- Only get picked when people arrive? Or do we ask them for ETA? Problem with that is they might not arrive so materials pulled will be in the way
- List gets sent to PDA of packer (if there is a render element – this is sent to mixing 'screen')
- Picker picks materials – for each line item they scan the barcode on the racking to help ensure they are picking the right products.
- If render element, picker responsible for going to mixing area and getting the prepared buckets
- When customer arrives he goes to trade counter as first to check-in. He can pick up a random person with PDA around the warehouse (outside the building) and prove his pickup by showing the invoice or delivery note. This is scanned on the PDA and marked as "ongoing". Packers are notified that order is high priority for pickup now and customer is waiting.
- It would be good to have a "pickup-code" for customers to avoid picking up someone's order (stilling materials) – it might be SMS pickup code(?)
- Photo taken with PDA.
- Packer marks item 'PACKED'
- Message gets sent to Michael to check the items (so he gets to meet the customer).
- Customer can take the items

Benefits

- We are moving away from a paper based dispatch system
- No sticker printing by Patrick or Ewelina
- We get a view of how many items are being picked by each packer – so we can see if there are more / less effective packers.
- We can build in KPIs (a challenge because the size of the order will determine how long it will take to pick)
- We hopefully pick up picking errors as each picking type has a second set of eyes checking the picking.
- The list is always dynamic – Patrick / Ewelina can change priority of picking (although jobs will always be finished)
- Any items that are not in stock and not packed – the message will be sent back to Ewelina / Patrick who can then get the customer relationship team to notify customer with new delivery dates. New stock can be ordered.
- We have photo evidence of how items leave our warehouse attached to delivery notes which should help us deal with customer queries.