

## VM3COP20.301 - Manual Order Processing Due to Power Cut

Without power, we will not have telephones, a fax machine or printers therefore we would only ship URGENT orders.

We may still receive email orders if a staff member can access the main inbox from a mobile phone or tablet and can use their mobile data to retrieve them.

**Office:** As printing would not be an option, team members would need to hand-write the invoice and delivery addresses, customer reference/purchase order numbers, contact name, contact telephone number and products required on a blank sheet of paper. Sign and date the paper. This should be checked in the same way, then signed and dated by the person checking.

**Goods Out:** Hand-write the barcodes and/or serial numbers, as appropriate, of shipped items to the same sheet of paper. Pack the order, hand-write a delivery note on letterhead paper then sign and date the paper containing the details. The packing, barcodes/serial numbers and delivery note should then be checked by a team mate; the team mate should sign and date the paper.

UPS deliveries can be completed with paper Air Way Bills, fill this out the same way as you would for other couriers.

Royal Mail orders can be shipped as above then either use stamps, where available, or take the packages directly to the Post Office for shipping.

**All:** Hand-written paper copies of every order should be carefully stored in the awaiting action tray located in the office for processing when the power returns and systems are back online.