

**Version 1.1**

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Abstract

**The objective of this document is to describe the purpose and functionality of the dispatch activity – post picking and the alternate processing of goods to be delivered such as supplier / customer returns etc.**

*Despatching Processing*

*Describe the process post picking completion*

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# Document approval and distribution list

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| **Document Type / purpose** | | | |
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| Reviewed by |  |  |  |
| Approved by |  |  |  |

# Introduction

Part of the despatch of goods management

Goods are primarily despatched to customers based on advised requirements using the sales order process and after the picking process has been confirmed as accurate and complete

However, there are instances where goods are delivered outside of the standard sales order process; some of which are:

* Returns to Vendor (RTV)
* Returns to Customers (RFC)
* Zero invoices for collections
* ….

# Audience

Despatch

Picking

Sales order process

Administration

Creditors

Technical - developers

Software developers

# Functionality Narrative general customer orders

* 1. Picking, once committed to ***Picking completed not invoiced*** status, the goods and supporting documentation is handed over to the checking and packing team
  2. Goods are ticked off against supporting documentation
     1. By design, packing slips are printed post picking completed status
     2. It was a recent management decision to change from a packing slip to printing the official ***invoice*** ahead of ***checking completed*** state on the assumption that the non-conformances, being few, would be corrected using application transactions (credit note).

The decision was based on ***cost saving*** and opinionated the saving of no more than R4,000 per month does not do justice to the notion and should be reconsidered

* 1. If all is OK, then the ***checker / packer*** prints an official:
     1. Invoice should the customer be designated so
     2. Alternatively, a delivery not is produced. This is a copy of the invoice without any monetary values
     3. The main reason for printing a delivery note is that Engineparts delivers goods to customers of our customers and will invoice their customer separately.
  2. If not OK, the goods and documentation is returned to the picking supervisor for correction:
     1. Fix the non-conformation items picked
     2. Update the non-conformant picking job sales orders where goods are short.
     3. Return to store where items have been over-supplied
     4. Where the invoice has been printed in advance, the requisite crediting transactions needs to be completed (this is considered a risk as it is relatively uncontrolled process and can lead to accidental or otherwise misappropriation)
  3. The packer packs the checked goods into one or more parcels and for each parcel requests a tracking label from the system
  4. The printed invoice / delivery is placed into the last parcel.
  5. Each consignment is generally passed to the appropriate load bay for vehicle loading and related controls
  6. The related management information around picker to despatch performance is documented in the picking sub-system

# Functionality Narrative counter customer orders

* 1. Sales at a designated sales counter are defaulted to the sales counter unless the customer is designated as a local delivery on account sale; in which case goods are routed to the local delivery service station.
  2. For purposes of this narrative, only the counter sales process is documented
  3. On release of the sales order it enters the optimised picking queue and prioritised by the operational floor manager to meet with overall business expectations.
  4. The overall counter expectation is to service customers within the shortest possible waiting time. To ensure visibility of each sales order process to customer departure time, a series of time stamp footprints are recorded during the fulfilment life cycle
     1. Sales order start time
     2. Sales order confirm time (this is also when the customer tracking ticket is printed)
     3. Sales order to picking job time
     4. Picking job complete time (wait times are available too). The time stamp is confirmed using a scanner at the drop of hatch used by the picker to scan the packing slip barcode
     5. The security staff then scan the same packing slip to confirm checked status.
     6. As soon as the security staff scan the packing slip the transaction is displayed on all the cashier terminals as ***ready to receive payment***. The full documentation around cashiering tasks is taken up in the related document
     7. For those cashiers that can receive payments then select an item top of the list using a mouse click. This initiates the server application to:
        1. Display customer order details on the display panel
        2. Using the Chrome browser capability for voice simulation, text details is announced via PC connected speakers. The voice style and its contents can be changed dynamically using text and related parameters without requiring detail technical assistance other than standard web developer skills.
     8. Should the customer announce at the indicated booth, the cashier receives payment and the packing slip status changes to payment effected ready to invoice.
     9. At the collection counter, the customer ticket directs the security staff to select and scan the correct packing slip and should the paid status be true the related invoice is printed.
     10. Goods are handed to the customer and the transaction is marked complete
  5. To measure the system and resources profile to ensure optimal functioning against the best possible service delivery, ePart has a set of management reports that provide sales order to completion stats pinpointing times of delay.
  6. The picking prioritisation process is largely manual yet configurable to limit the number of sales orders per picking job.
  7. Generally, for these, only one order per picker is assigned to provide best possible turnaround times
     1. However, when multiple sales order per picking job is assigned, it is known to cause delays at the counter where one-liner sales orders are mixed with order comprising of many items. ***In this kind of presentation, the one-liner is undesirably delayed and is a future optimisation requirement***.

# Future considerations

Under current deliberations, there is thought around using barcode labels to verify the accuracy of picked goods meeting with customer expectations.

Currently this is done manually by comparing the item on the invoice / packing slip with the goods picked. Humanly speaking, this often fails as the brain often ***reads*** correctness in favour of ***likeness*** such as in the case of sized items like piston rings where the group code changes, but the serial number remains.

There is no doubt that

# Dependencies

# Business Flow

# Detail description of functionality

# Dependencies

|  |  |  |
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| # | Description | Action / By whom |
| 1 |  |  |
| 2 |  |  |
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# Risks and mitigation

|  |  |  |
| --- | --- | --- |
| # | Risk | Mitigation |
| 1 |  |  |
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# Requirements overview

|  |  |  |
| --- | --- | --- |
| # | Description | Action / By whom |
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# Acceptance

I hereby confirm that I have been fully informed of the documents content and, received training to understand how the detailed instructions are to be applied

Name …………………………………………………………………………….

Job Title ………………………………………………………………………….

Signed ……………………………………………………………………………

Date ………………………………………………………………………………