



WAREHOUSE INTERFACE POLICY

PREAMBLE

This policy sets out warehouse interface responsibilities of FCN and our warehouse Customers. The following Warehouse Management System (WMS) setup and processes are preceded by an Application for Credit, agreement to rates for services and to FCN's Trading Conditions.

The purpose of the policy is to make it easy for Customers to accurately issue instructions to and interface with FCN warehouse operations and to establish and maintain a high level of service for both FCN Customers and their customers.

WAREHOUSE ACCOUNT SET UP

The base data required to setup a warehouse account is opened for each product to be stored:

- Product Code
- Product Name
- Unit of measure
- Units per pallet
- Kg per unit of measure
- A matching and conforming Material Safety Data Sheet (to Australian Standards), the MSDS will include any DG details.
- Forecast of Stockholding (units)
- Expected Product turnover (units per month)

Each Customer will be provided with an account name and password necessary to access the FCN Warehouse Portal.

PURCHASE ORDER CREATION – FOR INCOMING ORDER ADVICE

This YouTube video shows the step-by-step process of a Customer created Purchase Order.

<https://www.youtube.com/watch?v=6siKaRjzOdU>

- Includes how to view stock on hand reports.

When goods are being received:

- Product Code
- Product Name
- Batch Number
- Number of units

Additionally, if imported goods

- Shipment Pre-Alert and
- Electronic Receiving Advice

SALES ORDER CREATION – FOR ORDER PICK REQUESTS

This YouTube video shows the step-by-step process of a Customer created Sales Order.

<https://www.youtube.com/watch?v=L6iyfHMOSRw>

When goods are being picked and despatched:

- Product Code
- Batch Number
- Number of units
- Your Customer Name
- Nominated Carrier
- Special Instructions

SERVICE STANDARDS

Our service Standards are:

- Routine Sales Orders (Pallet or Bulk Bag picks) lodged via the portal by 14:00 (Queensland Time AEST) will be available for collection or despatch the next working day.
- Non-Routine Sales Orders service standards will be agreed between the Customer and FCN prior to commencing the non-routine task.

RELATED DOCUMENTS

This Policy is to be read in conjunction with FCN's TRADING CONDITIONS and CHAIN of RESPONSIBILITY POLICY



Dale Ellis
General Manager
FCN Operations Pty Ltd