Whole House Process

Goal: Orders are pulled ~ 2 weeks out via a 4 CHECK SYSTEM

❑   Picked   ❑   Stickered ❑   Checked   ❑   Delivered

A.   Customer/Sales contacts with delivery date

B.   Order is entered into delivery log & ship date entered into ticket

C.   Each morning, 'Jason's list' of tickets to be picked for the selected date are printed & cross-checked into log
   i.   Orders are typically picked ~2 weeks out from delivery, i.e. 10 days

D.   Pick lists printed for the orders 10 days out

E.   Product is picked from stock & previously will-called locations by person 'A'
   i.   Product is checked off on pick list as pulled
   ii.   "X" marks product not pulled
   iii. Person 'A' initials the pick list & marks that they picked it

F.   Person 'A' prints labels & hands off to person 'B' to label; person 'B' prints labels for their order and hands off to person 'A' to label ***the CROSS-CHECK SYSTEM***
   i.   All boxes are checked for proper part # and finish as they are labeled and marked again on the pick list
   ii.   Person 'B' initials the pick list & marks that they stickered it

G.   Person 'C' re-checks pick list comparing all product, verifying proper part # and finish again, BEFORE it is put on a skid, shrink-wrapped and put into a w/c location
   i.   Person 'C' should always be Jason, Chris or Tim. If All 3 managers are unable to check, Torrey can verify the orders
   ii.   EVERY label must be marked with a red sharpie and checked again on pick list
   iii. Person 'C' initials the pick list & marks that they did the 3rd check

H.   Product is then paletted and shrink-wrapped, making sure EVERY box has a label and a red mark as assembling onto skid
   i.   Skid is then placed in a w/c location, marking the location on the pick list

I.   Order is then will-called into the computer by Jason

J.   Any product marked with an "X" should be double-checked to verify order status or if it was missed on shelf to help eliminate backorders
   i.   All items marked with an "X" should have its own corresponding label
   ii.   Jason will then transfer in items from the branches to fulfill the order

K. If there are items which cannot be filled from the branches, or are on order, or still need to be put on order, Jason is responsible for emailing the salesperson as soon as the order is finished being picked and inform them of the following:
   i. Ticket number
   ii. Each line number which is not available
   iii. Estimated delivery date (should be 10 days out)

L. If backorders arrive before house is delivered, the same checking system applies
   i. Although tedious, it is no different than any other item
   ii. Consistency is KEY!

M. All necessary PO's MUST be acquired before shipping as well as ANY balances due
   i. If these are not completed prior to shipping the ticket the night before delivery, Jason will contact the salesperson to acquire this information
   ii. If the salesperson is out or not reachable he will contact someone else to get assistance in acquiring this information

N. Order is pulled from will-call location and ticket is 'shipped' in the computer on the evening before it is scheduled to be delivered and is staged by the whole house office
   i. Any errors when a shipper is printed, i.e. something is accidentally shipped which is not being delivered or we do not have, Jason or Chris must notify the salesperson immediately so that there are no future errors that follow

O. ALL DELIVERIES MUST BE CHECKED IN FULL UPON DELIVERY