



Process Matrix:

Sr. No.	Responsibility	Process / Activity	Output
S&M.WH.04.18	WHI	WHI generate request (via email) for diversion of vehicle to any other warehouse mentioning any of the following reasons:- <ul style="list-style-type: none"> • Due to space constraint • Change in shipment plan 	Reporting of space constraints
S&M.WH.04.19	RDM	<p>In case of Zero Freight Impact:</p> <ul style="list-style-type: none"> - RDM seeks approval from ZDM <p>In case of freight impact (up):</p> <ol style="list-style-type: none"> In case of Bulk WH : Shall seek approval from HoWH In case of Sale WH : Shall seek approval from RSM <p>After approval, RDM communicates with respective LO for change of destination WH in system</p>	Vehicle diversion planning and approval
S&M.WH.04.20	Logistics Officer	In case of Zero freight impact, LO to get LM endorsement before changing destination in OTM	Extra Freight calculation

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		<p>In case of OTM based shipments, respective Logistics will share the Extra Freight Impact with LM for endorsement</p> <p>For Forward diversion on Same Route:</p> <ul style="list-style-type: none"> Auto adjustment by OTM for secondary Destination (If Fixed Slab is same then no additional cost will be paid) <p>For Parallel / Forward diversion on different route</p> <ul style="list-style-type: none"> Auto adjustment by OTM for secondary Destination Slab of the secondary destination will be applied on the additional travelled distance(KMs verified from Google Maps) for secondary destination (Additional KMs via Google Maps - (Secondary Destination distance in OTM - Primary destination KM in OTM)) <p>LO will share freight calculation with LM</p> <p>If the slab is not approved at the time of request then after approval of freight slab, newly approved slab rate for the secondary destination will be applied on the additional travelled distance for secondary destination</p>	
	LM	LM reviews the Calculations and forwards to ZDM for further approval	Verifies and forwards
	ZDM	ZDM will make proposal for additional freight due to WH-WH Diversion along with reason and forwards to HOWh for approval	Proposal for Diversion
	HOWh	<p>Verifies the need for WH-WH diversion and approves diversion.</p> <p>For freight approval refers to HOL.</p>	Reviews, approval of diversion and forward
	HOL	HOL will review the freight analysis and approve the extra freight cost to be incurred	Verify and Approve
	LM	<p>Instructs LO/DA Allocation to intimate the transporter and move the vehicle to secondary destination</p> <p>Instructs LO/DA freight to do manual adjustment in the shipment in case of Parallel/ Forward diversion on different Route</p>	Forwards to LO/DA



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	LO/DA Allocation	LO/DA changes the destination warehouse code and name in system	Diverts in OTM and Intimates CC
	CC	Instruct the CC to move the vehicle to the secondary destination	
	WHI	Moves the vehicle from primary destination to secondary destination	Diverts the vehicle
	WHI	Will perform POD in OTM	Shipment POD
	LO/DA Freight	LO/DA verifies that freight of secondary destination is applied in OTM	Manual adjustment for additional freight
	IA	In Case of Parallel or forward diversion on different route, LO/DA freight to do manual adjustment in the shipment as per Approval and sends approval to IA for verification	
	IA	Approves the manual adjustment in OTM	Approves adjustment in OTM
	LO/DA	Process the bill in OTM as per freight invoicing SOP	Billing