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Factory Operation Manual (FOM) 7

7 RECORDS AND DELIVERY OF FINISHED PRODUCTS

OBJECTIVE

Initiation of products delivery will depend on the category of the transaction as follows:-

1. Credit term, or progress payment, Cash or by Cheque payment handle by HQ.
2. Cash term for walk-in customer at factory.

7.1 CREDIT TERM, PROGRESS PAYMENT, CASH OR CHEQUE PAYMENT


To ensure that all deliveries are authorized and in compliance to the *Purchase Orders* (PO) and *Sales Order* (SO) as requested by the Marketing Department.

PROCEDURES

1. Prior to the delivery arrangement, Logistic Assistant must ensure that the Credit Control Department had released the *Supply Instruction* (SI) through IFCA System.
2. The Delivery then can be arranged by Logistic Assistant or such person* appointed the Planning Executive as per SO (**Appendix 7.3**) by issuing *Dispatch Order slip*.
3. For Own Collection, valid documentation (email/ fax/ letter) must be obtained from the customer specifying the authorized transporter detail as follows:
 - a) Company name
 - b) Lorry registration number
 - c) Driver identification
 - d) Date of collection (optional)

Note: For any changes to the above, the customer is required to officially reconfirm; the details.

4. Upon arrival of transporter, Logistic Assistant will prepare a *Despatch Order* (**Appendix 7.4**) to be forwarded to the Production Executive/Supervisor.
5. The transporter will make an arrangement with the Production Executive to load the products as specified in the *Despatch Order*.
6. Upon completion of loading process, the transporter will return the *Despatch Order* slip to the Logistic Assistant for preparation of *Delivery Order* (DO) as per **Appendix 7.5**.

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7. The DO has to be acknowledged by the transporter and to be distributed as follows:

	Color	DO Sheet ***
1	White	Customer
2	Pink	Marketing Dept
3	Green	Transporter
4	Yellow	Marketing Dept
5	Blue	ACP-DMT Port Klang

*** Note:

- 1) *If The goods are collected by the customer personally, only the White copy is given to the customer.*
 - 2) *If the goods are collected by transporter appointed by the customer, only the White and Pink copies are given to the transporter.*
 - 3) *If the goods are delivered by transporter arranged by ACP-DMT, the White, Pink and Green copies are given to the transporter, after which upon acknowledgment by the customer, the Pink and Green copies are returned to ACP- DMT of which the Pink copy is distributed to Marketing Dept for invoicing while the Green copy is attached with Transporter's claim to ACP-DMT.*
 - 4) *The Yellow copy is forwarded to Marketing Dept upon issuance of DO.*
8. On daily basis, Storekeeper will update the Stock Card record/IFCA System with all issuance of finished products.
 9. Logistic Executive shall generate daily production and delivery tonnage report on daily basis.

7.2 CASH TERM

The transaction can be described as a cash transaction whenever a Walk- In customer made payment by cash (Cash on Delivery - COD).


OBJECTIVES

The objectives are as follows: -

1. To provide a systematic procedure of cash transaction for product supplied.
2. To ensure accountability of moneys received from the cash transaction.

PROCEDURE

1. The customer approaches our Logistic Assistant to place order.
2. The sales Coordinator shall check the availability of stock and prepare the *Despatch Order* upon receipt of cash.
3. The customer will make an arrangement with the Production Executive to load the products as specified in the *Despatch Order* slip;
4. Upon completion of the loading process, the customer will return the *Despatch Order* slip to the Logistic Assistant for preparation of *Tax Invoice* as per **Appendix 7.8**.

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5. The Tax Invoice has to be acknowledged by the customer and to be distributed as follows:

Item	Color	DO Sheet
1	Pink	Marketing
2	White	Customer
3	Yellow	Marketing for Invoicing
4	Blue	ACP-DMT Port Klang
5	Green	Transporter

6. On daily basis, Storekeeper will update the Stock Card record/IFCA System with all issuance of finished products.
7. Logistic Executive shall generate daily production and delivery tonnage report on daily basis.

7.3 MANUAL PROCESS OF SUPPLY INSTRUCTION

OBJECTIVES

The *Manual Supply Instruction (MSI)* as per **Appendix 7.7** shall only be used if the following events take place:

1. IFCA System Failure/Maintenance.
2. Computer System Failure
3. Power Outage/Internet disruption.
4. Changes of Purchase Order by Customer during weekend/after normal working hours (Change of product type).
5. Inability to post data into IFCA System (Maximum 3 working days)


PROCEDURES

1. In the case of Computer System Failure (IFCA System), IT Department and Factory Head must be informed immediately.
2. Approval from Factory Head is required as per **Appendix 7.7**.
3. All *Manual Supply Instruction (MSI)* must be closed within 3 working days after all documentation i.e *Sales Order(SO)*, *Raw Material Purchase Order* and Production output are approved by the *IFCA system*.
4. All *Manual Supply Instruction (MSI)* must be kept in safe place and seal properly.

7.4 PRODUCTS RETURNED BY CUSTOMER

OBJECTIVES

1. To ensure proper handling of products that has been returned by the customer.
2. To ensure appropriate reasons are established for product to be returned and accepted by the factory.

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3. To ensure that Credit Note is issued to compensate customer for the product returned.

PROCEDURES

1. A written instruction (Memo) or a Customer Complaint Form as per Appendix 7.10 inclusive of terms of condition will be issued by Marketing Dept. to the Planning Executive for any product to be returned by the customer.
2. Production Executive and QC personnel to check the physical conditions and quantity of the product returned.
3. Logistic Assistant to issue a Product Returned Note (PRN) as per Appendix 7.11 to acknowledge receipt of the products.
4. After endorsement by the Factory Head, PRN has to be distributed as follows: -

Original Copy	Retained by ACP-DMT, Factory
Photocopy	ACP-DMT, HQ


- a) Approved copy of PRN is being submitted to Head Office as and when it is issued.
- b) The product returned will be registered into the IFCA System / Stock card, irrespective of its condition, but will be later identified, separated and disposed.

Note: Refer to ACP-DMT Quality Management System ACP-DMTIPRO / 13 (Non-Conforming Control).

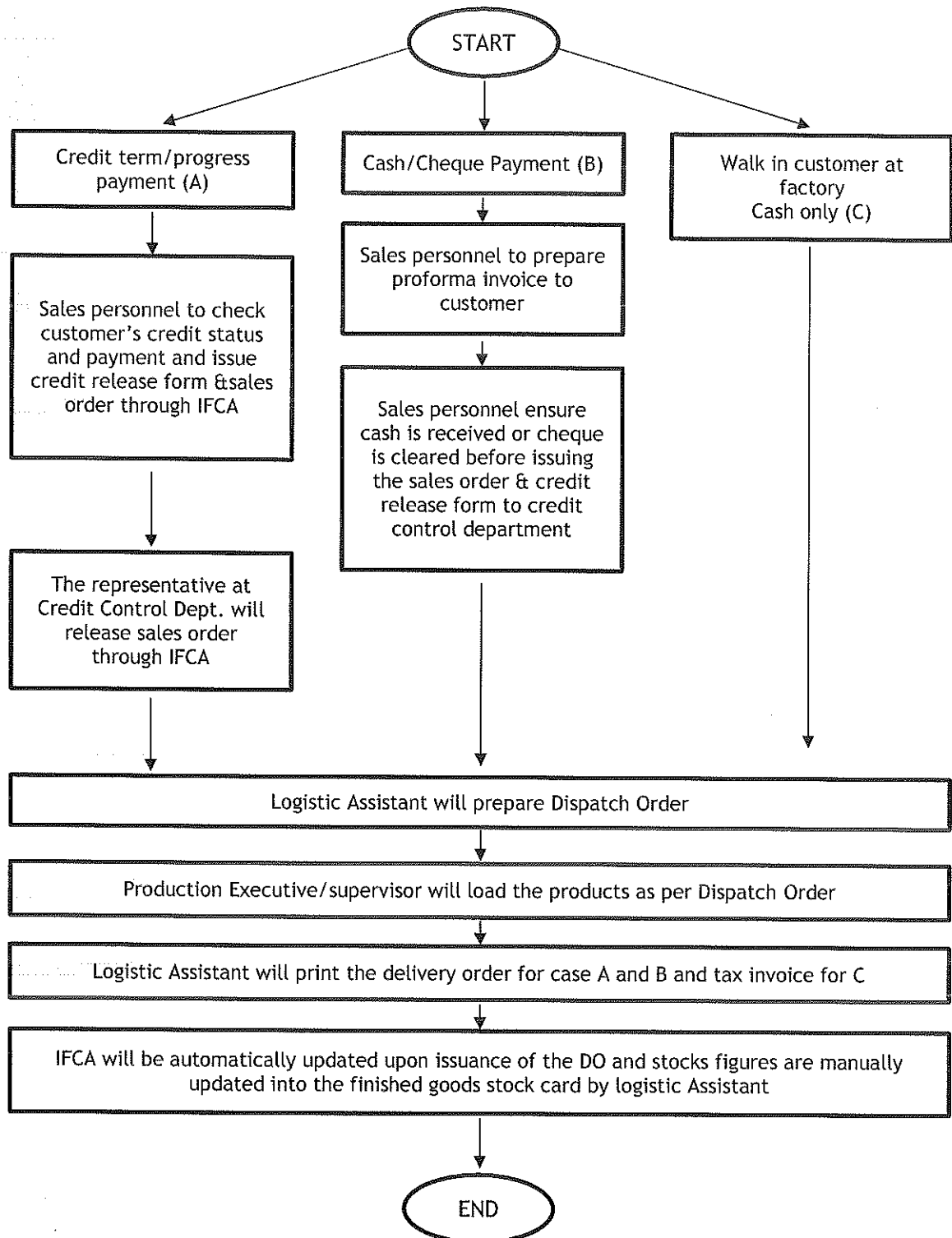
7.5 FLOWCHART


The procedure for delivery of the factory's product can be referred to Flowchart 7.1.
The procedure for handling the product returned by the customer can be referred to Flowchart 7.2.

The procedure for Manual Process of Supply Instruction can be referred to Flowchart 7.3.

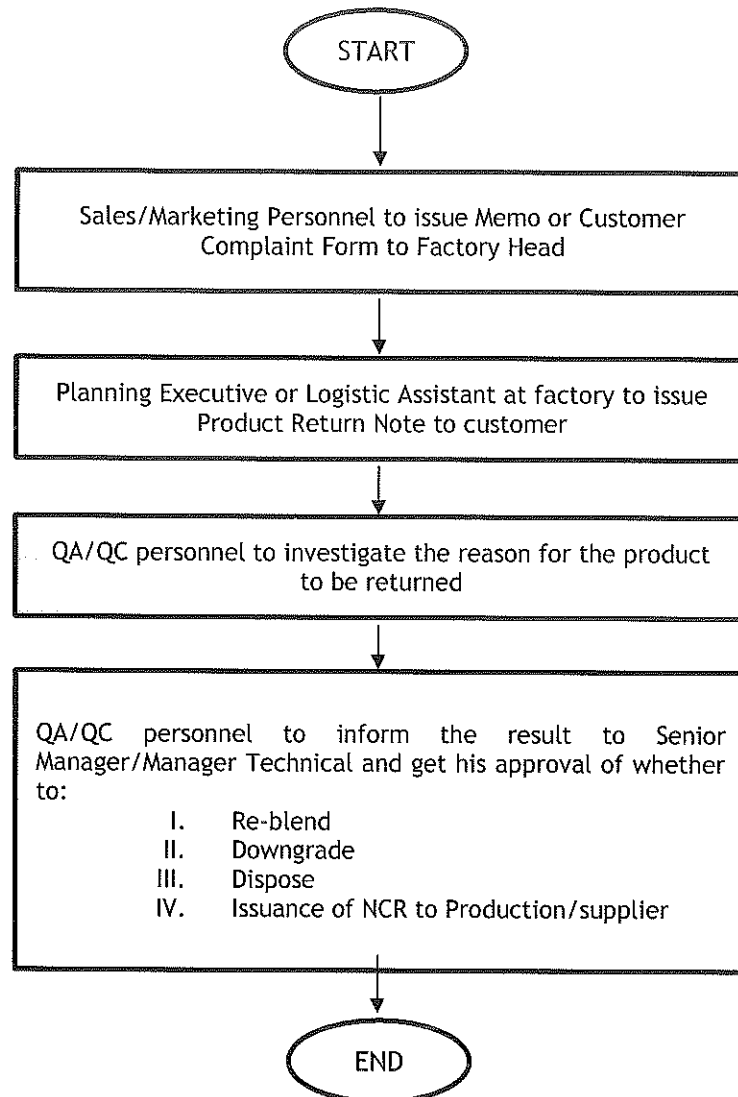
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FLOWCHART 7.1: RECORD AND DELIVERY OF FINISHED



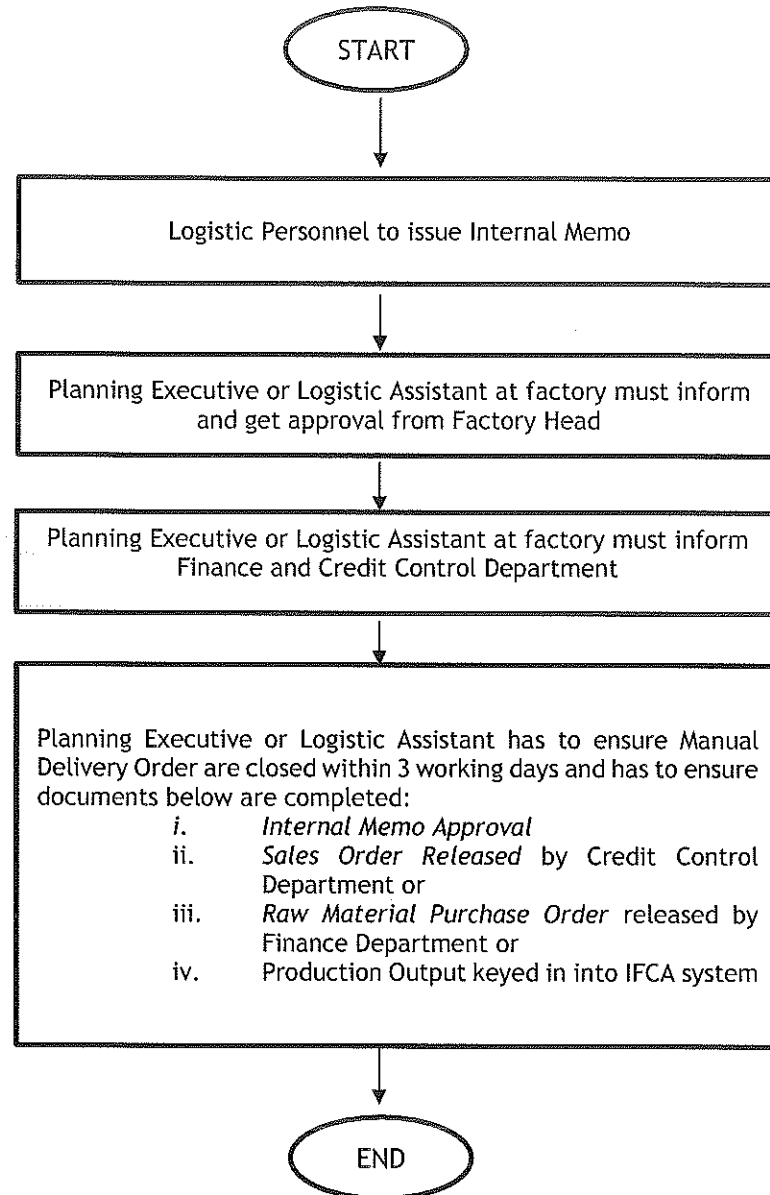
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FLOWCHART 7.2: HANDLING THE PRODUCT RETURNED BY THE CUSTOMER



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FLOWCHART 7.3: MANUAL PROCESS OF SUPPLY INSTRUCTION



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APPENDIX 7.1: NON-CONFORMING REPORT (NCR)

AlloyMTD		Task: NON-CONFORMING REPORT (NCR)	
ACP-DMT SDN BHD	SDN No: ACP-DMT-PQ1	Rev No: 04	Internal Audit / System Process Non-Conformance
NCR No:		Date:	
Author/Initiator:		Section Representative:	
Approved Sub-Section:			
Detail Of Non-Conformance:			
Section Representative:		Auditors / Initiators:	
Cause of Non-Conformance:			
Corrective Action Plan:			
Schedule date of completion:			
Accepted by:	Confirmed by:	Date:	
Follow up Details:			
Auditors / Initiators:	Date:	NCR Closed Out: YES / NO	
Disposition & Authority			
Quantity:	Disposition Method: Retain / Downgrade / Dispose		
Received Date:	New Batch No:		
Description:			
Verified by:	Authorized by:		
Date:	Date:		

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APPENDIX 7.2: CREDIT RELEASE FORM ORDER

AlloyMed

ACP-DMT SDN BHD

CREDIT RELEASE ORDER FORM

To : **Muhammad Abd Majid/Mr. Chan Chi Lee** (Credit Control)
 Cc : **Mr. Ali Shaleh Mohamed - Executive Vice President**
 From : **Tracy Low / Ng Siang Ku**
 Ref. No : **SN/00**
 Time submit :
 Date / Hour :
 (Received from CCL)

CUSTOMER'S NAME :

We refer to the above customer who has ordered RM _____ worth of products via

Purchase Order No. _____ dated _____

We are unable to deliver the product due to the following reasons:-

- ☐ No Credit Limit
☐ Exceeding Credit Amount (Current Credit limit : _____)
☐ Exceeding Credit Terms (> 61 days but < 120 days)
☐ Exceeding Credit Terms (> 121 days but < 180 days)
☐ Other issues : _____

We seek your permission to allow for the above delivery pending the finalization of the credit application for this client. The status of his credit application is as follows:-

- ☐ Not submitted yet.
☐ Submitted to Credit Control on _____
☐ Pending approval from Credit Committee.
☐ Rejected by Credit Committee.
☐ Others : _____

We support this delivery because _____

Proposed by :-

Verified by :-

Recommended by :-

Sales Clerk / Sales Executive

Senior Executive

Vice President /


Vice President, Head

CREDIT CONTROL DEPARTMENT

Approved / Not Approved (give reasons) _____

Approved by : _____

Date/Time: _____

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APPENDIX 7.4: DISPATCH/DESPATCH ORDER

ACP-DMT SDN. BHD.
A Member of the Axiata Group

DISPATCH ORDER

CUSTOMER:

NO: 113657

DESTINATION:

DATE:

LOBBY NO:

TIME:

MATERIAL	DRUM	BAG	BULK

Notes:

Remarks:


Received above goods in good condition
& correct quantity

Issued by : _____


Area : _____

Sign: _____

Loaded by: _____

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APPENDIX 7.6: PROFORMA INVOICE

	Title: PROFORMA INVOICE			
	Doc. No.: ACP-DMT/F/30	Rev. No.: 02		

PROFORMA INVOICE


NO
Date :
P. Order
Term :

Customer :



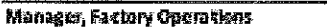
ITEM	DESCRIPTION	UNIT	QTY	RATE (RM)	AMOUNT (RM)
TOTAL					


ACCOUNT NO.
MALAYAN BANKING BHD
NO. 614185 135338

Authorized Signature


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APPENDIX 7.7: INTERNAL MEMO

		INTERNAL MEMO																																																									
Our Ref :																																																											
Date :																																																											
To :	: Manager, Factory Operations																																																										
Cc :	: Finance / Credit Control Department																																																										
From :																																																											
Subject :	: Request To Use Manual Delivery Order																																																										
<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="2">REASON</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>IPCA System Failure/Maintenance</td> <td><input type="checkbox"/></td> </tr> <tr> <td>2</td> <td>Computer System Failure</td> <td><input type="checkbox"/></td> </tr> <tr> <td>3</td> <td>Power Outage/ Internet Disruption</td> <td><input type="checkbox"/></td> </tr> <tr> <td>4</td> <td>Change of Purchase Order by Customer during weekend/after normal working hours (Change of Product type)</td> <td><input type="checkbox"/></td> </tr> <tr> <td>5</td> <td>Inability to post data into IPCA System (3 working days)</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>				REASON			1	IPCA System Failure/Maintenance	<input type="checkbox"/>	2	Computer System Failure	<input type="checkbox"/>	3	Power Outage/ Internet Disruption	<input type="checkbox"/>	4	Change of Purchase Order by Customer during weekend/after normal working hours (Change of Product type)	<input type="checkbox"/>	5	Inability to post data into IPCA System (3 working days)	<input type="checkbox"/>																																						
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Requested by :		Approved by :																																																									
																																																											
Logistic Department		Manager, Factory Operations																																																									

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APPENDIX 7.9: CUSTOMER COMPLAINT FORM

	Title: CUSTOMER COMPLAINT FORM		
	Doc No.: ACP-DMT/F/32	Rev No.: 03	

To: Customer
 Tel No: _____
 Name of Company: _____
 Remarks by Head of Company: _____

Head of Company: _____
 From: CMT

A. DETAILS OF PROBLEM MATERIAL

Material Type: _____ Delivered Batch No: _____
 Delivery Date: _____
 Quantity Delivered: _____

B. SITE VISIT

Date: _____ Contact Person: _____
 Sample Taken: _____ Batch No: _____
 Test Result: _____ Pass / Fail

C. CAUSE OF NON-CONFORMITY

D. CORRECTIVE ACTION


E. FOLLOW UP ACTION / CONCLUSION

Taken / Not Taken

Remarks: _____

Customer: _____ Attended by: (ACP-DMT Marketing)
 (Check & Sign) _____
 Date: _____ Date: _____

Conclusion by: (Head of Company)

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APPENDIX 7.10: PRODUCT RETURNED NOTE

25.07.2013 10:00 AM PAA 0001711222

ACP DMT SDN BHD

- 41X HKT BN

21/03/13



ACP-DMT SDN BHD (160948-X)

1. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 2. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 3. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 4. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 5. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 6. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 7. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 8. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 9. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.
 10. RUMAH KEMAH Sdn Bhd, 100, Jalan Kuching, Kuching, Sarawak, Malaysia.

5202/07/13

G.D.D. RETURN

No. P 07/13

MTI-K067

M/S. Farmanan Technology

Date: 17/2/13
 Out Order No.:
 Total Return No.:
 Your P.O.:
 Best No:

Unit	Quantity		Particulars
	MTAGS	Bags	
	60 nos		Aspi Road Gravel - mixed Ab. Jk.
	(Sizing)		
			- Last Due ID Only -

Remarks: Exchange to mixed -
 Red 30 nos x mixed - white 30 nos
 as per Due 20 50719 at 17/2/13

Transporter No: 707

Entry No:

Naive & IR:

Signature:

Supplier's Hublot Stamp

Received the above returned goods:

Name:

MS:

Position:

Stamp & Sign:



[Signature]