

Order Processing Glossary

Format: TERM (Type) Definition.

Extra notes in bullet points.

3CX – Our digital phone system.

ADDRESS CARD – Record of ship-to addresses in Nav.

Holds useful details e.g., whether they have a forklift for offloading.

Internal Information is used to hold details where they're not visible to the customer.

ALOC CODES – Found in the lines of the order screen (towards the right). Should normally be the same as

Doesn't normally need amended but can affect financial reporting if there are errors.

AM DELIVERY (Delivery service) required if delivery is required prior to around mid-afternoon.

Normally chargeable to the customer (unless exempt) at £20.

If it is chargeable, add a delivery line with the cost and add "*** AM **" at the end of the description.

Make sure that the "Additional Comments" field includes the required times.

ARCHIVE – Archiving an order saves a copy. Do this after each change so there are detailed records.

A customer's archived orders can be used to search PO numbers, delivery addresses etc.

AST (Location Code) Astmoor depot.

ASTMOOR - Astmoor depot, mainly for non-winter products.

Uses location code AST.

AVO (Location Code) This code is used for white bulk salt from Avonmouth depot.

If it's brown salt, use the separate code for that, BSSSAVO.

If it's tonne bags, they can only do 26 maximum.

In the same place as Runcorn depot.

AYR2 (Location Code) Ayr depot. Salthouse and Blackthorn products are SH2 or GRAD2 instead.

BLACKTHORN – The gourmet salt brand made on the graduation tower. Blackthorn Salt is formally its own

Orders for this are processed using the GRAD2 location code.

BLANKET ORDER (Order Type) Order placed with a large quantity to be called off separately later.

BLM (Shipping Code) Bulmans. Bulk salt delivery company used for depots outside of Scotland.

BLOCKED – An account may be blocked if there have been issues with the account. These must only be released by the account manager.

BOOK IN (Delivery service) Used where the customer requires advance book-in.

Normally chargeable to the customer (unless exempt) at £20. Half and full loads are always booked in as standard.

If it is chargeable, add a delivery line with the cost and add “** BOOK IN **” at the end of the description.

Add “Book in” in the Additional Comments field and ensure that there’s at least a phone number.

Book-in and express can’t be done on the same delivery.

BOXBAG (Item) Package used to ship up to 25kg bags (or 2x 10kg bags) and various other items.

BSCOWIN (Location Code) This code is used for product being bought as needed from Winsford.

Used for product codes BSSUD69999 and BSSUT69999. BSSUD69999 is the one that’s equivalent to our own product.

Don’t put on STOCKOUT.

Go to Shipping Code BUY once the order is released instead of going to haulier or RATE.

BSSSAVO (Location Code) This code is used for brown bulk salt from Avonmouth depot.

Don’t put on STOCKOUT unless we’ve been instructed to because of a shortage.

If it’s not brown salt, use the main code for the depot, AVO.

BSSSKGV (Location Code) This code is used for brown bulk salt from KGV depot.

Don’t put on STOCKOUT unless we’ve been instructed to because of a shortage.

If it’s not brown salt, use the main code for the depot, KGV.

BULK (Order Type) Loose salt delivery.

The order queue is tagged with this code to prioritise order processing.

Refer to how-to guide 2.2. How to process DE-ICING BULK ORDERS.

If a PO refers to “bulk bags” it probably means tonne bags, not what we call “bulk”.

BULK SALES ORDER LIST – Feature in Nav used to see and work with multiple existing orders.

BULMANS – Bulk salt delivery company used for depots outside of Scotland. Shipping code BLM.

BUY (Shipping Code) For product that needs bought in for onward supply.

Should be in Location Code DIRECT.

CALL-OFF ORDER (Order Type) Order that's taking a portion of a previously placed blanket order.

CASE – An item in CRM created where there's been a customer service issue. OPs create a case if a normal

COA – Certificate of Analysis. See how-to guide: How to find a Certificate of Analysis COA. Quality can locate

COC – Certificate of Conformity. Less stringent requirements than a COA. Quality can locate this with the on

COLLECTION REFERENCE – For uplift orders (see UPL), this is our order number beginning with S.

COMMERCIAL INVOICE – Invoice produced for customs purposes for international shipments.

This can be created in the Order screen of Nav, Actions tab, Print section.

COMPASS – Compass Minerals at Winsford, external supplier of brown salt. Location code BSCOWIN.

CONSOLIDATED DELIVERY (Delivery method) Used where multiple orders are going to nearby locations, s
After processing orders, select them in the orders screen and click the Consolidate button.

CONTINIA – software used for the order queue for incoming orders.

COUPA – online buying portal used by several customers, especially Mitie.

CREATE MULTIPLE ORDER SCHEDULE – function in the Nav order screen allowing quick copying of an o

CREDITSTOP (Shipping Code) Customer has outstanding overage invoices or is over their credit limit.

Deliver only after accounts advise that it's clear to release.

CRM – The system used to hold customer records.

Use the prices on CRM, not the default ones on Nav, if these are different.

DELHAUL2 (Item Code) Code used for POs for third party haulage from one site to another.

Location code should be DIRECT. Shipping Agent Code should be RATE or NWRATE.

Put delivery addresses into lines.

DHL (Shipping Code) DHL parcel delivery sent from Ayr.

Only available from Ayr, not Astmoor.

Next day service used unless it's not available to the delivery address.

DIRECT (Location Code) This code is used for items that we order in from external suppliers.

Don't put on STOCKOUT.

Go to Shipping Code BUY once the order is released instead of going to haulier or RATE.

DX (Shipping Code) DX. A company we use to deliver grit bins.

3-day delivery timescale (faster delivery options aren't economical).

EQUIPLGE (Location Code) Large equipment, such as Hilltip.

Take care not to select EQUIPAST by accident (that's for Astmoor and not usually used).

ESKIMO – software used on the Salthouse web orders site.

EXPRESS DELIVERY (Delivery service) Overnight delivery.

For groupage pallet deliveries only; parcels are already sent next day where possible.

Normally chargeable to the customer (unless exempt) at £20 per pallet.

If it is chargeable, add a delivery line with the cost and add "*** EXPRESS **" at the end of the description.

Add "*** EXPRESS DELIVERY **" in the Additional Comments field for clarity.

Tick the "Overnight delivery" checkbox.

Book-in and express can't be done on the same delivery.

FEDEXAST (Shipping Code) FedEx parcel delivery sent from Astmoor.

Use FEDEXAYR instead sending from Ayr.

Next day service used unless it's not available to the delivery address.

FEDEXAYR (Shipping Code) FedEx parcel delivery sent from Ayr.

Use FEDEXAYR instead sending from Astmoor.

Next day service used unless it's not available to the delivery address.

FILTER – Filtered views on Nav are used to keep track of things.

FORKLIFT (Delivery method) Only where customer has a forklift on site at the delivery address.

“Forklift Available” box in the Shipping and Billing tab should be ticked.

FREE OF CHARGE ORDER (Order Type) FOC orders have their own account, C012527.

The e-mail address for confirmation is creditcontrol@peacocksalt.co.uk

Each item line is priced at Unit Cost (from the Item screen) add 100% Line Discount added.

See how-to guide: 8. How to process FREE OF CHARGE SHIPMENTS.

FULL LOAD (Delivery method) A full artic.

For example, 1078 bags of 25 kg each (22 pallets of 49 bags each). Exact number of pallets maximum varies.

OPs leave on RATE or NWRATE instead of allocating a haulier.

GRAD2 (Location Code) Location at Ayr used for Blackthorn food salt orders (part of the Salthouse).

Any pallet deliveries from GRAD2 must be notified to the Salthouse by e-mail.

GRADDEL (Shipping Code) Local delivery of Blackthorn products by Salthouse staff.

GRADRATE (Shipping Code) This code only appears as a default for Blackthorn web orders that are too heavy for a pallet.

GRADUPL (Shipping Code) Uplift of Blackthorn products. Customer collecting from us. See UPL.

GROUPAGE (Delivery method) Delivery of pallets below full or half load size (10 pallets max).

When allocating haulage, use the “Groupage Summary JET” spreadsheet to check available space on each trailer.

HALF LOAD (Delivery method) Less than a full load but more than groupage (10+ pallets).

As with a full load, OPs leave on RATE or NWRATE instead of allocating a haulier.

HAULAGE (Delivery method) Delivery of pallets, either groupage, full load or half load.

To decide which type, refer to how-to guide: 2. How to determine Parcel vs Pallet vs Full/Half load.

HAULIER ONLINE PORTAL – Central collection of haulier portal logins and passwords found in the Customer Portal.

HILLTIP – Towed salt spreaders that we supply as winter large equipment.

Should be on EQUIPLGE location code.

Hilltip orders go on HTQUERY shipping code after processing.

HOLD (Shipping Code) Usually used when there are availability issues.

HOLD[???] (Location Code) Usually used for blanket orders. The part after “HOLD” shows which depot the order is to be delivered to.

HTQUERY (Shipping Code) Order is to be queried, Hilltip products only.

CS and OP leave orders on this code for the Hilltip specialists to check before releasing.

HULL (Location Code) Used for some chemical products.

IBC – Intermediate Bulk Container. Refers to large robust containers for storage/transportation of industrial liquids.

IMM (Location Code) Immingham depot, used in winter season only for winter products.

This code is not to be used for bulk deliveries – use IMMBULK instead.

IMMB (Location Code) Immingham depot, bulk salt only.

This code is not to be used for non-bulk deliveries – use IMM instead.

INEOS – Supplier of various items that we buy in as needed. Uses Location Code DIRECT.

JCP [...] (Shipping Code) Delivery by Peacock Salt drivers. The part of the code after JCP indicates who the order is to be delivered to.

JET REPORTS – excel add-ons used for the haulage and groupage spreadsheets.

KGV (Location Code) This code is used for white bulk salt from King George V depot.

If it's brown salt, use the separate code for that, BSSSKGV.

MAGENTO – software used on the Peacock web orders site.

MIXED FULL LOAD (Delivery method) A full load that isn't all the same product.

Unless CRM or account notes say that this is allowed, QUERY or NWQUERY and check if it can go and if it can be delivered.

MOFFET MOUNTY (Delivery method) Used for offloading pallets where there's no forklift on site but a tail lift.

Write “Moffet Mounty” or similar in Additional Comments. This should automatically tick the “Moffet Mounty” checkbox.

Weight limit is 24.5t. This is gross weight, including pallets, packaging etc.

MOQ – Minimum order quantity. Quantity required to be eligible for pricing that's set up.

MOR (Shipping Code) Morrisons. Bulk salt company used for delivery within Scotland.

Scottish depots include KGV, BSSSKGV, ROS, AYR.

When creating delivery PO, "Create/Send JWM File" must be clicked in Nav.

At the time of writing, put Morrison deliveries on RATE for Distribution instead.

NAV – AKA Navision, our main computer system.

NEW OUT OF OFFICE CALENDAR – The calendar set up in Outlook used to log absences etc.

NON-WINTER (Order Type) Order for non-winter products.

The order queue is tagged with this code to prioritise order processing.

NWQUERY (Shipping Code) Order is to be queried, non-winter products only.

Use QUERY instead for winter products.

If the issue is that there's no pricing to check the PO against, put on NWPRICE instead.

NWPRICE (Shipping Code) No price shown on CRM or pricing group. Left for Sales to look at. Non-winter products.

Use PRICE instead for winter products.

If the issue is that there is a price but the PO price is lower, do NWQUERY instead.

NWRATE (Shipping Code) Distribution will arrange delivery.

Use RATE instead for winter products.

Used for forward delivery dates and full/half loads.

ORDER ACKNOWLEDGEMENT – Document generated to let the customer know that their order has been received.

ORDER CONFIRMATION – Document generated for the customer once haulage has been assigned.

If the customer requires confirmation before this, go into the order screen, remove anything in the Shipment Details tab.

ORDER NUMBER – See PO NUMBER.

ORDER QUEUE – this feature in Nav receives the POs sent in to our ordering e-mail addresses.

PAYMENT TERMS CODE - Defines how payment is to be made. Shown on the right hand side of the "Invoice Details" screen.

Must be populated before completing an order.

VSA means payment by card is required in advance, usually by Worldpay by phone.

PP means payment by proforma in advance.

Most other codes used, usually an M then a number, or a number then a D, are credit accounts. No action is

PEACOCK TURFSCAPE – Formerly known as “Salt & Grit Solutions”, now owned by Peacock Salt.
Uses location code SGS.

PENDING (Shipping Code) Some auto-uploaded orders will be assigned this code to be processed.

PO NUMBER – Number assigned by a customer when placing an order.

Goes in the field “External Document No.”

Some customers don’t give PO numbers, but with those who do, not having the PO number on the order can

If OK to do without a formal PO number, add one such as “Joe e-mail 12/03/23”.

If not, leave the field blank until a PO number is assigned.

When creating an order, Nav will warn if the PO number is already on for that customer, but only if it’s identical

POA – Price on Application. Pricing is set as and when required.

POD – Proof of Delivery. Usually acquired from the haulier’s online portal.

POSTED SALES INVOICES – on the right side of the order screen.

This can be used to view the products and quantities on previous orders.

PRICE (Shipping Code) No price shown on CRM or pricing group. Left for Sales to look at. Winter products only.
Use NWPRICE instead for non-winter products.

If the issue is that there is a price but the PO price is less, do QUERY instead.

PRICING GROUP – Master record of pricing used for a group of customers, for example Scotland Excel for
Shown on Nav’s order screen in the “Invoice Details” tab, in the “Customer Price Group” field. If this is blank
These prices take priority over CRM.

PRIORITY (Order Type) Order for winter products for priority customers.

The order queue is tagged with this code to prioritise order processing.

Regular customers use WINTER instead.

PROFORMA (Shipping Code) Proforma invoice to be sent to customer.

This can be e-mailed to the customer for payment with the “e-mail proforma” function, under the “Actions” tab

Deliver only after accounts advise that payment has been received.

PTS [...] (Shipping Code) Delivery by Peacock Turfscape. The part of the code after PTS indicates who.

PURCHASE DIRECT – Pricing group used by various customers for winter orders.

QUERY (Shipping Code) Order is to be queried, winter products only.

Use NWQUERY instead for non-winter products, HTQUERY for Hilltip or SATQUERY for saturator.

If the issue is that there's no pricing to check the PO against, put on PRICE instead.

QUOTE – Requests for price quotes sent in to the orders mailbox get forwarded to the relevant salesperson.

RATE (Shipping Code) Distribution will arrange delivery.

Use NWRATE instead for non-winter products.

Used for forward delivery dates, full/half loads, and bulk salt (except white/brown from English depots).

REMITTANCE – Remittances sent in to the orders mailbox get copied over to P:\Remit GJ then deleted.

RIGID (Delivery method) Used for bulk deliveries where a standard tipper is unsuitable.

Rigid vehicle has only 20t maximum.

Rigid vehicle means different delivery cost to a usual (tipper) bulk delivery.

ROLLING ORDER (Order Type) Where a customer requires deliveries on a regular schedule.

ROS (Location Code) Rosyth depot. A depot for white bulk salt.

RUN (Location Code) Runcorn depot. In the same place as Avonmouth.

If it's tonne bags, they can only do 26 maximum.

S-NUMBER – the order number that our system uses as a unique identifier, S followed by 6 digits.

Magento web orders begin with a W and 7 digits instead.

SALES ORDER ARCHIVES – on the left side of the Nav main screen, shows all archived orders.

The archives can be used to search delivery postcodes of previous orders to help locate an account number.

SALTHOUSE – the part of the Ayr depot that does food salt products.

Orders from here use the SH2 location code, or GRAD2 if they're for Blackthorn salt.

SALTSMITH – The brand for low-sodium salt.

SATURATOR – Large equipment products that the customer uses to make their own brine.

Should be on EQUIPLGE location code.

Saturator (and saturator parts) orders go on SATQUERY shipping code after processing.

SATQUERY (Shipping Code) Order is to be queried, saturator products only.

CS and OP leave orders on this code for the saturator specialists to check before releasing.

SCOTLAND EXCEL – Pricing group used by Scottish public sector.

SECOND (Shipping Code) Second-class postage. Count as a 2-day delivery time.

For SH2/GRAD2 locations, don't print confirmation. For AYR2 location, print and give to warehouse.

Maximum weight 1kg.

SGS (Location Code) Peacock Turfscape (aka Salt & Grit Solutions) in Paisley.

SH2 (Location Code) Location at Ayr for the Salthouse, used for food salt other than the Blackthorn brand (it

Any pallet deliveries from SH2 must be notified to the Salthouse by e-mail.

SHAST (Location Code) Location used for Salthouse products situated at the Astmoor depot.

If sending anything from this location code, notify Astmoor.

SHIPMENT METHOD AGENT – Field on the order screen in Nav that shows the shipping agent or current s

PRICE or NWPRICE go first so that sales can put a price on if required.

QUERY or NWQUERY go next to clarify anything with the customer that may be unclear.

Anything else other than CREDITSTOP or STOCKOUT or BUY goes next.

CREDITSTOP.

STOCKOUT or BUY goes last, so that when stock is available it's clear to release.

SHUPL (Shipping Code) Uplift of Salthouse products. Customer collecting from us. See UPL.

STOCKOUT (Shipping Code) No stock available.

Only to be used after all other issues are resolved, so that the order is OK to go when there's stock available

Stock Out box must be ticked in the line on Nav on the order screen, and the date beside it.

STUCK – web orders can sometimes be stuck in the system during the auto-import process. Look in Nav in

TAIL LIFT & PALLET TRUCK (Delivery method) Usually used where customer doesn't have a forklift.
1000kg maximum weight per pallet (lower weight than with a forklift).

Write "TL&PT" or "Tail lift" or similar in Additional Comments. This should automatically tick the "Tail Lift" box

TALON AGENT DOC – this function supplies the order confirmation to the haulier.

TALON LOCATION DOC – this function supplies the order confirmation to the depot.

TIL (Location Code) Tilbury depot. A depot for white bulk salt.

TROY – Pricing group for used by Troy (with two accounts) for trades customers to order.

Orders for Troy customers must go on the right account matching whether their membership number begins

TUF (Shipping Code) Tuffnells. A company we use to deliver grit bins.

3-day delivery timescale (faster delivery options aren't economical).

19.95 charge per bin. Multiple bins are usually cheaper via pallet.

UPL (Shipping Code) Uplift. Customer collecting from us.

Salthouse and Blackthorn have different codes, SHUPL and GRADUPL.

Click the "Uplift Prices per Depot" checkbox in the Additional Prices tab of the order screen.

Process order, release when ready to go, archive, hit Talon Location Doc and e-mail Order Confirmation. Fo

VAT – Our prices are quoted ex-VAT.

When taking card payment by Worldpay, use the VAT-inclusive total.

WALKING FLOOR (Delivery method) Hydraulic trailer, occasionally used for bulk deliveries.

More expensive. Check if this means an extra cost to be charged to the customer.

Ensure that "Walking Floor" is clearly shown on the "Additional Comments" field.

WAREHOUSE SHIPMENT LINE – Nav item created when the warehouse begin work on picking the items.

Check if this line exists before cancelling an order. If there is one, notify the warehouse to cancel it before yo

WEB ORDERS – We have multiple websites for orders being placed with us, beyond the normal process of Magento is used in the main Peacock website for general orders.

Eskimo is used in the Salthouse & Peppermongers website for the Salthouse.

Blackthorn salt has its own website.

Third party websites also get orders from us, such as Not on the High Street.

WEIGHBRIDGE – Used on site at depots to weigh bulk salt collected from us by bulk tipper vehicle.

WINSFORD – Compass Minerals, external supplier of brown salt. Location code BSCOWIN.

WINTER (Order Type) Order for winter products (e.g., de-icing salt or equipment)

The order queue is tagged with this code to prioritise order processing.

Priority customers use PRIORITY instead.

WORLDPAY – The online service we use to take card payments over the phone.