Service RDC

Kick-Off

ADT SUPPLY CHAIN
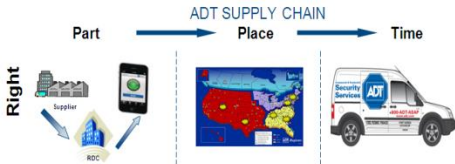Part   Place   Time

Right

Supplier

RDC

Security Services ADT

Process Summary

- Branches will no longer be responsible for ordering replenishment inventory for Service Technicians

  - *Exceptions:*
    - *critical items such as Parts Pending*
    - *Job specific items for custom home/small business*

- Weekly replenishment will automatically be received onto the appropriate technicians truck via an Oracle automatic receipt process

- Material Handlers will no longer be required to transact replenishment inventory for RDC program parts (eg. Oracle receipt, Oracle issue)

- All Service technicians will receive a replenishment pack one time per week based on a regular schedule

- Branches will be required to order and manage all other inventory & exceptions to the process
    - *critical items such as Parts Pending*
    - *Job specific items for custom home/small business*

- If a Service tech needs a part not on the truck, they will return to the branch and have the warehouse provide it

What to expect at the SSO

- Shipments will be arriving at the branch via FedEx Freight
- Shipment will be grouped on a pallet
- Each shipment will come with a Bill of Lading
- BOL will include a MASTER list of packing slips

Brown envelope glued to top of pallet underneath shrink-wrap

Date: 10/4/2010 **BILL OF LADING** Page 1

Ship From
Name: TYCO INTERNATIONAL PHX
Address: 801 South 75TH Avenue
Suite 130
City/State/Zip: PHOENIX, AZ 85043
FOB:

Bill of Lading Number: 04000000005474057

Ship To
Name: ADT SECURITY SERVICES #1400 Location #:
Address: 11824 NORTH CREEK PKWY N.
City/State/Zip: BOTHELL, WA 98011
FOB:

Carrier Name: Saia Motor Lines
Trailer Number: 0728_1
Seal number(s):

SCAC: SAIA
Pro Number:

Third Party Freight Charges Bill To:
Name: IPS Worldwide 71466-18
Address: IPS ID 71466-18
City/State/Zip: Ormond Beach, FL 32173

Freight Charge Terms: (freight charges are prepaid unless marked otherwise)
Pre-Paid ___ Collect _X_ 3rd Party ___

☐ (check box) Master Bill of Lading: with attached underlying Bills of Lading

SPECIAL INSTRUCTIONS:
CDC4041762 ; ; ADT Job# n/a

CDC4041761 ; ; ADT Job# n/a

Customer Order Information

CUSTOMER ORDER NUMBER	# PKGS	WEIGHT	Pallet/Slip (Circle one)		ADDITIONAL SHIPPER INFO
482491-50	7	114.57	Y	N	9845630001 / THOMPSON, JEFFREY
482491-51	7	115.99	Y	N	9845640001 / HUFFMAN, JOHN
482491-52	6	94.72	Y	N	9845650001 / FLEISSNER, MITCHELL
482491-53	7	115.04	Y	N	9845660001 / ELLISON, KENNETH
482491-54	7	115.60	Y	N	9845670001 / MATUGAS, BOB
		0.00	Y	N	
Carrier Information					
GRAND TOTAL	34	555.91			

Carrier Information

HANDLING UNIT		PACKAGE		WEIGHT	H.M. (X)	COMMODITY DESCRIPTION Commodities requiring special or additional attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC item 360	LTL ONLY	
QTY	TYPE	QTY	TYPE				NMFC #	CLASS
1	Pallets	34	Cases	555.91	X	Electronics Computers/PC's, Computer	1160300000	92.5

Every Shipment will come with a Bill of Lading that shows the number of boxes, pallets and installer names

Warehouse team will verify with FedEx and refer back to the bill of lading if there are issues with individual boxes on pallets
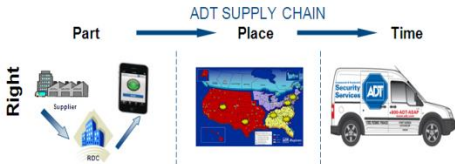
- Material Handler will receive the shipment and
  - Check for Damage
    - If damaged notify the OSTM who will file a claim following the process currently in place
  - Match carton count to Bill of Lading
    - If the shipment is under/over follow the steps for the defined process
- Stage the material in tech area for pick up and parts validation

Delivery, check-in, pallet breakdown will take approx 20-30 minutes

- When a shipment does not contain the same number of boxes than listed on the Bill of Lading;
  - Validate each carton shipping label for tech and SSO to the Bill of Lading
    - If the SSO is incorrect, the Material Handler will ship to correct SSO via Standard Overnight
- Material handler will notify OSTM
  - Adjust installer inventory to reflect shipment
  - Fill out and send DC Quality Tracking form

Replenishment Day "1"

1. Each Tech will locate their box with their name on the outside and select the one that contains "Packing List Enclosed" sticker

2. Match the Case ID from box to the packing slip

3. Open one box at a time and remove all parts and organize by "like" parts

   a) Carefully verify physical parts against packing slip noting any discrepancies

   b) Be careful to check dunnage for small parts

4. Turn in signed packing slip to Material Handler

   a) Discrepancies must be adjusted on the spot

   b) Ensure Oracle adjustments for shipment discrepancies include "RDC Shipment Discrepancy" in the Oracle reference

5. After shipment discrepancies have been adjusted print the Oracle "Subinventory Quantities Report" (Material Handler)

6. Tech can be released

Packing Slip

1. Delivery Address
2. Tech Name and Truck#
3. Items and Quantities
4. Case ID#
   a) This ties to the case# on the outside of the carton on the bottom of the shipping label. Which means the packing slip is actually by "carton"
5. Overall piece-count

tyco

467905-136956

Packing Slip

TYCO INTERNATIONAL ATL
2600 West Point Drive
LITHIA SPRINGS, GA 30122

Shipment ID: SID0713410

Carrier : FXFE	Number Of Cases : 1
Freight Terms : Collect	Number Of Pallets : 1
Customer PO Number: 467905-136956	Weight (lbs): 20
Sales Order No: 9384670001	

Ship-To Customer:

ADT SECURITY SERVICES #351S
111 WINDSOR DR
OAK BROOK, IL 60523

1

Freight Bill-To Customer:

ADT-USA
One Town Center Rd
Boca Raton, FL 33486

Special Instructions:

ROY, DENNIS
097TS005

CDC4369295

ADT Job # N/A

2

Part Number	Part Description	Customer Part Number	COO	Project Number	Unit Quantity
Case Identifier:	00000530050043178965				
5800PIR-RES	W		MX	----	1
5816WMWH	Door/window transmitter with m		MX	----	1
GS3060-ADTRF	GS3060 WITH 24 HR STANDBY BATT		CA	----	2

3

4

5 **Total Pieces:** 4

000000530050043178965

Part → Place → Time
ADT SUPPLY CHAIN
Right
Supplier
RDC
Security Services

RDC Replenishment & Printing

- Material Handler will be responsible for providing each tech with the Subinventory Quantities report after the installer has completed unpacking and loading their replenishment packs

- Printing the Oracle <u>Subinventory Quantities report</u>
    - ADT Reports / Single Request / in "Name" field enter "Subinventory quantities report" then hit TAB on the keyboard (parameters will open)
    - Enter the To & From subinventory
    - Click "OK"
    - Click "Submit"

1. Truck# & Name
2. Part# & Description
3. Quantity showing on truck based on Oracle


```
040 - Houston TX                                                    Report Date:  11-SEP-2010 13:20
Sorted by Subinventory and Item              Subinventory Quantity Report          Page:            1
Subinventories From: 040TB001   To 040TB001

                              [1]

Subinventory: 040TB001    Description: HARRISON, GLEN                                            [3]

Item                          Description                       Rev Locator              UOM    Quantity
------------------------------------------------------------------  ---  ----------------------  ---  ------------
1085TN-ADT                    1085TN-ADT CLOUD WHITE REED SWITCH MAGNETIC                          EA      23.000
                              CONTACT
1125WN-ADT                    1125WN-ADT (1125W-N CLONE)   LOC J11ADT                              EA      64.000

145298          [2]           CONNECTOR; BLOCK RJ31X                                               EA       5.000

1830-ADT10PK                  GE INTERLOGIX ADT ONLY 3/8 DIA NEO MAGNET ONLY LOC                   EA     148.000
                              J11ADT
2202AL-ADT                    OVERHEAD DOOR FLOOR MOUNT CONTACT W ALUMINUM                         EA       1.000
                              HOUSING CLOSED LOOP 3  GAP SIZE. 18
2204AL-ADT                    MAGNETIC CONTACT ADT LOC 515                                         EA       3.000
```

- Overages will be reported to the Material Handler and the tech stock adjusted

- Shortages will be adjusted and if the inventory is available at the warehouse a sub-inventory transfer to the tech truck will be performed

- If the part is not available at the SSO, Tech and Material Handler will review inventory to determine if enough stock is on hand for the tech for the day and/or create an order local pickup

- If it is determined that the Tech does not have enough equipment for the day then the calls may need to be rescheduled. The involvement of the Service Team Manager is required

Adjust inventory levels

to ensure accuracy
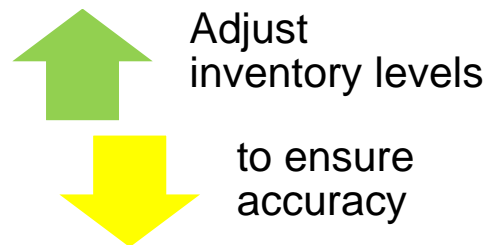
RDC Discrepancy form

CUSTOMER COMMUNICATION FORM

Date: _____

☐ Shortage ☐ Missing Product ☐ Invalid Tracking
☐ Overage ☐ Wrong Product ☐ Missing Pack Slip
☐ Damaged ☐ Mislabeled Part ☐ Missing Master Pack Slip
☐ Other (List Below)

Originator: _____

Business: _____ SSO No.: _____

Description of Issue: _____

Order No(s): _____ Ship Date: _____

Total Orders Affected: _____ Total Order Lines Affected: _____

Part No(s)/QTY: _____

Submit by Email

Print Form

• The RDC Discrepancy form is located on the Job Aid page and should be used for shipment discrepancies such as overages & shortages.
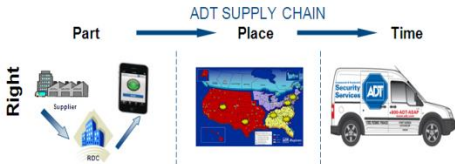
o Part 8: Processing Repairs and Returns
o Part 9: Viewing Inventory Transactions and Printing Reports

• Inventory Playbook (Policies & Procedures)

General Documents

• Account Alias Descriptions
• ADT Freight Claims
• Customer Communication Form – RDC Discrepancies
• Emergency Pick Slip Form
• Move Order Cancellation Template
• RMA Request Form Service
• Shipment Level Service Upgrade Request
• Vendor Packing Slips
• Vendor Warranty
• Yellow Sticker Ordering and CGX

- **Tech in the field**
  - Tech will contact Manager/Coordinator to request the parts who in turn will work with the Material Handler in locating the needed part
  - If part is available in warehouse, Team Manager/Coordinator will complete Parts Request Form and Material Handler will transfer part to truck. It is the responsibility of the Team Manager/Coordinator to coordinate with the technician for part delivery

- **If the warehouse does not stock it in the respective Resi Mains the branch will order it using the existing Parts Pending process**
  - Oracle requisition denoting Parts Pending in the order, for overnight delivery either to the branch or the customer site directly

Tech Pick Up Equipment Summary

- Every Tech will be assigned a replenishment date by the branch and this will be their go forward replenishment day

- The tech will come into the SSO on the assigned date and will match the Pick Slip against the shipment contents

- Once the Pick Slip has been matched, the tech will sign the slip and turn the slip into the Material Handler

- Any discrepancies will be immediately reported to the material handler with documentation

Monthly inventories of each truck with an accuracy of 98% or better will be required. Trucks not meeting the 98% minimum will be required will perform counts as frequently as required to maintain minimum accuracy levels

Service Planning Support

- There is Service Planning inbox available to address branch inquiries regarding topics such as:
  - Min-Max levels
    - To be provided to team managers as part of this kick off. They will be subsequently posted on a SharePoint site.
  - Auto-Receipt issues
    - Branch ordering and receipt schedules will also be available on the Job Aid page.
  - Shipment related issues

- E-mail:
  - RDC_Plan_RSB_SVC@ADT.com