

## DC- Special Orders

**Purpose** To guide the Distribution Center employees on the proper way to process Special Orders.

**Procedure** Follow these steps to receive Special Orders:

Step	Action
1	Open SRS, Evolve and SAP Net Weaver
2	After signing into Net Weaver, Open Orders (Open External Purchase Orders) should already be up, refresh Open Orders page then, click Post Goods Receipt from the menu to the left of the screen.
3	Open Stock Transfer Orders and refresh
4	Remove packing slip from side of package, verify quantity and item number. (Item number can be the article or the part number of a product).
5	Enter the PO number (all PO's should have a 10-digit number) Verify site, location, vendor, date, user. Then verify article number, description, and quantity.
6	For wheels, open the package from the bottom and carefully remove any protective packaging from around the wheel
7	Verify ET and size. Verify bolt pattern using the bolt pattern gauge. Check for damage. Return all protective packaging around the wheel. Reseal the box making sure accessory tools are on the innermost flap. Once all packages are inspected and verified, cover the shipping label with a blank label. (The new shipping label will go here once it is printed.)
8	Select Save and Print Preview
9	File the packing slip
10	The order number or customers name will be in the "customer info" or the "PO comments" section on the Goods Receipt posted in NetWeaver after clicking save and print preview.
11	Confirm the order details and Select History
12	Go to Layaways Tab. Verify Order number, Invoice DC. Balance Due. Make sure balance is \$0 before finalizing.
13	Click View Details then verify all product is located and received to your location, then view comments for any discrepancies.
14	Select Final Payments under items tab for condition code make sure this is changed from ORD to NOR. Next, select the correct address. Send the order to "ship to address" then under "shipping details" press "calc. shipping/tax" then select the correct method of shipping
15	Click Next
16	On the Sales Summary page, verify all details. Click on Details Verified. Press Next to go to the Payment tab. Contact DC inquires and the salesperson on the order if payment is not secured.
17	Click Finalize then OK. A prompt will display asking to email a form to the customer. Click OK. The customer is then notified by email that their package is on the way.
18	Make sure all packages for the order have a shipping label



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**Contact**

Please see your manager if you have any additional questions.

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