**CIS INTERNATIONAL HOLDINGS CORP**

**OPR FOR DNR**

**(Did not received some of the fish ordered on the Purchase order)**

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| **SUBJECT** | **DNR** |
| **DEPARTMENT** | **COUSTOMER SERVICE** |
| **RECORDER (Name & Designation)** | **VIKUM MARASINGHE (CSE)** |
| **APPROVEDBY (Name & Designation)** | **PURODHA PERERA (HOD CS)** |
| **CREATED DATE** | **06/20/16** |
| **LAST UPDATED (MM/DD/YY)** | **03/14/16** |
| **PATH ON NETWORK FOLDER** | **N/A** |
| **NO. OF PAGES INCLUDING THIS PAGE** | **2** |

**Did not received some of the fish ordered on the Purchase order**

* If the purchase order consisted of 4 different varieties and only 3 were shipped out, need to request the store to have the PO open in their system and that we would arrange the missing fish to be the same day or the next day.
* It is critical to request the store to have the PO open in their system, if the store has already released the PO, then you need to ask the store to create a new PO for the missing fish to be shipped out. Otherwise TFI will not get paid.
* Once the shipments is sent out a follow up needs to be done with the store and should speak to the same person to find out if the fish came in fine and Confirm the shipment is complete and if they receive the PO in full and release the PO from their system.
* If we receive an incident report regarding shortages, TFI would not be doing any replacements for shortages on the same PO. This is because the PO was probably released. You would have to reply to the incident report asking the RCAC to generate a new PO for the missing fish. You could also call the store and speak direct to the store manager or the aquatic specialist and request them to create a new PO , saying the fish are available in the warehouse and can be shipped the same day or the next day based on the information received from the warehouse (Andy/Joel).
* If the fish were not shipped due to unavailability then respond to the incident report apologizing for short shipping due to fish being unavailable.
* If the store still wants the fish the following week, respond to the store that you will get back to them after by the next day with regard to availability. Inform order entry and Matt and get an idea whether the fish will be available next week and find out an expected ship out. Call the store back and ask them to issue a PO for the short shipped item and check with the store the new PO generated and inform production planning to arrange it to be shipped out Monday the next week if possible and highlight on the packer breakdown sheet.
* Do the same follow up with the warehouse with Joel (Prod Supervisor) at 12:00PM and 3:00PM as per emergency orders