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## PROCESS FLOW CHART: ORDER FULFILLMENT - Industrial

**Effective Date:** 10/20/22

**Review Date:** 11/30/23

**Revision Date:**

### Order Received

- Bulk and Commercial Sales - Organic Only

### Check Credit

- New Customer
  - 3 invoices paid via credit card w/10% service charge
- Existing Customer - Check Payment History
  - Slow Payment History*
    - Payment prior to pick up via credit card or wire transfer
  - Poor Payment History*
    - Refuse Order
  - Good Standing*

### Enter Order into System

- Create Picking Ticket
  - Item
  - Quantity
  - Size
  - Approx. net weight
  - Known Out of Stock items
  - Requested ready by date
- Email Order Acknowledgement to Customer. Use OA boiler plate and PDF version of Picking Ticket
- Post Order on White Board



Picking Ticket



Order Acknowledgement

### Inventory

- Check material and size requested
- Are materials in stock?
- Allergen Control and Cross Contamination Prevention PC/CP
- NO** - Alert Management to order additional product
  - Place Purchase Order with Approved Supplier
  - Receive Materials
  - Inspect Material
  - Test Material
  - Production
- SIZE UNAVAILABLE** - Alert Production
  - Production Worksheet
  - Production
  - Finished Production Inspection
  - Assemble Order
- YES** - Continue onto **Order Assembly**

### Order Assembly

- First In – First Out Principle
- Complete in-house picking ticket
  - Confirm item
  - Record accurate quantity of available inventory
  - Completely and accurately record lot code
  - Indicate the pallet if order consists of multiple pallets
  - Indicate the total number of pallets
  - Record Gross Weight on Picking Ticket
- Complete Weight Ticket
  - Weigh each pallet and record gross weight on picking ticket
  - Affix Pallet Tag
- Customer
- Destination
- Number of Pallets
- Allergen Warning if necessary
- Organic Statement



Pallet Tag

### Order Confirmation

- Email customer Order Confirmation PDF form
  - BOL with final quantities / lot code / allergen alert / Net weight
  - Weight Ticket
  - Operation location and dock hours
  - Request for 3rd party BOL be sent to **admin@edisonmercantile.org** at least 3 hours prior to pick up.



Order Confirmation



Bill of Lading



Weight Ticket

### Outbound Shipping

- Warehouse Release
  - Final Weights
  - Lot Code
  - Tote I.D. Tags
  - Pallet Tags with Organic statement
- Complete Clean and Safe Truck Affidavit (CST)
  - 3rd Party BOL (if provided)
  - Conduct Inspection of vehicle
- Allergen Declaration PC/CP
- Photo evidence
- Invoice



CST



Invoice