

Memo

07/10/2014

Reminder for the process to handle split deliveries

Split deliveries do seem to cause some confusion and when not handled correctly they do cost a huge amount of management time and worry at the least, but in the case of missing items potentially a huge financial cost to the business.

For clarity below is the procedure for all split deliveries.
(Select Split delivery from relevant type ie F3/F5/F6/F7)

Branch responsibility: - Part 1 - 1st day of cutting

As soon as you know an order has an item that is being dispatched in part (i.e. a carpet 4.50 x 5m is cut and part of this carpet is sent out and part remains in the warehouse until a later date) then a split delivery requisition for that item has to be added to the order.

For a carpet as above 4.50m x 5m select as follows -

From F3 bespoke carpets choose - "Split delivery carpets"

Under colour select (or Add) the LENGTH of the carpet i.e. in the above example length = 4.50m

Quantity - Select "1"

Width - Select "1"

What this tells everybody is that 4.50m x 5m piece was booked out but part is left at the warehouse. The cutting plan should be clearly marked as to what is going and what is staying so the fitter and the warehouse can decipher your requirements.

If there are 2 pieces to be cut (i.e. a 4.50m x 5m & 6.40m x 5m) then a second item "Split delivery carpets" for the 6.40m is selected. Quantity = 1 and width = 1.

It will be the warehouse & fitters responsibility to control the number of pieces left at the warehouse for each cut of carpet. Only after the plan has been cut does anybody know for sure how exactly the fitter cuts it to remove the pieces required.

Branch responsibility: - Part 2 – Dispatch of second part

When the second stage of the installation is booked then you must select the relevant "Split delivery carpets" for the size of carpet originally cut and book these items out for the day required.

In the unlikely but not impossible case that only part of the "Split delivery carpet" is being sent out on phase 2 then the whole process above in part 1 has to be repeated. There HAS to be a separate item to be booked in and out on the third stage.

Warehouse Responsibility: - Part 1 – Items cut to be left at warehouse

When preparing the fitters worksheets for the next day look at the cutting plans you are attaching to the fitters individual work sheets. If any plans are marked up "Leave at warehouse" then the branch MUST ADD A SPLIT DELIVERY REQUISITION FOR ALL PIECES THAT ARE CUT but based on the fact that there is only 1 entry per original piece of carpet.

After the fitter has cut up check the pieces that are left with the plan to ensure you have the pieces marked to be left at the warehouse IF NOT EMAIL THE BRANCH AND TELL THEM WHAT YOU THINK HAS BEEN TAKEN INCORRECTLY IMMEDIATELY.

- Ensure all pieces are correctly rolled and the job no & name is written on the back of ALL pieces. (write this neatly as it may be seen by the customer later)
- If required roll on a pole
- ALL LIGHT CARPETS to be wrapped in plastic and put the carpet safely into a suitable rack.

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- Make a note of the number of pieces on the plan and their location and take the plan to the office to update the computer.
 - Book in the split delivery under job no. If there is more than one parcel per cut when printing tickets print the same number of tickets as there are separate parcels (i.e. 2 parcels = 2 Tickets. The tickets will say 1 of 2 and 2 of 2 so when you are looking to dispatch the carpets again you will know how many pieces you are looking for.

This must be done on the day the carpets are left at the warehouse and there must be no exceptions to this. You have from when the fitter leaves until you leave to do it.

Warehouse Responsibility: - Part 2 – Dispatch of items left previously

When the "Split delivery carpets" item is picked it will appear on the warehouse prep lists and its size and location will appear on the same sheet as ALL other bespoke items. These MUST be found by the warehouse the DAY BEFORE fitting and the tickets should be checked that the TOTAL number of pieces are found BEFORE the fitters arrive in the mornings.

This may sound complex BUT if all staff work this way everybody knows what to do and where to find the items. I also believe it will stop the PANIC before the guys get into the branch and hopefully make for a better start to a day. I understand that you are busy but the only way for me to ensure these items are handled well is to ensure they are done on the day they are cut so if a shop fails to enter a split delivery at the time of booking the fitting we will require them to be entered NO LATER than 2pm on the day they are cut for the warehouse to put away before the end of the day. This way there is no excuse for items to be on the warehouse floor after the fitters have left and therefore the warehouse will be able to identify immediately any carpets left behind by fitters.

Please ALL confirm you have read this email and any questions or items you need clarifying PLEASE ASK.

Thanks
DG