

Free of Charge Orders / Samples

If product coming out of stock:

Process on the Free of Charge Shipments account C012527

(only use FOC)

Process as a normal order.

Leave the order confirmation field as garry.jamieson@peacocksalt.co.uk

External Document No – put Customer Name

Lines: ■ Drill into item card to get unit cost

Add “100” in the Line Discount % to zero the total

Delivery Line as normal

Make sure the total value is £0.00

Do not send any info to customer but send to haulier/parcel carrier as normal.

If product not coming from stock:

No need to process as an order on Nav.

Obtain a new Purchase Order No (P No.) and input details so postage/haulage costs can be allocated.

Lines: Type = G/L a/c

No. = 7332 (sample); 6100 (carriage); 7295 (private parcels) etc.

(if not sure which code to use ask Credit Control)

Quantity = number of items

Price = cost of shipment as per DPD/Post etc

Description = details e.g customer/ as per G. Marshall/etc.

Make sure product dimensions are included (i.e ALOC; CATEGORY; PRODUCT)

Use the P number as a reference for DPD/INT/DHL.