|  |  |  |
| --- | --- | --- |
|  | **TCS** Vijay | **DOC.NO: M.122.NC** |
| **EFFECTIVE DATE: 04/05/2009** |

**Recording Contract Delivery Schedules**

**1. Introduction: This document details the procedures for recording and maintaining contract delivery schedules for food products manufactured under NIC Code 10101. Accurate and accessible records are crucial for effective order fulfillment, customer satisfaction, and proactive issue management.**

**2. Methods of Recording:**

* Dedicated Software: Utilizing a specialized Enterprise Resource Planning (ERP) system or Customer Relationship Management (CRM) software is the preferred method. These systems offer features such as automated scheduling, order tracking, and reporting functionalities. Examples include SAP, Oracle NetSuite, or industry-specific solutions.
* Spreadsheet Software: For smaller operations, spreadsheet software (e.g., Microsoft Excel or Google Sheets) can be used. However, this requires meticulous manual entry and may lack the robust tracking and reporting capabilities of dedicated software. Strict template adherence is essential to maintain data consistency.
* Physical Logbooks: While the least efficient method, physical logbooks may serve as a backup or supplementary method, particularly for recording exceptions or ad-hoc updates. These must be carefully maintained and easily accessible.

**3. Information to Record:**

**Each contract delivery schedule must include the following information at a minimum:**

* Contract Number: Unique identifier for the contract.
* Customer Name and Contact Information: Full name, address, and contact person details.
* Product Description: Specific food product details, including quantity, batch numbers (if applicable), and specifications.
* Ordered Quantity: Total quantity ordered.
* Scheduled Delivery Date(s): Clearly defined date(s) and time(s) of delivery.
* Delivery Location: Precise delivery address.
* Transportation Method: Mode of transportation (e.g., truck, rail).
* Special Instructions: Any particular delivery requirements (e.g., temperature control, handling instructions).
* Confirmation of Order: Date and method of order confirmation.
* Delivery Status Updates: Regular updates reflecting the progress of the delivery process.

**4. Maintenance and Archiving:**

All recorded delivery schedules should be maintained securely and be readily accessible to authorized personnel. Records should be backed up regularly to prevent data loss. Archiving procedures should adhere to company retention policies and relevant legal requirements.

**5. Compliance Notes:**

* Ensure all recorded data is accurate, complete, and legible.
* Maintain data confidentiality and comply with data protection regulations.
* Regularly review and update the system to reflect changes in operations and customer requirements.
* The chosen recording method must be suitable for the scale of operations and must ensure data integrity.

**6. Practical Guidelines:**

* Implement a standardized template for recording delivery schedules, regardless of the recording method.
* Establish clear roles and responsibilities for data entry and maintenance.
* Use version control for all digital documents to maintain audit trails.
* Regularly audit recorded data for accuracy and consistency.

---