

APPROVAL

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PURPOSE

This instruction describes how order entry and fulfillment occur in ASPIVIX.

SCOPE

This instruction covers the processes related to order placement for finished goods from internal or external customers and the shipping process from internal or external warehouses.

RESPONSIBILITIES

Responsible for establishing, implementing, and maintaining this instruction is the International Operations Manager.

INT OPS is responsible for order entry and preparing and shipping orders for internal warehouses. Outsourced warehouses are responsible for preparing and shipping orders when they are scheduled to leave, not from an internal warehouse.

DOCUMENT HISTORY

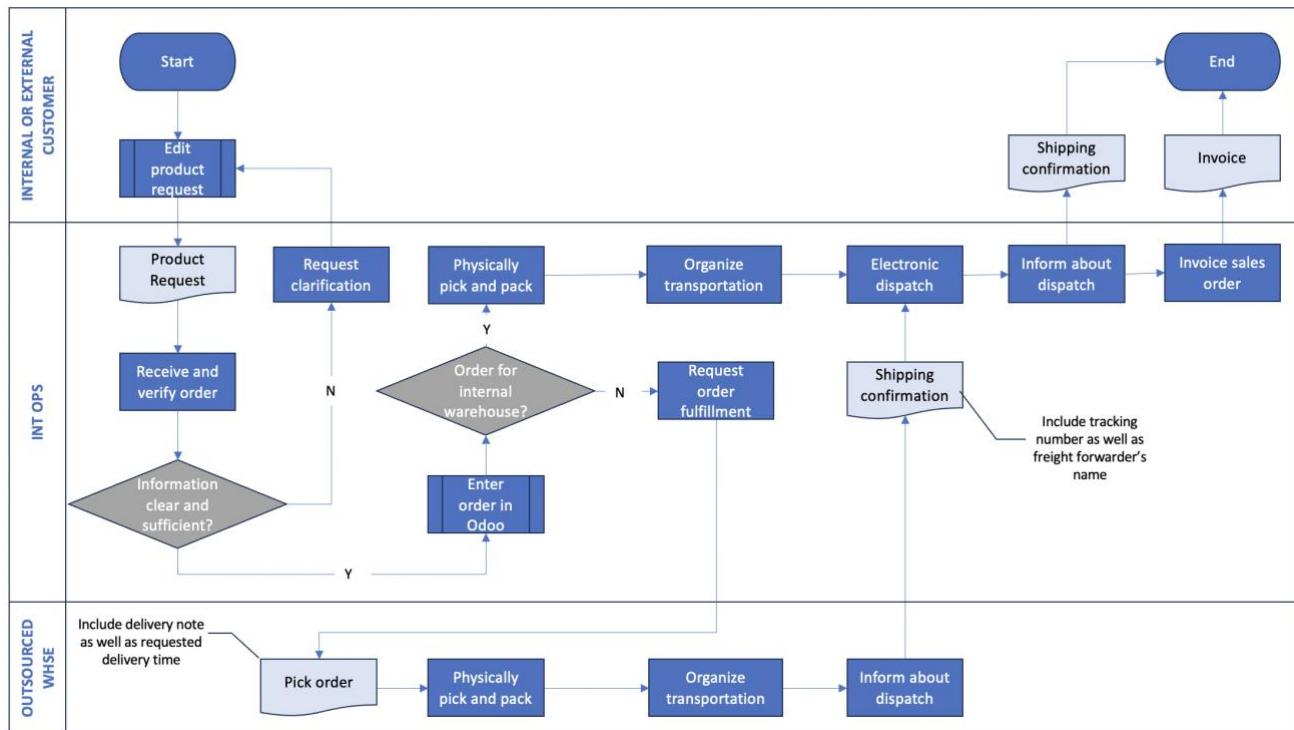
Description of Changes	Version
Initial Version.	A
Remove date from approval table. The procedure has been	B

reviewed and is still applicable.

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1 PROCESS FLOWCHART



2 PROCEDURE DESCRIPTION

2.1 ORDER ENTRY

2.1.1 Receive and verify the order

All orders are supported by a Purchase Order (P.O.), contract, or e-mail. Orders placed in verbal form are not allowed and must be supported by a written document.

Verify the following elements and clarify any unclear portion either with the customer or internally:

- Customer name: existing or new customer.
- Destination country: ensure that sales are allowed in the country.
- Prices conform with the latest price list applicable to the customer.
- Quantities in line with forecasts.
- Check for duplicate orders.

2.1.2 Enter the order in Odoo

Enter data in Odoo, paying special attention to:

- Customer name
- Bill and ship to locations
- Item number
- Quantities

- Total price
- Freight charges
- Customer Purchase Order reference
- Ship from warehouse
- Payment conditions
- Incoterm
- Requested delivery date

Odoo generates unique sales order numbers.

Send the quotation to the customer for review and/or payment if applicable.

Confirm the order in Odoo so it will become a Sales Order.

2.2 PREPARING THE SHIPMENT

2.2.1 Lot selection and expiry dates

Only finished products released can be shipped to the Customers, Distributors, or Importers.

The method for determining which lot to ship is the FEFO (First Expired, First Out), according to which the first to expire must be the first to go out. The lot to ship is calculated and provided by Odoo, based on stock levels and available lots, as well as expiry dates.

2.2.2 Physical picking and packing

Orders can be dispatched from an internal ASPIVIX warehouse or an outsourced warehouse.

- In case of shipment from an internal warehouse:
 - Pick the goods while respecting the lot numbers requested by Odoo.
 - After picking for total dispatch, prepare the goods on the workbench, checking the volume of the goods to select suitable packaging cartons to contain them.
 - Insert then the devices in the box, trying to fill the spaces evenly and ensuring that the filler protects the sides of the carton as well as limiting items movements inside of the box.
 - Edit the delivery note and add it to the shipment before sealing it.
 - Seal the shipment with ASPIVIX branded tape, if available.
- In case of shipment from an external warehouse:
 - Inform the logistics or customer care team of the distribution center about the shipment to prepare by sending the delivery slip from Odoo, mentioning the lots to pick.

2.3 SHIPPING THE ORDER

2.3.1 Physical dispatch

- In case of shipment from an internal warehouse, contact freight forwarder to pick-up the goods, and edit shipping document through the forwarder's website. Add shipping documents to the consignment after sticking a translucent pouch on the box to contain them.

- In case of a shipment from an external warehouse, the logistic or customer care team of the distribution center will communicate when the physical shipment has left the warehouse.

2.3.2 Electronic dispatch

Once the shipment has physically left the warehouse, validate the transfers in Odoo to update inventory levels. Send shipping confirmation to the customer if required.

2.4 INVOICING THE ORDER

Invoice the order and send it to the customer if required.

Invoices can be at 0 value for free samples or with an amount in the local currency in case of a sales transaction.

3 REFERENCES

3.1 PROCEDURES, INSTRUCTIONS AND GUIDELINES

NA

3.2 TEMPLATES AND FORMS

NA

Certificate of Completion

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