



Monthly Focus

What: Transfers

Why: Transfers are how product move between locations. If we do not transfer product correctly inventory will not be accurate and we will fail the customer.

When: Transfer Schedule is done weekly by the Warehouse. It is done to refill stock, fulfill a customer's order, or when manually directed to do so by a user in FROG.

Who: All store team members are accountable for understanding the transfer system. With this fundamental knowledge every team member will be able to best help the customer and create solutions.



FAQ?

- ✓ How does my transfer read?
 - SAR-671458-WHS
 - Origin-Documents Number-Destination
 - Origin: Store 5 Sarasota
 - Document Number: 671458
 - Destination: Warehouse
- ✓ When should go backs be ready?
 - All products transferring out of the store should be located and moved to the load outdoor the evening before the transfer day.
- ✓ What happens when I print a transfer list?
 - If the transfer waiting list is printed 48 hours before your transfer day you will remove the warehouses ability to see the transfer and they will not be able to create the work to execute the transfer. In short, the transfer will not come. If you accidentally print the transfer before your transfer day please contact the warehouse office to ensure the transfer still takes place. (emails Leader's – Warehouse Office Group)
 - It is ok and you are expected to print the transfer list after the warehouse team sends the message with the upcoming transfer numbers. This will give you a hard copy of what is coming and going from your location.

- ✓ Is product coming to my store and product leaving my store all on the same transfer?
 - No, incoming product is on a separate transfer than outgoing product. You can tell where a transfer is going by the transfer number and how it reads.
- ✓ How do I properly set up a customer order to transfer to my store 2 months from now?
 - Procedure Section 2.110, Page 3, #2
 - Sale Type 2
 - All items linked to warehouse stock
 - Firm delivery date for the pick-up date 2 months from now
 - Deliver from, Your store location
- ✓ What should I expect from the driver team at my store
 - The driver team is at your store to help the sales teams execute a transfer. Their job is to make it happen. You should expect:
 - Help moving and placing heavy items
 - Removal of all trash and debris from the store
 - Never remove an item not on a transfer
 - Deliver supplies and mail to the store in shuttle bin
 - Cooperation to stay until the job is done correct
- ✓ What do the driver teams expect from the store teams?
 - The store teams are accountable for the final accuracy of the transfer.
 - The store teams are expected to have their outgoing transfers prepared by the load out door and properly labeled when the driver team arrives.
 - The store team should safely assist the driver teams to the best of their ability.
 - The store teams should have their trash and recycle material consolidated and ready to go by the load out door.
 - Shuttle bags and mail should be prepared to go before the driver teams arrive.
 - A member of the store team should scan all incoming transfers, not the shuttle driver.
 - A store team member should verify that the BoxKeeper transfer screen is empty and complete and before the "Confirm Transfer" button is pressed.
- ✓ How do I find my transfer list if I do not receive an email from the warehouse
 - Procedure 2.110, page 6

For any further questions, please reference the complete Transfer Procedure 2.110
<R:\Procedure Manual\2.0 General Store Procedure\2.110 Transferring Merchandise.pdf>