FC 031 Despatch

Start

Receive invoices and C of C's where applicable, check mode of transport and whether goods to be booked in (or if already booked in) by Plasmotec and any specific packaging or delivery restrictions. Also ensure if physical stock actually on hand or likely to be.

PDMS Afterwork Control Panel

PDMS Open Orders Control Panel
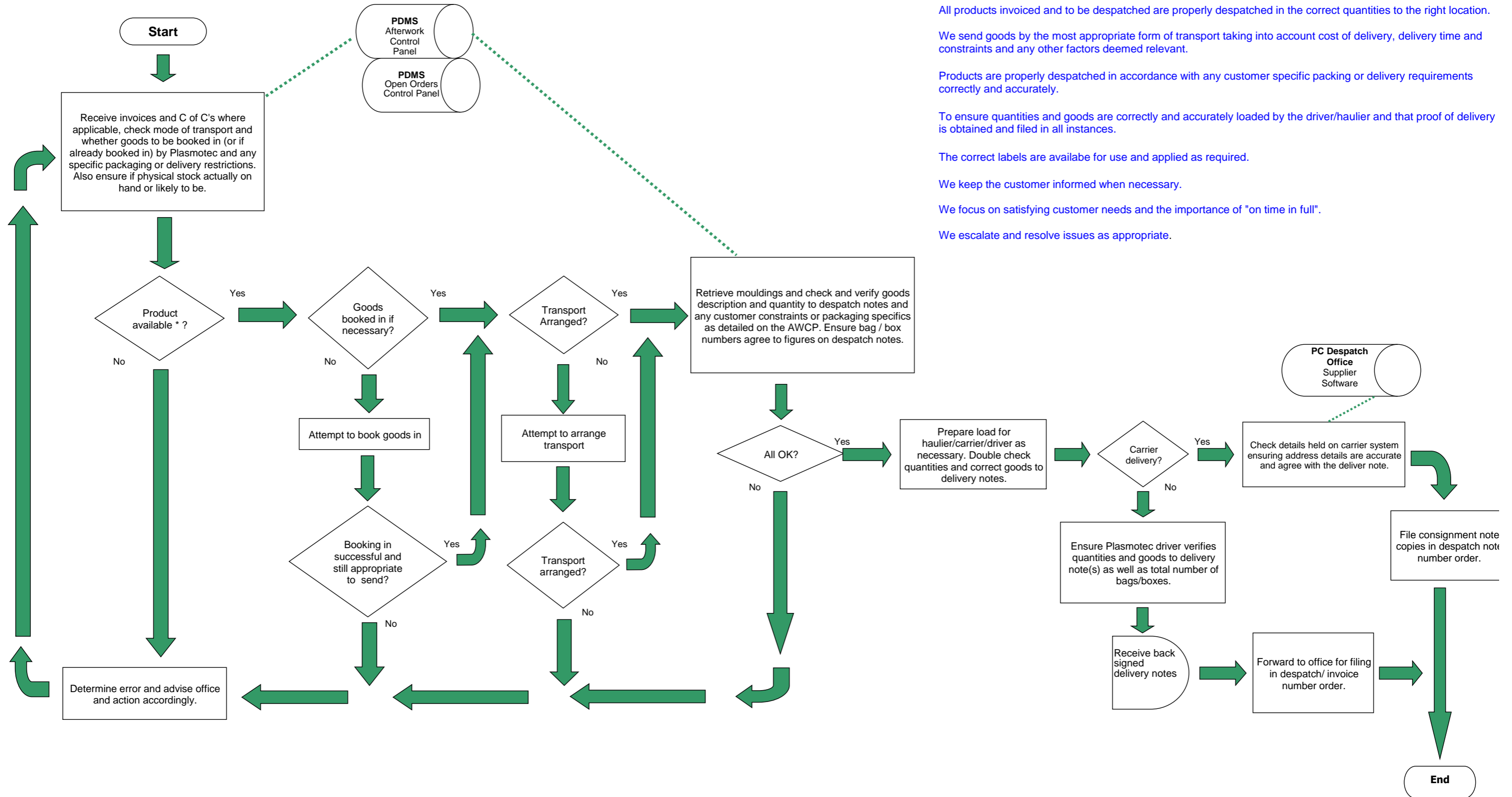
Objective:

All products invoiced and to be despatched are properly despatched in the correct quantities to the right location.

We send goods by the most appropriate form of transport taking into account cost of delivery, delivery time and constraints and any other factors deemed relevant.

Products are properly despatched in accordance with any customer specific packing or delivery requirements correctly and accurately.

To ensure quantities and goods are correctly and accurately loaded by the driver/haulier and that proof of delivery is obtained and filed in all instances.

The correct labels are availabe for use and applied as required.

We keep the customer informed when necessary.

We focus on satisfying customer needs and the importance of "on time in full".

We escalate and resolve issues as appropriate.

Product available * ? — Yes → / No ↓

Goods booked in if necessary? — Yes → / No ↓

Transport Arranged? — Yes → / No ↓

Retrieve mouldings and check and verify goods description and quantity to despatch notes and any customer constraints or packaging specifics as detailed on the AWCP. Ensure bag / box numbers agree to figures on despatch notes.

Attempt to book goods in

Attempt to arrange transport

All OK? — Yes → / No ↓

Prepare load for haulier/carrier/driver as necessary. Double check quantities and correct goods to delivery notes.

Carrier delivery? — Yes → / No ↓

PC Despatch Office Supplier Software

Check details held on carrier system ensuring address details are accurate and agree with the deliver note.

Booking in successful and still appropriate to send? — Yes → / No ↓

Transport arranged? — Yes → / No ↓

Ensure Plasmotec driver verifies quantities and goods to delivery note(s) as well as total number of bags/boxes.

File consignment note copies in despatch note number order.

Determine error and advise office and action accordingly.

Receive back signed delivery notes

Forward to office for filing in despatch/ invoice number order.

End

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