**INTERVIEW TRANSCRIPT**

January 23, 2016

**F** - JR Flores, Managing Director

**J** - Jude Atienza, President

**T** - Student Interviewer 1

**H** - Student Interviewer 2

**V** - Student Interviewer 3

H: Good morning, thank you for your time for this interview.

F: Sure no problem, let’s start.

H: So, could you give us an overview of your company?

F: So basically, what the company does is that we have suppliers and in turn, we supply imported meat and seafood in the form of six hundred products to establishments. We are dealing with fifty suppliers that supply us and then two hundred customers that we supply ourselves. As we are in food distribution, our products are meats (such as ribeye), seafood (such as salmon), chicken and whatever you eat usually in restaurants that are imported.

T: What information do you usually gather for your business?

F: In the inventory system, when we get our supplies, we get the amount multiplied by the quantity to get the price. We record those figures in excel to mark that it exists in the inventory. Once the item is sold, we deliver, delete the entry from the excel file. That’s about it.

T: Can we get a sample copy of your inventory file?

F: We can provide that.

V: The inventory file has all the products in one file?

J: No, there is one excel file for the meat and another for seafood.

V: How does the process of inventory go about?

J: The suppliers drop the products off at our warehouse. We then supply the products to restaurants. But these suppliers, sometimes we get one product here one product there and ends up say, end ups here or the first supplier nag end up siya to everyone. Get it?

T: Where do you usually keep the record of inventory?

F: We keep a record sheet of our purchases from our suppliers. Do you guys need a copy of this? The warehouse staff keep track of two sheets, the deposit and withdrawal sheet. Deposit sheet tracks the arriving of products in the warehouse. Withdrawal sheet tracks the release of products from the warehouse.

T: So the warehouse people keep track of your inventory?

F: Ah yeah, they provide the sheet to eventually be turned in to the secretary. So she’s the one entering and tracking everything.

H: Who has the access to the excel file?

F: The secretary has access.

H: How many deliveries do you have in a day?

F: In a day, deliveries average at least ten, and a hundred per week.

T: Do you keep track of your deliveries? Do you also record it in an excel file?

F: Yeah, do you guys need a copy of that?

Interviewers: Sure. Haha.

F: Our secretary tracks everything now. So for example, there is delivery tomorrow. She writes an excel. She has the ability to select a date from the file, to show all the deliveries completed for that day.

J: I think we can check it out.

F: Yeah, just show them.

V: So upon delivery to your customers, do you get a receipt sheet?

F: Oh yeah. We have a sales invoice so they have a signed official receipt on the delivery day as proof.

J: We do the process of the official receipt manually. We don’t want it computerized.

**\*Shows receipt\***

J: Our inventory is by the kilos, by the boxes. So every box has around 25 to 30 kilos. The weight varies in different boxes however.

V: So how do you keep track for let’s say ung expired goods?

F/J: It says there. The production date.

V: Do you mark it somewhere?

J: It’s certainly there. But we don’t take it into record anymore. Because our products are fast moving. and then it’s good for three years before they expire. But you can put that in.

H: How does the customer order from you?

J: They call us. and then we forward the order to our secretary.

T: So your secretary also records it in an excel file?

J: Yea, there’s a delivery sheet. When a customer calls us, for example restaurant A calls us. We’ll tell our secretary, restaurant A orders 2 pieces of salmon with the date. The format as goes: date of order, the product, the date of delivery and the company name. She records it personally.

J: I’ll show you.

**\*Shows excel sheets\***

F: So this is an example of an inventory sheet. So here are our products, around ten kilos, basically each box has usually about ten kilos per box.

V: Is kilos your standard of measurement?

J: Yes.

J: So this is the deposit slip for the warehouse in red; a withdrawal slip comes in yellow for identification.

F:The process is mostly manual. Our secretary will make a table for every product in our inventory, in the excel sheet.

V: The entries in the excel sheets, when do they get removed?

J: They are removed when I give the order.

F: Usually I just check it. If it evens out, like this one if its ‘fourteen’ on one side and the other side matches, I take it out already. It usually should match with the stocks, so when it matches with the actual I take it out.

J: So here are the products, for example this box weighs 4.6 kilograms. The weight varies per box.

F: As you can see, there are different formats for meat and seafood for easier identification.

F: So before we take it out, there’s like a three way check. We first check the system, then the withdrawals and then the actual stock in the warehouse.

H: What about the orders?

J: We just give the order specifics to the secretary then she places it in excel.

H: Who sets the due date for the orders?

J: We do, for example this restaurant orders then I say we can deliver by ‘tuesday’… these products that they indicated.

F: So here’s an example of a PO, though they usually just email us.

J: These are the orders.

T: So after the deliveries were done, you write down “done” at the last column in the sheet.

J: It isn’t that necessary, but these orders are definitely done already. Maybe someone forgot to put it down?

J: Definitely everything will be done on that day. If we cannot, we just move it to the next day.

V: So these are the orders for the client.

J: Yeah, for our client. So for our purchases, someone will do it. We just check this out and then call the suppliers.

V: How do you keep track of your order?

J: We just call them. For example, for delivery due on November 9, two day lead time, this was ordered November 7. So take this into account then contact the suppliers. For example we add all the frozen salmons, then we’ll call suppliers that we need 2 pieces of frozen salmon. The suppliers will deliver it to our warehouse. However, sometimes we keep an inventory also to make it easier to check.

F: We do inventory once a month from our warehouse.

H: So if it is already due, do you contact the clients to check if they already receive it?

J: No, we just check the receipts the next day. Actually our drivers tell us also, if the deliveries are done that means everything is done.

H: Do they give the receipts?

J: Yes, they will give that back to us. Cause the drivers are the ones who hold that, not us.

H: How do they know where to deliver? Like the address..

J: We just give the address. They are familiar with our clients’ addresses already. However, if the client is new, we text them the address or we write it down. On our receipt, there’s an address there. Sometimes we write down the whole address for them and to just GPS to help locate it.

T: What is the timeline of your deliveries?

J: Two day lead time.

V: What are the factors affecting delivery?

J: Traffic and fortuitous events like floods

T: How does the company ensure complete delivery of goods?

J: At the end of the day, the drivers will text if the deliveries are good or if they aren’t able to deliver the goods because of whatever reason.

V: How does the company keep track of the status of the delivery?

J: We contact the drivers.

H: How many deliveries do you usually have in a week?

J: 100-140 deliveries

H: What does type of items do you keep in the inventory?

J: Beef, pork, lamb, seafood, and chicken

T: What are the qualities that you record in each product?

F: Usually in the box, they have production date, expiry date, and other details

V: Does it include quality?

J: For the meats, quality is included, only some are included for seafood however.

When you say quality, we use the brand as the basis. There’s 3rd party doing quality control in other country (e.g. USA) 5 qualities such as: “prime, choice, select and ungraded“ for the meats.

F: ..but we count it as different products even though it is same part of meat (e.g. rib eye).It differs by grade. The customers are aware of the quality they order.

**\*Interviewees give important documents to interviewers.\***

H: Do you have minimum purchase orders like minimum kilos?

J: We used to have a standard for that., but now it depends on the area (e.g. Makati).

F: Cause we have a lot of deliveries in Makati, we can cater smaller quantities.

**\*Gives the price list\***

T: Usually, are the prices the same or do you adjust your price?

F: Actually, we give a fixed price, but once volume increases in the concept of supply and demand, the prices will vary. For example, someone can order 10 kilos, there’s a standard price, but if they order like 100-500, from 420, the price can definitely go down so we adjust.

T: How do you calculate for the price?

F: We standardize the price ourselves, so we have the prices from the direct importers they have the prices as well. We are in charge of the profit amount.

T: In the inventory, you need to keep track like where the supply came?

F: I have 3 suppliers, I should know who the supplies for a certain day came from.

V: When do you mark the product as not anymore in your warehouse? Like when it leaves the warehouse or when your client receives it?

F: When it leaves the warehouse. We use the deposit/withdrawal sheets. We once lost the papers and the record for that day went missing.

H: So if you delete, will it be gone permanently?

F: The record will be lost.

J: Let’s give them the documents about the tracking

**\*Gives the interviewers other important documents, forms, and etc.\***

H: To summarize, your inventories and orders are done manually by using excel sheets.

F: Yes, I think it’s fine the way it is, but it could improve with a software. Especially to track deliveries, we want to see the total in the end.

Interviewers: That’s all. Thank you so much for your time.