

CUSTOMER SERVICE & DISPATCH OPERATIONS BRIEF

Operational Guideline for Order Management & Hospital Emergency Tranches | Phase 0

Operational Scope: Executive operational guidance for Customer Service, Order Desk, and Inventory Planning leads. Establishes protocols ensuring safety stock recalibrations and STO reallocations proceed smoothly without risking hospital delivery failures or contractual OTIF penalties.

1. Hospital Delivery Assurance Principles & Quarantine Triage

Active Demand vs. Dead Stock Triage: Analysis revealed €1.81M of quarantine stock has active hospital demand, requiring instant QP clearance to fulfill pending orders. Conversely, €1.55M in quarantine represents inactive sediment, which must be rerouted via STO.

desderman AX Allocation Protocol: Flagship item 70001087 (desderman 500ml) shows 53 days forward coverage yet 73% sediment tagging. Dispatchers must release fresh batches to hospital contracts while diverting sediment batches (>180d) to wholesale promotions.

Critical Surgical Reserve Tranches: Operating theatre disinfectants maintain protected safety stock tranches dedicated exclusively to surgical hospital contracts with strict 99.0% SLA requirements.

2. Customer Service Decision Support Workflow

Rule 1 (Order Surge Check): When a customer order exceeds 150% of 90-day moving average, the system performs an automated Available-to-Promise (ATP) check across all 19 group entities.

Rule 2 (Shelf-Life Routing): Batches with 180–270 days remaining shelf life (SLED) are automatically proposed for OTC wholesale campaigns rather than institutional hospital delivery.

Rule 3 (Deviation Fast-Track): Customer Service receives daily automated notifications of lots cleared by QP under the Review-by-Exception protocol to immediately satisfy pending backorders.