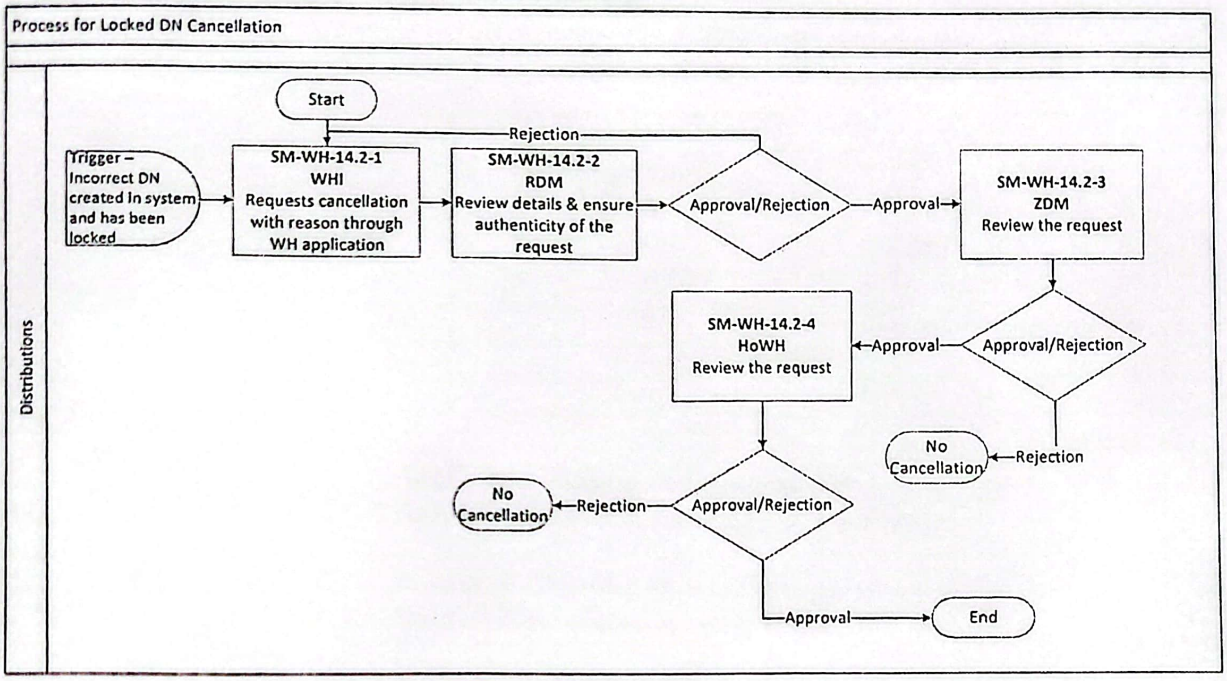
5.2 Process for Locked DN Cancellation:



Narration

Sr. No.	Responsibility	Process / Activity	Output
SM-WH-14.6	WHI	Trigger: This process shall be initiated in case any incorrect DN is created in system and the DN has already been locked. After identification of incorrect DN, WHI shall request cancellation through warehouse application along with reason for cancellation. A system based workflow alert will be sent to respective RDM for review and action. In case of TPSI DN: WHI will also share picture/scan copy of Watch & Ward register "TP Support Docs" for In/Out of vehicle in case of loading from WH floor to ensure that vehicle is not gated out from WH premises. This supporting document will be sent by WHI to concern RDM and DSM via separate email. Ref. to Annex – B (format for DN cancellation request)	DN Cancellation request to RDM

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Sr. No.	Responsibility	Process / Activity	Output
SM-WH-14.7	RDM	RDM shall review the details of cancellation request which includes the following information:- a. Sales District b. Warehouse Details c. Cancel Reason d. Loading Type e. Delivery Note Type f. Delivery Note # g. Delivery Date h. Lock Status i. Quantity RDM shall ensure authenticity of reason for cancelation after due verification as per Annex-A In case of TPSI DN: RDM will ensure to review TP Support Docs before approving TP DN RDM after reviewing the request will either accept or reject DN cancellation In case of Approval, a system based workflow alert will be sent to respective ZDM for review and action.	Review of DN cancellation request
SM-WH-14.8	ZDM	ZDM after reviewing the request will either accept or reject DN cancellation. In case of TPSI DN, ZDM will ensure to review TP Support Docs before approving TP DN. After approval of ZDM, a system based workflow alert will be sent to HoWH for review and action	Recommendation for DN Cancellation in system & confirmation
SM-WH-14.9	HoWH	HoWH after reviewing the request will either accept or reject DN cancellation. After approval of HoWH, system will auto cancel the DN and an alert shall be send to respective RDM.	DN Cancellation in system & confirmation

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