

Taking orders off Query

Populate “query handler” in the general section to ensure no one else starts working on the same query.

Check the “comments” box on the top ribbon the order processors use the comments box to tell us why the order is off query.

Action accordingly. Always call the customer to resolve, if unable to get through on the phone leave a message.

Before releasing the order check the below;

General Tab

Correct Invoice address

Total gross weight does not exceed the maximum for vehicle/pallet

Order confirmation e-mail is populated correctly (unless it's an Arco order)

Update expected delivery date

Ensure External Document No. is populated

Populate shipping cost

Shipping Tab

Correct depot

Correct delivery address

Populate shipping agent code

No. of pallets/packages

Tick relevant boxes i.e. overnight delivery/am charge/book in req etc.

Any additional Comments/requirements

Additional Prices Tab

Tick relevant boxes e.g. TL & PT req/ FL req etc

Order Instructions Tab

Ensure all available contact info included, anything over 10 pallets or bulk have contact name and number. In

Lines Tab

Correct product/quantity/price

Item availability – if shows a minus make sure stockout box is ticked and stock out date populated.

If required; wooden pallet or box bag (above delivery line)

Total excluding VAT matches customers order exactly.

Invoice Details Tab

Check payment terms on the order, if customer wishes to pay by card on an account set up for invoicing pay

Extra Notes

Always save any e-mails in drop box and update comments before taking off query

If UPL, manually release the order & send an order confirmation to the customer.

NMcK13/09/2023