DISPATCH PROCESS

- Dispatch can be done for two types:

  1. **For Sale:** This process involves dispatch of products to sell it to the customers. It can include both raw material and finished goods.

  2. **For Production:** This process involves dispatch of products to the production department to carry out various activities. Here only raw materials will get dispatched.

1. FOR SALE:

- **Order Selection:**

  - I can access a list of pending orders that need to be dispatched from the ERP system.
  - Order should be categorized based on the following factors:
    1. Delivery Date
    2. Stock Availability
    3. Special Customer Request
  - Priority should be given to orders with the earliest delivery date.
  - Additionally, if there exist a scenario that an order we have in stock has a delivery date that is more than a few days away and a delivery shipment is already on route to the delivery address, and there is space available in the shipment, we will specially handle this order and send it via this shipment alone. But here we should first confirm with the customer whether he is ready to intake the inventory or not. If he approves, then the order will be dealt first. But if he denies, then the order will be dealt according to the delivery date. Here logistic and production department will be involved.

- o If there is a special customer request and he wants his order early and it clashes with other orders delivery date, then here comes the scenario of overtime hours. The logistic department and production department will take decisions and will schedule the production accordingly.

- **Order Details & Verification**

- o For each order, we can view detailed information, including the customer's name, shipping address, order items, quantities, and any special instructions. I can verify the order details to ensure that they match the customer's request and the available inventory.

- **Inventory Check:**

- o The system should automatically check the inventory levels for the requested items and notify of any shortages or discrepancies.
- o Also we need to check when was the last QC check done on these product so as to make sure we send best items to the customers.
- o Different frequency of QC check will be given to different products. It will be mentioned in the QC module.
- o The products should be QC verified as per the frequency set in the QC module. (It will be linked to QC)

NEGATIVE ASPECT:
1. **When stock not available:**
   - o Then if the requirement is for raw material, then it should be redirected to the purchase department and schedule a production.
   - o If the requirement is for finished goods, and the raw material is available and QC verified, then it will be redirected to the production department.

2. **When QC recheck should be there:**

o This is the scenario when the inventory is available but it is not verified by QC as per the guidelines and the frequency set. Hence it should be sent to the QC department.

3. **If after QC the inventory stock has been rejected:**
   o An alert would be raised to the production manager, store manager, warehouse manager and logistics manager. Decision will be taken accordingly.

- **Stock Allocation:**

  o The system should allocate the stock for each order, ensuring that reserved items are not available for other orders until the dispatch process is completed.
  o After the allocation and reservation of the products system should continuously check that inventory level should not fall below the specified limit. If it goes down, then low stock alert should be raised.

- **Route Optimization Planning:**

  o The system should suggest the best route for delivery.
  o When there are orders that have delivery on related or same routes and have delivery dates 2-3 days apart, then system should suggest that all these deliveries can be done in one shipment only so as to reduce the cost and time.
  o The operational manager and logistic person will be tracking the vehicle and will decide what route should the vehicle has to follow for delivery.
  o If the driver operates vehicle on a different route, then an alert should be raised to the operational manager and logistic person about the scenario.