

## **VST Warehouse Goods Out Picking Procedure**

We now print off our own orders from the active list. We do not receive them in paper form from the office.

Open the active list in intrastats by pressing the opera icon, then click and open the tab labelled active list/backorders. This list shows all our outstanding orders across all companies, work top to bottom, one at a time, the colour code is at the top of the list.

To print off the order, click the open hands icon on the order you are wishing to print, this will open up a new tab, click the pdf icon next to the CST number and this will open into a new tab, open the new tab and then press the printer icon in the top right hand corner, you only need one copy, once printed close this tab and return to your original order tab.

1. Check address details are correct and free of spelling errors, should you find any errors click the “Edit / Stop Order / Log Error”. This allows you to error the order, click “Open has Error – open for editing”, input the error and click “Confirm Open Order for Editing”. The order is then pushed back to the office to recheck. Once all information is checked, correct and revised copy of paperwork is received (if required):
2. Stamp picking list with the picking stamp
3. Date and initial stamp.
4. Pick stock from stock locations.
5. Scan products barcode into the “Scan Barcode” text box.
6. All non-barcoded stock references i.e. delivery will need you to click the “Pick to Order” button to accept onto the order.
7. Once all stock is inputted, click “calculate serial numbers”, copy and paste start and end of sequence serial numbers and paste into serial numbers box against stock reference. Please make sure you take care when doing this, it is easy to make errors, if there is a sequence of numbers please make sure you add a – between the first and last serial numbers. Print off a picking note and attach to the back of the order.
8. Select Shipper from the Drop-down menu.
9. Add number of parcels (you need to make sure this is done as the information is shown on the delivery note and invoice).

Please be aware that the VST order number will stay the same same for each stage with the addition of -1 for delivery and invoice (this is the number of shipments for that order) i.e. part shipments will be -2, -3 etc, therefore the following will occur, for example:

**Order Confirmation:** CST\*\*\*\*\*

**Delivery Note:** DST\*\*\*\*\*-1

**Invoice number :** RST\*\*\*\*\*-1

10. Check the Inco terms are correct for the order. CPT (Carriage paid to) CIP (carriage insurance paid) or EXW (customers own method/courier choice), if this incorrect please change by using the drop down list located above the stock items. This needs to be correct before proceeding, if unsure please ask HL, CG, SN.

11. Scan the tracking number into the Serial numbers box against the delivery line. NOT in the tracking number box below.(This is for Royal Mail, or for a courier where we already have the tracking number.) Royal Mail Recorded delivery label should be fixed to the top left hand corner of the parcel. A small label from it put in the recorded delivery book and the destination address filled in. A barcode label from the main label should be put on the order paperwork. The same is done when the order is shipped Special Delivery, using the Special Delivery book.

Add a franking label to the top right of the package, see VM3COP29.04 for franking instructions.

All orders shipping via Royal Mail outside of the UK but including Northern Ireland need to have a Customs Declaration sticker attached. Tick the box named 'Other', fill in the quantity, description, weight and value of the goods. Fill in the HS code as per invoice or packing list and the total value and weight. Sign and date at the bottom. Attach this sticker to the bottom right or on the back of the package.

12. Click Print Delivery Note, check all information is correct and print 1 copy per box. Please check that all country of origins and tariff numbers are displayed on the delivery note, if not do not proceed and speak to CG, HL, DL or SN for assistance.

The delivery address must be displayed in full view.

13. Scan the tracking number into the Tracking Number text box. If customer collecting from VST, please insert None to the text box. If we don't have a tracking number yet, enter the weight into the weight box and this will allow the next stage

14. Click "Order Sent No Turning Back".

15. If a carriage price is required to be added, you can now do this against the carriage line.

See below

16. A new screen will appear. Check the ordering of the lines, the Carriage line should always be at the bottom. If this is not the case, click and hold a line and then drop it to where you want it to go and this will move the order of your work, if this does not work, ask DL to do it for you before you commit the invoice.

17. Click Preview at the bottom right of the product lines.

18. Check Invoice is all aligned correctly.

19. For UPS Shipments copy and paste the RST number, click the send data button at the bottom of the screen, and proceed with generating a UPS shipment. Go To UPS Worldship, change the bottom box marked shipper on the bottom left and change it to VST using the drop down, paste RST number into the Enter import key box and press enter, this will then auto fill in the customer details, double check that these are displaying in the correct boxes if not please edit.

Make sure for EU/Europe customers that there is a valid tax number entered in the tax id box, and also a valid email address, all telephone numbers need to have the 00 (plus country code), enter weights and dimensions price will be displayed on screen copy price and convert to customers currency and mark this down on customer order. To convert – take the cost from the UPS screen, open the stock book icon and then select the ups calculation button, enter the cost and then press enter this will add 10% onto the cost, copy this and then open the X tab and go to exchange rates, enter this number into the top box marked pound, press enter and then below it will display the costing in other currencies, mark down the cost of the relevant currency. Go back to intrastats on the invoice page, click the delivery cost box and enter the cost of carriage, then press preview and this will now display the full cost of the order, you can now use this to check your UPS details.

This is only for export orders, (if shipping to the UK then untick the create an invoice box located in customs documentation.) On the customs Documentation tab, make sure you have the correct currency selected, use the pull down tab to select, also check the terms of sale matches the order, check the description of the goods, quantity, tariff numbers, cost and currency on all lines. If any are incorrect click on them and use the drop down to alter them. You can check this against the copy of your invoice, for units of measure select each number, delete any lines with ups charge, insurance or bank charges, as these are entered above. At the top of the page the cost of the goods is displayed (invoice total line, if this is empty please un tick the box that states allow multiple currencies on the left hand side.) Then go to the next box labelled charges and in the box labelled freight enter the cost of your carriage, if the order has insurance on it then enter this cost in the box below labelled insurance and then in the last box marked other this is for costing like paypal or bank charges. Once this is all entered then the cost of the full shipment will be displayed below. Check this and make sure it matches the copy of the invoice, you can also preview your UPS document by pressing the preview document button on the right hand side, if there are any mistakes, now is the time to change

them, if all is ok press process shipment. This will print off a UPS label/s attached these labels to the shipment, sign and date the second copy.

Please note most countries with UPS now do not need any copies of the invoice on the parcel as we are now on the UPS paperless system and on the label it will state EDI, If it states INV on the label UPS will automatically print off three copies of the customs documentation for you to print and sign and attach to the parcel.

If we are shipping EXW add the shippers tracking number. If we are shipping UPS EXW make sure to click receiver to pay in both boxes and add their account number.

20. Scan the Tracking number into the tracking line at the top of the invoice screen and press accept, also add the tracking number into the delivery line, and once happy press commit invoice RST\*\*\*\*\*-1 to Ledger.

21. The screen will bounce to the “List of Delivered Not Invoiced”, you will then have to go back to your Active List and refresh.

### **Packing**

Packing bags are only to be used for UK orders, and only for small items, always wrap the products in bubble wrap.

Orders shipping outside of the UK must always be shipped in a box. Use your own judgement as to which packing material to use; there is bubble wrap, brown paper and chippings. Always fill the gaps in the box, use as many packing materials as you feel is required to ensure the products arrive at their destination intact.

Note: If shipping a pallet, please refer to VM3COP29.12 – Shipping Pallets.