



Order Processing & Shipping Procedures for New Build/Refit Projects

The purpose of this document is to provide an understanding of the way in which Global Services processes Customer Orders & how this can influence the preparation of shipments.

Appendix 1 provides an explanation of the terms used by Global Services.

Customer Order Details/Requirements

The way information given by the Customer is used by Global Services within a Customer Order may vary depending on the individual requirements of the project. These requirements will determine which order processing and shipping procedures are put in place and may involve any or all of the following:

- Requisition/Order Numbers.
- Orders grouped by Department
- Group/Build Number
- Onboard stowage location
- Bar-code applied

The above information will determine how goods are to be ordered, received, labelled, packed and shipped.

To ensure we have a clear understanding of the requirements of our customers, and as part of the general data gathering process, a checklist has been provided to enable us to gather the necessary information (see Appendix 2).

Customer Orders, Vendor Orders, Goods Received & Open Shipments

The processing of orders for New Build projects invariably means that many items are ordered from a number of manufacturers/distributors/suppliers. Often this leads to multiple Vendor Orders being generated, which make up a single order received from the customer (Customer Order).

Appendix 3 contains a Flow Chart providing a simplified overview of how the process operates.

Most Vendor Orders delivered to Global Services are complete, that is to say all items on one Vendor Order are received in a single delivery. However, there are occasions where back order items arrive over a period of days or even weeks so it may be some time before completion of a Customer Order is achieved.

As part of the booking in process a Parts Label is attached to every item or pack of items. For ease of identification this label can display selected information that can be predetermined by the customer (see Appendix 4).

To optimise the warehouse space required and to avoid double handling the warehouse procedure is to create an open shipment as goods arrive. At the point of booking in all goods are allocated to a sequentially numbered box within that open shipment or marked as a loose item (sequentially numbered). Global Services order processing system shows the status of an open shipment as Shipment in Preparation (SIP)

As a SIP progresses boxes will in turn be allocated to a pallet. Once a pallet has been filled this will be black wrapped ready for dispatch. A Packing List (see Appendix 5) will be created and attached to each box. A set of box Packing Lists will be attached to each pallet.

Clearly where Vendor Orders are delivered complete the sequential box /pallet numbering system will mean the relevant items for that order will be grouped together within the shipment. If, however there are back order items it may not always be possible to add these to a box/pallet already allocated. In that event items from a single order may be allocated to boxes that do not run sequentially for the whole order.

In the same way, where a single Customer Order leads to multiple Vendor Orders goods will arrive over a period of time. Goods will be allocated to a box as stated above and in the same way it may not always be possible for box/pallet numbers to be sequential for the whole order.

Where no customer preference has been given the standard procedure in our warehouse is to ensure goods for different departments are packed on separate pallets. The only time goods for different departments are mixed on a pallet is at the end of a project when separate pallets would not be cost effective or where a customer has given instructions to do so.

Orders Containing Non EU Supplied Goods

As can be seen from the above comments a shipment is created when goods start to arrive in our warehouse and there are a number of factors that can affect how that shipment is put together.

Orders that come direct to us from European suppliers can be processed as previously discussed. Some orders may come from outside of the EU and where the intention is to export the goods at a later date these are received into our warehouse using Global Services End-Use Relief Authority. Goods brought in under End-Use will be treated as a single shipment so as to comply with H M Revenue & Customs requirements.

Customer Orders containing items sourced from within the EU and also containing items sourced outside of the EU brought in on End-Use will necessitate more than one shipment.

Orders Containing Hazardous Goods

The transport of hazardous goods requires separate shipping and special packaging may be required as appropriate to deal with the nature of the hazard. Consequently Customer Orders containing hazardous goods will require more than one shipment.

To ensure that freight costs are kept to a minimum we endeavour to combine hazardous goods into as few consignments as possible. There may be occasions when hazardous goods from more than one Customer Order are shipped together. Where this happens each separate order within that consignment will be clearly marked.

Shipping/Receiving

For ease of identification when shipments are delivered to the customer selected detail from the projects' reference systems (as discussed above) may be shown on the paperwork/labels generated by Global Services.

Based on the information received from the Customer shipments can be made by:

- Department
- Requisition Number (Customer Order)
- Group/Build Number

This information can be displayed, if required, on the Packing Lists that accompany the goods.

Detail shown on the Packing List can be cross-referenced with the information displayed on the Part Label (providing that any custom designed label includes the information that is on the Packing List).

Digital copies of the Packing Lists can be emailed ahead of shipments so they are to hand when the crew take delivery.

Shipments/Consignments

As previously stated the creation of a Shipment is influenced by the order processing requirements of the Customer. Each Shipment has its own identity and reference number.

Every effort is made to control freight costs by keeping the number consignments to a minimum and where loads permit to arrange a dedicated vehicle. Similarly, where the size of individual Shipments is not large more than one Shipment may be combined into a single consignment.

Separate documentation will be provided for each Shipment contained within a single consignment.

Appendix 1

Definition of Terms Used

Customer Order

Approved purchase order placed with Global Services Ltd by the Customer.

Customer Requisition/Order Number

Reference numbers used by the Customer to conform to their internal order processing procedures.

Department

Onboard department (e.g. Deck, Engineering, Galley).

Group/Build Number

Reference numbers used by the yard/customer for the identification of systems/equipment.

Onboard Stowage Location

Customer description/reference for identification of onboard stowage locations.

Shipment in Preparation (SIP)

An open shipment created to enable goods to be packed and labelled as they are received into Global Services warehouse. An SIP remains open until completion of Customer order/s or instructions from the Customer to ship.

Vendor Order

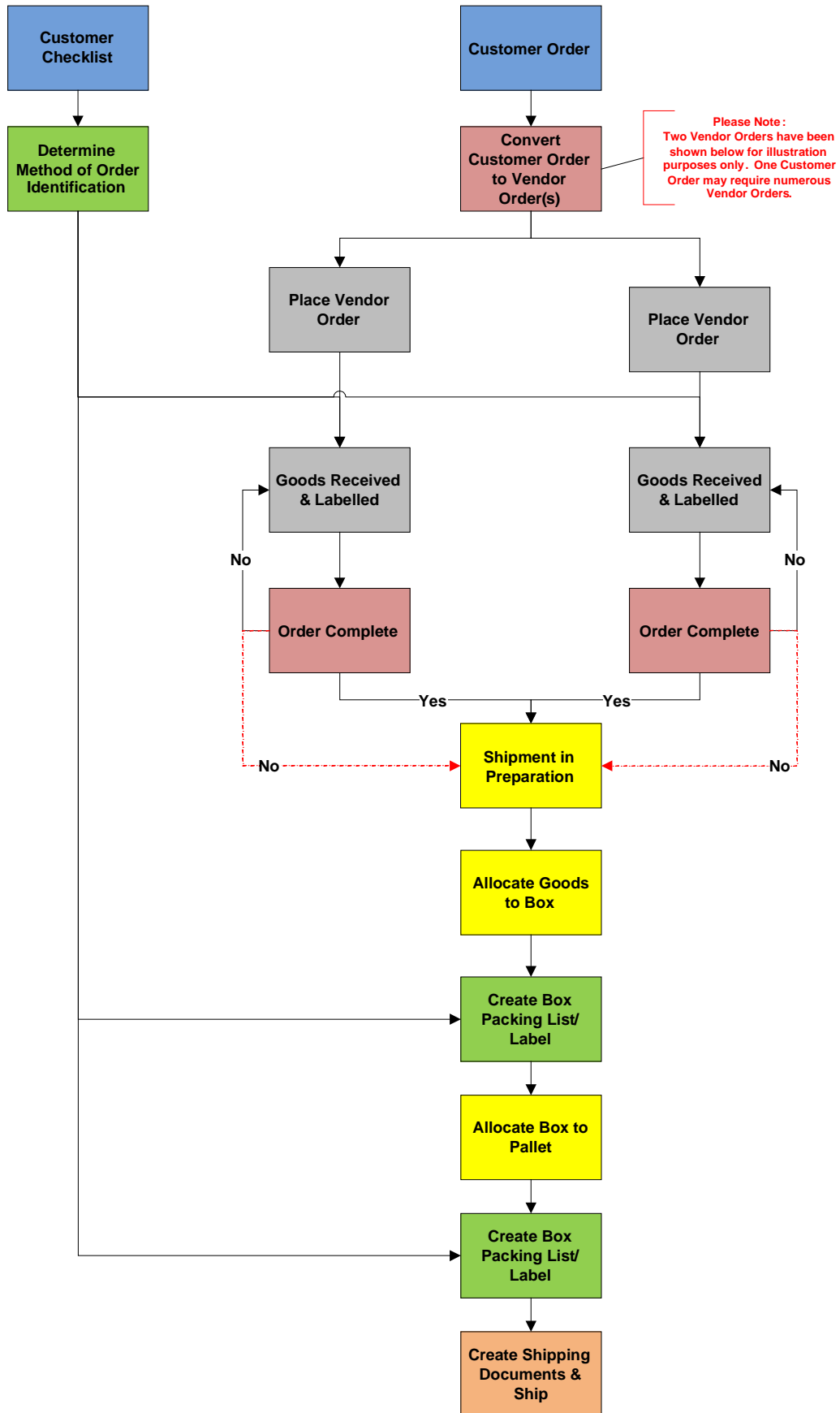
Order placed with a supplier by Global Services Ltd for items ordered by the Customer.

Appendix 2 Customer Checklist

As part of its data gathering procedures Global Services will obtain from the Customer details relating to key areas of operation & management. The list below is for illustration purposes only and is not exhaustive:

- Project/Yacht
 - Build Reference/Name
 - Crew details
 - Yard
 - Build schedule
 - Equipment Database
- Management set up
 - Management Company
 - Terms & Conditions/Contract to Supply
- Accounting/billing requirements
 - Billing address
 - Currency/Currencies to be used
 - Payment method
 - Bank Account/s required
- Customer ordering procedures
 - Authorization requirements
 - Use of Customer Order/Requisition numbers
 - Departmentalisation
 - Use of Group Numbers
- Storage Containers
 - Department
 - Type (aluminium/plastic/lids required)
 - Size
 - Position of label
- Labelling, Packing & Shipping requirements
 - Application of bar-code generated by:
 - Customer
 - Global Services
 - Information to be shown on label
 - Information to be shown on shipping documents
 - Ship by:
 - Customer Requisition/Order Number
 - Department
 - Group/Build Number
- Shore Based Storage requirements

**Appendix 3
Order Processing & Shipping Procedures for New Build Projects**



Appendix 4





Sample Part Labels

a)

 310309091500062	
GLS	457090731-1/63
Manu #	CR.4T
Desc	Hydraulic Straightening Kit
Group/Build #	7100 Engineering Tools
Manu	Facom
info@globalservicesltd.co.uk Tel: 0044 (0) 1392 354 300	

b)

GLS	457090731-1/63
Manu #	CR.4T
Desc	Hydraulic Straightening Kit
Group/Build #	7100 Engineering Tools
Manu	Facom
info@globalservicesltd.co.uk Tel: 0044 (0) 1392 354 300	

Global Order Reference/Line Number		Build Number						
Line #	Shipped Qty	Qty In Box	Unit Part No	Description	Pal #	Box #	Req & Build #	Barcode
457090731-1/163	1	1	Each	CR.4T Hydraulic Straightening Kit	1	6	7100 Engineering Tools	 310309091500062
457090731-1/2	1	1	Ea	JET.C4GXL Tool chest	1	11	7100 Engineering Tools	 310309091500002
457090731-1/156	1	1	Each	1222.125 Engineers Vices With 360 Swivel Base 125 mm	1	12	7100 Engineering Tools	 310309091500154
457090731-1/156	1	1	Each	1222.125 Engineers Vices With 360 Swivel Base 125 mm	1	13	7100 Engineering Tools	 310309091500154

Customer Order Description

Line #	Shipped Qty	Qty In Box	Unit Qty	Part No	Description	Pal #	Box #	Req & Build #
LEG090923-41/	4	4	Each	GA23DX:BH	Gallet F1 SF Helmet White c/wy Neck Curtain 63cm	1	1	D-23SEP2009-01 Deck
LEG091006-1/2	2	2	Pack	4-4635	Door Seal	1	3	Engineering
LEG090916-1/1/	4	4	Set	TF 201 3M	Temperature Sensor	1	4	Engineering
LEG091001-3/1/	2	2	Litre	57034	Blue Layout Fluid for Metal Marking	1	4	E-01OCT2009-14 Eng
LEG091111-1/1/	1	1	Each		Makita Power Tools	1	6	

Global Order Reference/Line Number

Customer Order Reference

Department