ⓤ	**UGEE CHEMICALS** SNO Warehouse SOP	**SOP** Standard Operating Procedure

HANDLING OF CUSTOMER ORDERS

SOP #: UCL/IBDWHSE/CD/Q/06.0	Issuance Date:	As at Last Signature	
	Revision Date:	Maximum 2 years from Effective Date	
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PURPOSE

To outline the process of shipment of finished products from plant warehouse to customers

SCOPE

This procedure covers Ibadan plant direct shipment of finished products to customers and documentation processes involved.

RESPONSIBILITIES

WAREHOUSE SHIPMENT TECHNICIAN

- Will execute finished product shipment as per this SOP.
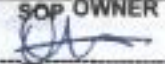- Reconcile the staged products with the security before loading

PLANT MANAGER

- Will approve all the exit waybills for trucks being dispatched.

POTENTIAL RISKS

- Leg injury from use of pallet truck

PPE/Tools required

- Safety Boots
- Safety Goggle
- Reflective Jacket
- Cotton hand gloves

SOP OWNER	QA APPROVAL	HS&E APPROVAL	AUTHORISATION
Makinde Olatunde Date: 28/10/22	Alawode Olujide Date: 28-10-2022	Adebiyi Adedoyin Date: 31-10-2022	Owolabi Emmanuel Date: 07/11/22

PROCEDURE

1 FINISHED PRODUCTS SHIPMENT TO CUSTOMER

1.1 Only finished products released by "QA" in the warehouses will be made available for shipment.

1.2 The Warehouse shipment team receives shipment plans from customer service officer which gives the details of the customer's name, location, sales order number, loading request number and truck number. Customer order is created by customer service personnel.

1.3 The warehouse shipment team leader will complete the batch allocation using the picklist after the available inventory has been verified.

1.4 Warehouse shipment team leader must count and reconcile the actual quantities of finished products per customer order with quantities stated in the sales order document with the security personnel on duty who had already done the blind count of the staged products. **However, customer orders that requires not more than two SKUs can be staged and reconciled at the FP location to reduce motion loss and maximize productivity.** He/she then instruct his team to load the reconciled products in a selected pre-inspected truck and instruct the loading contractors team leader to bring the driver to the loading bay only when the team is set to load and **all employees and contractors must wear safety shoes, safety vest and other applicable PPEs.**

1.5 Security personnel will monitor the loading process and afterwards reconciles per SKU with the **driver who will also count case by case as the loading proceeds. Immediately after the loading completion, final reconciliation must be done by the shipment technician at the same time with the truck driver and shipment security on duty at the loading bay after which the truck driver signs the dispatch card.**

1.6 The warehouse shipment team leader and security personnel sign the waybills issued after loading completion. The warehouse shipment team leader also documents the seal number on the dispatch card after physical sealing of container. However, for trucks that don't have structure/provisions to apply seals (e.g open roof trucks), 'NA" will be written in the 'seal Number check on the dispatch card.

1.7 Truck dispatch checklist will be filled at the gatehouse when every shipment truck is being weighed out. This is to ensure no sealable trucks are gated out without sealing

1.8 **In the event of ERP/TALLY downtime, manual waybill is issued to the driver after reconciliation between the security personnel and warehouse shipment leader. However, postings and other system works are to be done immediately network/ERP glitch is restored.**

1.9 The warehouse shipment leader ensures all **daily transactions are recorded** in the **various online excel sheets** to capture respective and accurate data

2.0 The warehouse shipment leader ensures **there are no alterations** on waybills as this are financial documents.

2.1 The warehouse shipment reconciles the waybills of previous month transactions with excel sheet & ERP data **in the first week** of every new month.

2.2 The warehouse shipment team leader will ensure that all the dispatched trucks are gated out of the plant within one business day of completing the order physically and on ERP(Tally). However, if there is any situation report that may expose the truck to environmental hazard/truck breakdown and will cause the truck to stay beyond one business day within the plant, the warehouse shipment team leader will send a mail to WAREHOUSE MANAGER and the SITE STEWARDSHIP LEADER.

2.3 For export shipment, a copy of the picklist is sent to the QA department the same day the container is loaded to enable COA preparation.

2.4 All shipment trucks leaving the site will be signed-off by the site leader using the EXIT WAYBILL booklet. In situations where the site leader isn't available for sign off warehouse manager/ shipment technicians will be directed based on formal communications.

2 SEAL MANAGEMENT:

Warehouse Finished Products Shipment Technician

- The shipment leader ensures there is restricted access to seal storage location and only accessible to members of staff. All trucks loaded must be sealed in the presence of security personnel immediately there is reconciliation between the driver, security and the shipment technician on duty at the shipment dock.
- The available number of seals per time in the storage box will have a tracker whereby each seal numbers are documented and tracked for control& audit purposes.

3 REJECT MANAGEMENT

Warehouse Finished Products Shipment Technician

- Ensures that all the damaged finished products are clearly segregated from the normal products
- Ensures that the damaged finished products are moved to the finished product reject cage
- Ensures that all the damaged finished products are properly labelled with details
- Ensures that the finished product blocked tracking sheet is updated with all damaged finished products.

4.STOP SHIP DATE MONITORING

- The FP leader will review the 'Stop-ship' limits of all finished products batches contained on the current month's report and send details of products attaining stop-ship in 180 days window in an email addressed to the Warehouse manager for further actions. This is to ensure that only products with sufficient shelf life are shipped to customer. This will be done on a monthly basis.

ABBREVIATIONS

FP- Finished Products

COA- Certificate of Analysis

PPE- Personal Protective Equipment

ERP – Enterprise resource planning

SKU- Stock keeping Unit

REASON(S) FOR UPDATE

Version 1 – New SOP

End of Procedure
SOP RELATED ATTACHMENTS
Attachment 1 – Qualification Sheet
Attachment 2 – Model Answers
Attachment 3 – FP Dispatch Card
Attachment 4 – FP Picklist
Attachment 5 – Truck dispatch exit checklist
Attachment 6 _ Seal Usage tracker

SEAL MANAGEMENT TRACKER					
DATE	SEAL NUMBER	COUNT	TRUCK NUMBER	VENDOR	SHIFT TECHNICAIAN

SOB OWNER	QA APPROVAL	HSSE APPROVAL	AUTHORISATION
Makinde Olatunde	Alawode Ologide	Adniyi Astun	Owolabi Emmanuel
Date: 28/10/2022	Date 28-10-2022	Date: 31-10-22	Date: 09/11/22