

Title: (Distribution) Customer Night drop	Effective Date: 05/01/2014
Approved:	Supersedes: New

Customer Night Drop Procedure

Requirement

The purpose of this procedure is to effectively operate and control delivery systems that will ensure accurate and complete customer information for delivery requirements; while providing available delivery details to the distribution department.

Responsibility

Distribution Department /Supervisor, Dispatch personnel will be responsible to provide training and delivery procedures/requirement(s) to all driver(s).

Distribution Supervisor and Sales Representative will be responsible to maintain and update the information with the purpose to provide efficient delivery and quality.

Questions

Sales Representative need to provide this information to distribution department
To ensure a quality delivery.

1- Does delivery driver require customer access key(s) for delivery? If the answer is yes the sale Rep need to provide the key to distribution department.

2- Please provide all the information, where the entrance is located to do the delivery (with detail)

3- If the customer has (lock key box) please provide where are located and the code.

4-The customer has alarm? If the answer is yes please provide the alarm code.

5-Where we need to place the merchandise? Please provide the information and explain with detail.

6-Please provide this additional information.

7- If we need to contact other personal (Security or owner ect.) please provide the most accurate information possible, and the phone number ect

8- What does the customer require for all Overage, Shortage & Damaged delivery (OS&D)

Once the sales rep provides all the information to distribution department .The distribution department needs at least a week to comply with this request. Starting when the sales rep provide all the information completely.

NOTE TO STAFF: To protect our products from food safety and quality concerns, there will be no deviations from this procedure for any reason. Failure to follow this procedure may result in disciplinary action.

Date :	Replace	Change Made	Approved/Verified by