1. Every order email to our warehouse is to be copied to “orders@brtgroup.com” email group.
2. Every order is to be printed by the order desk and placed on an appropriate clipboard as to the run it is being shipped on or pick up clipboard
3. Warehouse is to return all pick sheets to the order desk

*In a perfect world – nothing would ever be forgotten or overlooked – in the real world we need a* ***double check*** *system as people are human.*

The pick sheets get matched up to the printed-out orders prior to invoicing. That way any pick sheets missing can be addressed.

This is our opportunity to “double check” and see why a pick sheet was not returned.  Was it forgotten? is the order delayed or going on a different run? etc.

*This will ensure that all items shipped on the order are being invoiced – especially since BRT Distributing has multiple order forms (sometimes 4-5 per customer)*

**Back Orders**

currently not running a back-order system per say but every item ordered is to be put on the order sheet with a zero-quantity marked in if we didn’t ship. ***Every time there is a zero quantity, the order sheet is to be scanned and emailed to Phil, Ben and Clive with the subject line written in “Backorder for* “(customer name)”**

Signed:

Name (print) Title Signature Date

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