

DOCUMENT CODE	SM-WH-13	REV. #	00	REV. DATE		PAGE	10 of 24
---------------	----------	--------	----	-----------	--	------	----------

Sr. No.	Responsibility	Process / Activity	Output
S&M.WH.04.12	DSM	<p>DSM checks his in-transit vehicle report and plans vehicle diversions before reaching at destination warehouse.</p> <p>In case any vehicle is required to be diverted en-route, DSM submits the request in advance via Sarsabz Connect App to RSM by selecting customer order and sales point. (In case of multiple CO, Sales Points and BA, DSM will mentioned the same in remarks column while submitting the required).</p> <p>En-route diversion is within same sale district. Tracker report can be reviewed if any vehicle is required to be traced.</p>	<p>Planning for diversion</p> <p>Approval note for en-route diversion</p>
S&M.WH.04.13	RSM	RSM reviews and approves en-route diversion request of DSM via workflow email and after the approval of RSM, automated notification will be shared with respective WHI, RDM & Plant team.	En-route Diversion Approval within district.
S&M.WH.04.14	ZSM	In case of en-route diversion in other districts of same region, approval is given by respective ZSM.	En-route Diversion Approval within region.
S&M.WH.04.15	DSM	<p>After RSM's approval, DSM shares the following documents via email/whatsapp/original document with WHI on the same day for en-route diversion process in system:</p> <ol style="list-style-type: none"> <li>1. Authority Letter</li> <li>2. Copy of PTA/PSA</li> </ol> <p>Incase PTA is misplaced by the driver, CC shall request on letter head to LO/LM for arrangement of duplicate. In case of PSA (t-shipment), LO/LM requests the same to respective RDM for issuance of duplicate PSA and acknowledgement is done on the same copy of PTA / PSA.</p> <p>In case product did not reach to the BA within 24 hours then DSM informs respective RDM to take up the matter with respective plant distribution team.</p>	Sharing of vehicle documents for diversion
S&M.WH.04.16	WHI	After getting above documents via whatsapp/email/original, WHI completes the process of en-route diversion in system including check-in, Customer diversion, POD, DN and invoice generation.	DN & Invoice generation

DOCUMENT CODE	SM-WH-13	REV. #	00	REV. DATE		PAGE	11 of 24
---------------	----------	--------	----	-----------	--	------	----------

Sr. No.	Responsibility	Process / Activity	Output
		<p>WHI informs DSM (SMS/WhatsApp/Call) about completion of en-route diversion process in system.</p> <p>For en-route diversion Zero (0) KMs are mentioned for diversion by the WHI in system in case of OTM and manual writing on PSA in case of t-shipment vehicle.</p>	
S&M.WH.04.17	DSM	<p>DSM ensures that upon receipt of product by the BA, acknowledgement is given by the BA to the driver on PTA/PSA with his sign &amp; stamp. Or on his letter head via whatsapp.</p> <p>In case of short bags receiving by the BA, plant distribution team is engaged by the DSM via RDM for the settlement of the dispute between carriage contractor and BA</p>	Acknowledgement by the BA