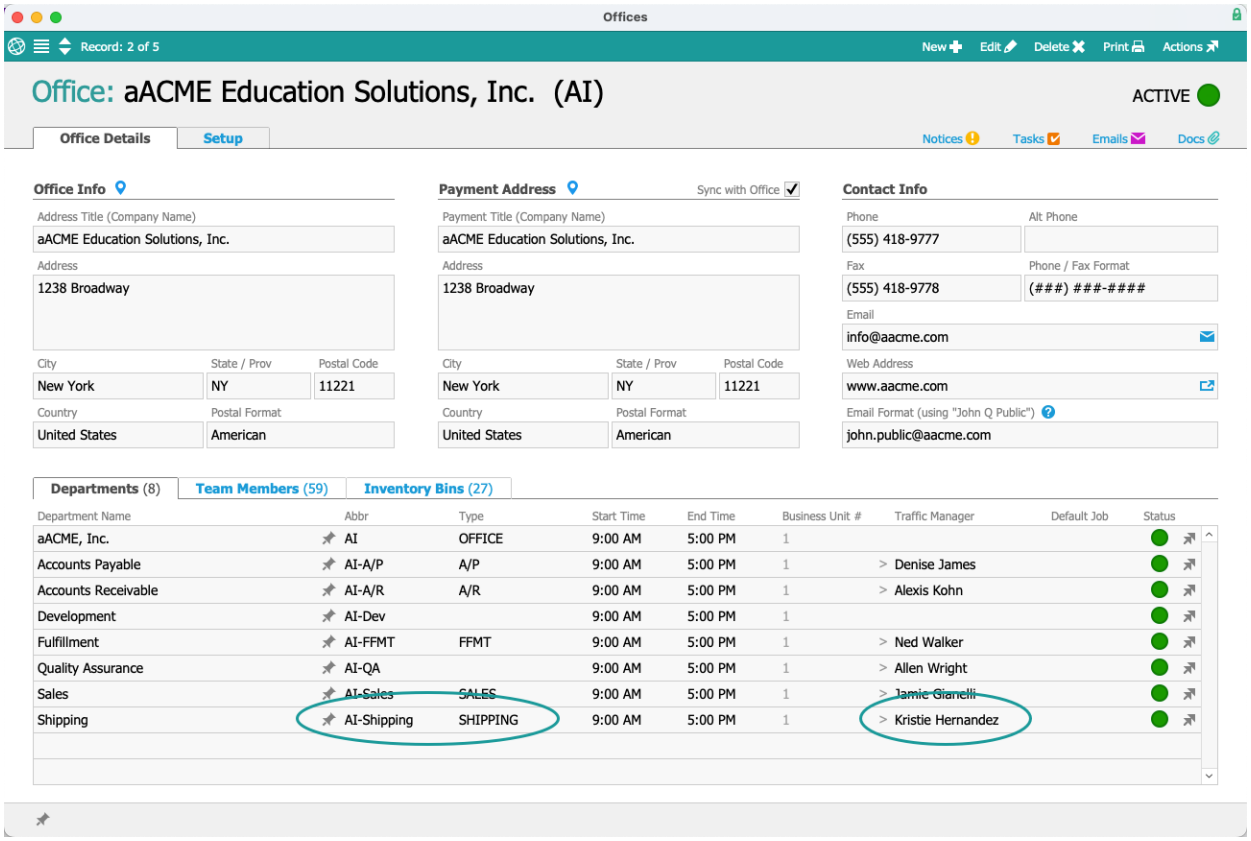


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Understanding the Assigned To Team Member Assignment

To determine the Assigned To team member assignment, aACE first looks to the shipping

department traffic manager.

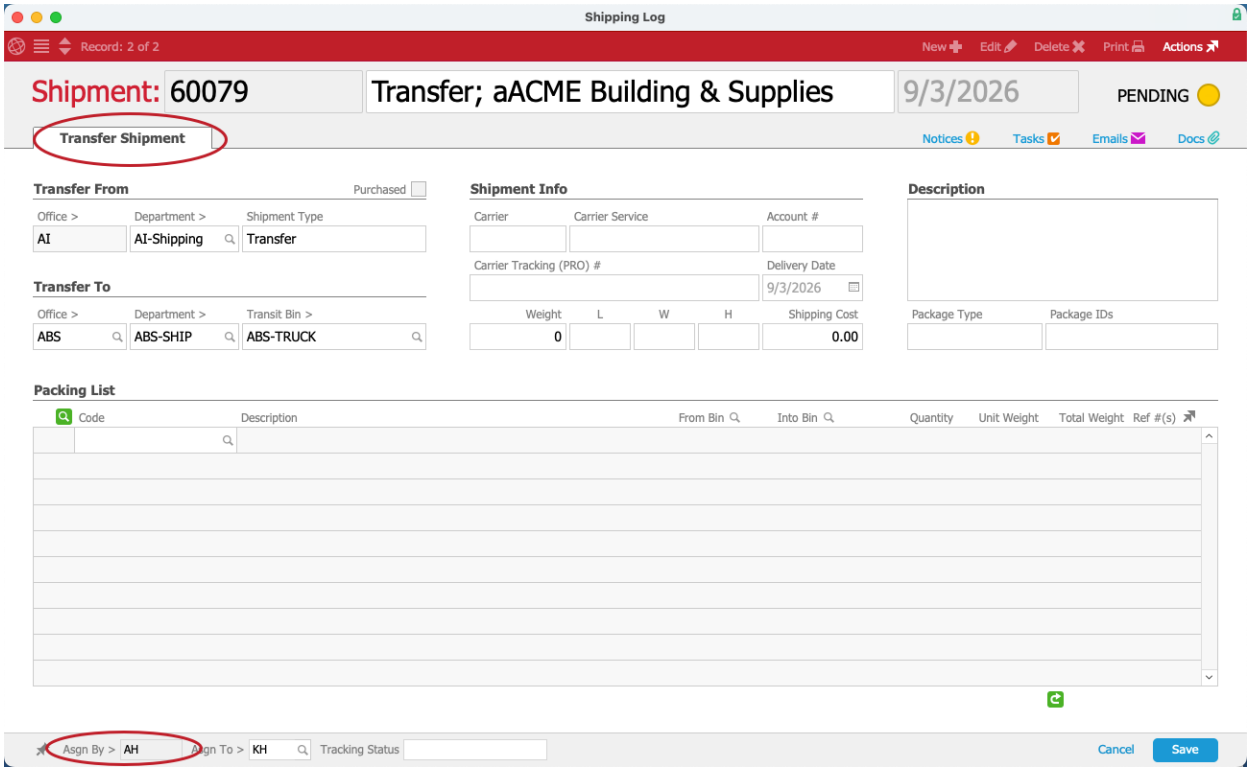


- If there is no shipping department or the shipping department does not have a traffic manager, aACE uses the current user.

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Understanding the Assigned By Team Member Assignment

aACE uses the current user creating the shipment as the Assigned By team member assignment. The Assigned By field is only visible on transfer shipments. For incoming and outgoing shipments, aACE still stores this information, but it is not visible in the detail view.


Shipping Log
Record: 2 of 2
New
Edit
Delete
Print
Actions
Shipment: 60079
Transfer; aACME Building & Supplies
9/3/2026
PENDING
Transfer Shipment
Notices
Tasks
Emails
Docs
Transfer From
Purchased
Office >
Department >
Shipment Type
AI
AI-Shipping
Transfer
Transfer To
Office >
Department >
Transit Bin >
ABS
ABS-SHIP
ABS-TRUCK
Shipment Info
Carrier
Carrier Service
Account #
Carrier Tracking (PRO) #
Delivery Date
9/3/2026
Weight
L
W
H
Shipping Cost
0
0.00
Description
Package Type
Package IDs
Packing List
Code
Description
From Bin
Into Bin
Quantity
Unit Weight
Total Weight
Ref #(s)
Asgn By > AH
Asgn To > KH
Tracking Status
Cancel
Save