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PROCESS FLOW CHART: ORDER FULFILLMENT - Retail & Food Service

Effective Date: 10/20/22

Review Date: 11/30/23

Revision Date:

Order Received Edison Grainery Brand

- Retail Direct to Consumers
- Retail to Stores
- Retail to Food Service

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*
 - Net 30

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 addition 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

General Considerations:

- First In – First Out Principle.
- Complete in-house picking ticket.
 - Confirm item
 - Record accurate quantity of available inventory
 - Completely and accurately record lot code
 - Record Gross Weight on Picking Ticket
- Complete Invoice which contains:
 - Customer
 - Delivery Address
 - Product
 - Quantity
 - Price
 - Terms

Picking Ticket

Pallet Orders:

- Complete Weight Ticket
 - Weigh each pallet and record gross weight on picking ticket
- Affix Pallet Tag
 - Customer
 - Destination
 - Indicate the pallet if order consists of multiple pallets
 - Organic Statement
 - Allergen Warning if necessary
- Outbound Shipping
 - Complete Clean and Safe Truck Affidavit (CST)
 - 3rd Party BOL (if provided)
 - Conduct Inspection of vehicle
- Photo evidence
- Invoice

Weight Ticket

Pallet Tag

Shipping

Mail Orders:

- Assemble up to 6 retail boxes into a Master Case
- UPS or USPS
 - Enter Customer Information
 - Address
 - Phone Number
 - Confirm delivery; commercial or residence address
 - Size of Package
 - Value of Package
 - Weight of Package
 - Enter customer contact and email address for confirmation
 - Print Label
- Close box with brown tape
- Adhere shipping label to outside upper left hand corner of box
- Place all outbound UPS orders on pallet. USPS on cart.
- All orders are to be processed by 4:00 pm M-F
- Run "End of Day" report by 4:00 and wheel cart out to dock for pick up
- Delivery:**
 - Confirm delivery schedule with customer
 - Safely load van and deliver
 - Save and print two copies
 - Customer is to sign invoice upon delivery

Invoice