

DOC #: FOM 7 ISSUE: 03

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RECORDS AND DELIVERY OF FINISHED PRODUCTS OBJECTIVE

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Factory Operation Manual (FOM) 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)

<u>Mote</u>: For any changes to the above, the customer is required to officially reconfirm; $\underline{}$ the details.

- 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 personaly, only the White copy is given to the customer.
- 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.
- On daily basis, Storekeeper will update the Stock Card record/IFCA System with all issuance of finished products.
- 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).

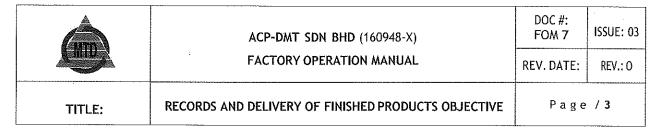
OBJECTIVES

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.
- 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.



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)

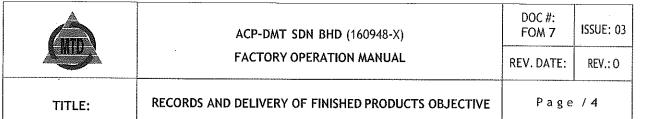
PROCEDURES

- 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.



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

PROCEDURES

- 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).

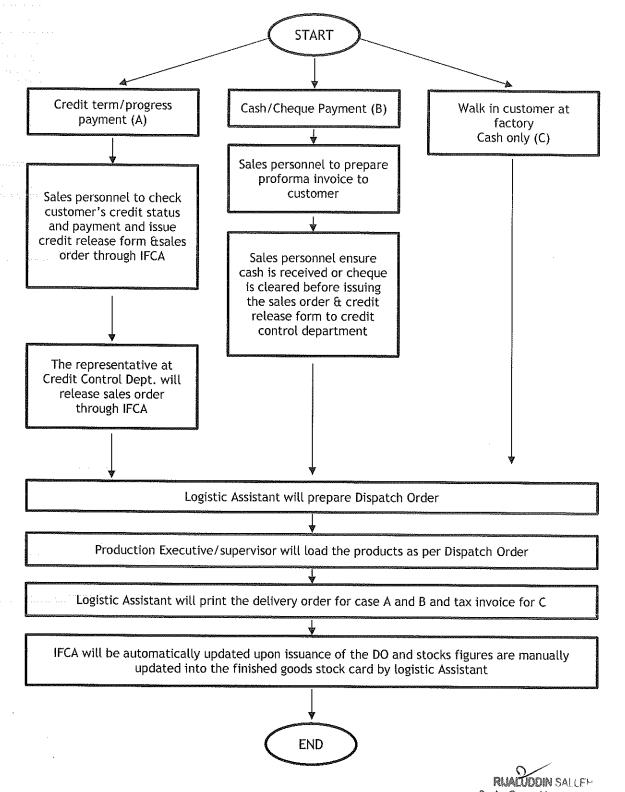
7.5 FLOWCHART

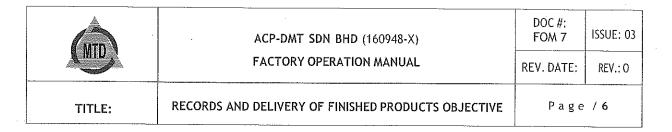
The procedure for delivery of the factory's product can be referred to Flowchart 7.1. The procedure for handling the product returned by the customer can be referred to Flowchart 7.2.

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

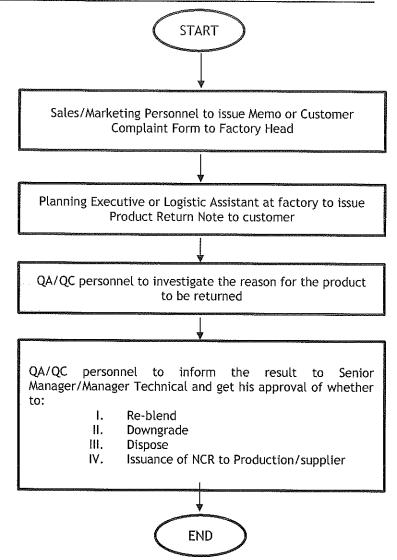
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FLOWCHART 7.1: RECORD AND DELIVERY OF FINISHED





FLOWCHART 7.2: HANDLING THE PRODUCT RETURNED BY THE CUSTOMER





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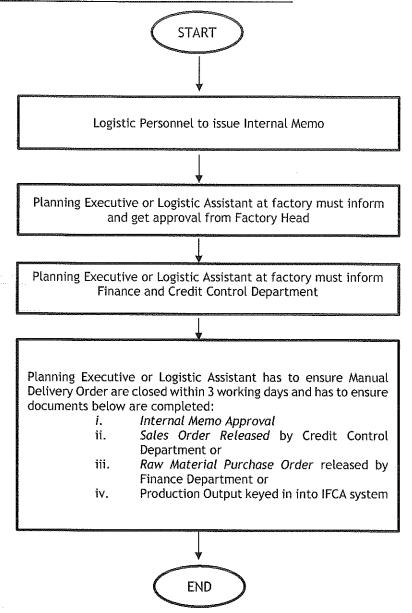
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FLOWCHART 7.3: MANUAL PROCESS OF SUPPLY INSTRUCTION





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APPENDIX 7.1: NON-CONFORMING REPORT (NCR)

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APPENDIX 7.2: CREDIT RELEASE FORM ORDER

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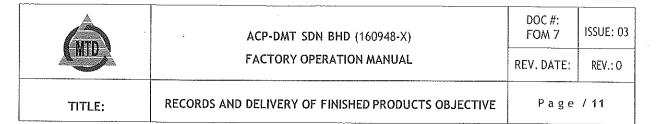
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APPENDIX 7.3: SALES ORDER

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APPENDIX 7.4: DISPATCH/DESPATCH ORDER

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APPENDIX 7.5: DELIVERY ORDER (DO)

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APPENDIX 7.6: PROFORMA INVOICE

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APPENDIX 7.7: INTERNAL MEMO

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APPENDIX 7.8: TAX INVOICE

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APPENDIX 7.9: CUSTOMER COMPLAINT FORM

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APPENDIX 7.10: PRODUCT RETURNED NOTE

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