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**1. PURPOSE**

To ensure customers requirements are consistently achieved through Distribution, which meets Distribution Excellence Audit, governance and procedural requirements.

**2. SCOPE**

Depot

**3. REFERENCES**

Admin Audit  
Distribution Excellence

**4. DEFINITIONS**

Admin Audit  
Distribution Excellence

**5. RESPONSIBILITY**

Operations Manager

**6. DOCUMENTATION**

Checker's Note  
Drivers stock check sheet  
Distribution Gate Control Register  
SYSTEM invoices  
Distribution salvage form  
Site Control Cheque Register  
Warehouse Load Summary

**7. PROCEDURE**

**7.1 Processing of Customer Order**

- Reject open orders from stock out situations.
- Full beer returns reasons are followed up from previous day. Replacement orders are done if necessary
- The load planner and the distribution controller take order from customer telephonically or in person
- Order captured manually and submitted to credit for approval
- Once approved the order is created on SYSTEM by the Invoicing clerk.
- Reject open orders from stock out situations before close of business

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## 7.2 Planning

- Load Planner compiles the order plan.
- Load Planner plans all orders on trucks using the truck availability sheet.
- Load Planner prints load plan and informs warehouse of completed plan verbally and submits priority plan verbally and electronically.
- Load Planner ensures that all loads which are released to the warehouse.
- A list of credit blocked orders and deliveries must be printed before close of business.
- Any orders reduced or not delivered, must be communicated to the customer.

## 7.3 Loading and assembly by Warehouse

- Warehouseman or supervisor prints a loading advice.
- Warehouseman or supervisor prints the loading instructions by priority listing and hands it to the splitters to prepare.
- Splitters must sign on loading instructions.
- Supervisor must check splits for accuracy and quality and sign on loading instructions.
- Warehouseman or supervisor must give Forklift drivers loading details for loading vehicles.
- Fulls sheet must be signed by the warehouseman and forklift driver after the vehicle is loaded and checked.
- Warehouseman and Forklift drivers must unload and load vehicles only once the Truck driver has switched the vehicle off, applied the handbrake and have left the vehicle cab and handed the truck keys to the forklift driver / fleet supervisor.
- Warehouseman or supervisor to check full pallets on truck.
- Warehouseman or supervisor to ensure that all shipments that have been physically loaded and staged are "LOAD STAGED" in SYSTEM. **(Night time loading)**

## 7.4 Despatch via Distribution

- Truck driver obtains blank drivers check sheet from site control supervisor
- Driver to conduct an independent check in the staging area by pallet spot, by using the driver stock check sheet. The check must be conducted by starting from the driver pallet spot and walk around the vehicle ending at the passenger pallet spot.
- A total wooden pallet count must be included.
- Total number of cases by pack must also be completed and confirmed with the Site Controller and security and it must tie up to Order totals
- Security completes blind check counting brand and pack for full pallets and only cases for split pallet on checkers note. A total wooden pallet count must be included.

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- Site Controller compares the warehouse, the driver and the security check sheets and resolves any discrepancies.
- The Truck driver must sign both Security's checkers note and driver check sheet upon agreement:
  - Date & time,
  - Truck, trailer & driver details,
  - Shipment details (shipment no),
  - Brand and pack quantities.
- The driver hands over the signed driver's check sheet to the Site Controller. Security hands in the security checker's note to Site Control after the driver has signed it.
- After the warehouse stages the load, the loaded truck proceeds to the check point or staging area (Site Control) **(Only in Pre-despatch)**.
- The Site Controller captures the number of wooden pallets and and post goods issue the truck once all the above is consistent with the system.
- Site Controller must post invoices.
- Site Controller prints the priced delivery notes for driver.
- Security at outgoing gate to complete Distribution Gate Control Register, (excluding no of cases) and record vehicle movement.
- Truck leaves site.
- The driver check sheet must be filed with the respective shipment documents by the site controller.
- Security must log the time of departure.

### 7.5 Customer receipt

- The order is delivered to the customer.
- Upon arrival at the outlet, the driver confirms order details from Invoices before offloading.
- The customer signs the invoice.
- The driver receives empties and is loaded.
- Driver completes driver's checkers note showing totals.
- Driver and customer sign the check sheet and customer provides way bill.
- The Driver must log his time of departure and arrival from the depot, the time of arrival and of departure as well as any incidents or complaints on his Trip Sheet.

### 7.6 Receipt at Distribution

- Security to complete Distribution Gate Control Register and records vehicle movement (excluding no of cases) and time of arrival.
- Driver completes the Site Control Cheque Register in the presence of the Site Control, which signs for receipt.
- Drivers declare crates returned as a result of breakages (BIT's) on the checkers note
- Drivers not returning crates must be reported to the controller/supervisor

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- Driver to complete driver check sheet for empties returned and hands it to the Site Control.
- The driver check sheet must be filed with the respective shipment documents by the Site control
- Security completes blind check on security checkers note (count to include wooden pallets).
- Driver and security to sign checkers note.
- The shipment is checked in
  - All stock on truck including wooden pallets and full beer
  - Un-invoiced Beer Returns (UBR's)
- Site Control completes Route Settlement procedure
  - Release the shipment for settlement
  - Execute difference determination
    - If differences occur, the site controller must determine the reason i.e.:
      - Incorrect data check-in capturing. This must be corrected in the check-in transaction immediately. If there is any disagreement between invoice summary and checkers note, then the check needs to be repeated
  - Execute final settlement and print a hard copy. The driver must sign the hardcopy and give an explanation for differences where applicable.
- Site controller to print hard copy of the check-in, showing empties returned, which must be attached to the invoices.

### 7.7 Warehouse Unload

- Warehouseman and Forklift drivers must unload vehicles only once the Truck driver has switched the vehicle off, applied the handbrake and have left the vehicle cab and handed the keys to the forklift driver.
- Warehouseman to perform blind check on vehicle and record details on warehouse checkers note (refer distribution despatch requirements above)

### 7.8 Full Beer returns (FBR's)

- FBR's are received at check-in as part of stock on truck.
- Truck proceeds to Warehouse.
- Full beer gets declared by the site controller to the warehouseman/supervisor.
- FBR's stickers must be placed on pallets/products by security or site controller.
- Product must be offloaded, isolated and marked with the shipment number.
- After inspection by the stock clerk/stock controller the product is put back into stock.
- Telesales follows up FBR reasons the following morning.

### 7.9 Un-invoiced Beer returns (UBR's) – refer [UBR procedure](#)

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- The sales representative completes a UBR form and sends it to the Stock Controller.
- Invoicing clerk creates an UBR order.
- The order is included in the normal planning & despatch process.
- The driver captures the actual quantities picked up at the customer on the check sheet (it can only be less, not more).
- The normal check-in procedure applies.

### 7.10 Overloaded and short loaded shipments at Site Control

- If it is found that more beer is loaded on a truck at site control, the site control supervisor must be informed and the exact quantities must be noted in the Site Control issues book.
- The site control must then inform the warehouse supervisor / warehouseman of the beer that is over.
- The warehouse supervisor / warehouseman must ensure that this beer is returned to the warehouse.
- The warehouseman, warehouse supervisor or FLT driver, whoever collects this beer from site control, must sign on the slip that this beer was returned to the warehouse.
- This slip must be handed to the stocks department daily.
- If it is found that beer is **short** on a truck at site control, the supervisor of the splits team must do a check himself to confirm the shortage.
- Once the shortage is confirmed by the supervisor he must then inform the warehouse supervisor / warehouseman about the shortage and collect the beer from the warehouse.
- The security must then re-check the load to ensure accuracy of the load.
- The correct checkers note must then be handed to site control who will verify the quantities.
- The shortage must be noted in the Site control issues book.

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