



Distribution and Logistics Manual KM ADVOCATES AND ASSOCIATES

Introduction

KM Advocates & Associates aims to ensure efficient and effective distribution and logistics operations to deliver high quality products to the intended users on time.

Scope

This manual applies to all employees, contractors, and third-party vendors involved in distribution and logistics activities with KM Advocates & Associates

Distribution and Logistics Policies

1. Order Processing: Orders will be processed within 24 hours of receipt.
2. Shipping: Orders will be shipped within 3 business days of processing.
3. Inventory Management: Inventory levels will be maintained to ensure 95% order fulfillment.
4. Transportation: Goods will be transported in a safe and efficient manner.
5. Delivery: Orders will be delivered within the promised timeframe.

Distribution and Logistics Work flows

Order Processing Workflow

1. Receive order from customer
2. Verify order details
3. Check inventory availability
4. Process order in system
5. Notify warehouse of order

Shipping Workflow

1. Receive order from order processing
2. Pick and pack order
3. Label and package shipment
4. Schedule pickup with carrier
5. Update tracking information

Inventory Management Workflow

1. Receive inventory update from warehouse
2. Update inventory levels in system
3. Run inventory reports weekly
4. Order replenishment stock as needed
5. Receive and inspect inventory

Transportation Workflow

1. Receive shipment from warehouse
2. Transport goods to destination
3. Track shipment and update status
4. Deliver goods to customer
5. Obtain proof of delivery

Delivery Workflow

1. Receive delivery instructions from transportation team
2. Deliver order to customer
3. Obtain signature and proof of delivery
4. Update delivery status in system
5. Notify customer of delivery

Roles and Responsibilities

1. Order Processing Team: Responsible for processing orders.
2. Warehouse Team: Responsible for shipping and inventory management.
3. Transportation Team: Responsible for transporting goods.
4. Delivery Team; Responsible for delivering orders to customers.

Monitoring and Review

This manual will be reviewed and updated annually, or as needed, to ensure compliance with regulatory requirements and industry best practices.