

*Here's how to...*

# Maximize Foodservice Distribution

The key to maximizing foodservice distribution is to be proactive, consistent and organized. When challenges do arise—resulting from the many moving parts in the supply chain—follow the tips below to minimize the impact and ensure resolutions are as quick and efficient as possible.

<p><b>Who you gonna call?</b></p> <p><i>Build a good relationship with your DC.</i></p> <p><i>Report challenges as soon as they occur to get the quickest and most efficient resolution.</i></p>	<p>You, as the store owner, are a customer of the Distribution Center (DC) that supports you. As such, you can call their Customer Service team directly for answers or resolutions to challenges that arise. Provide the following, if applicable:</p> <ol style="list-style-type: none"> <li>1. Your name and DC account #</li> <li>2. Detailed description of the issue and/or question</li> <li>3. Current DC item # and item description</li> <li>4. Date of order placement and/or delivery</li> <li>5. # of cases affected</li> <li>6. Your desired resolution</li> </ol> <p>If your DC does not address your issue to your satisfaction, contact your AD/RDO. They will then contact the DC to assist. If the AD/RDO cannot get an answer or a resolution, they will enlist the help of the brand's Distribution Manager at Kahala.</p>	<p><b>INVENTORY BEST PRACTICES</b></p> <ul style="list-style-type: none"> <li>• Keep approximately 1-2 days of "buffer" inventory on hand in case of a delayed delivery or product shortage.</li> <li>• Place special orders on the same day every month for consistency.</li> <li>• Document all special orders.</li> </ul>
<p><b>Manage Your Inventory</b></p>	<p>The single best way to avoid any distribution challenges is to properly manage your inventory and ensure order consistency and accuracy. Take inventory a minimum of once per week, preferably on the same day you place your order.</p>	
<p><b>Ordering Product</b></p> <p><i>If you are not set up for online ordering, please contact your distribution center to request login information.</i></p>	<p>Whenever possible, orders must be placed <b>online</b> (vs. phone or fax). Online ordering increases order accuracy (reduced potential for communication errors). Also, it's convenient—enabling you to place orders at any time of the day or night from anywhere with an internet connection. A few key things to keep in mind when placing orders:</p> <p><b>Use current information</b> – Use a current order guide and order using only current DC item numbers.</p> <p><b>Order before cut-off time</b> – To stay on schedule, DCs require orders to be placed on a certain day and time (i.e., order cut-off time). The set cut-off time for your location gives your DC enough time to pull products and load them on the truck before it leaves the dock.</p> <p><b>Plan ahead for special orders</b> – Some items are not physically stocked at your distribution center due to low usage. Known as "special orders," these items can still be ordered, but they often require several weeks lead time. Lead times vary and are based on the order cycle the DC has with the item's manufacturer and the manufacturer's minimum order quantities. Contact your DC for more information on special order items and lead times.</p>	<p><b>FACTORS THAT AFFECT DELIVERY TIMES</b></p> <ul style="list-style-type: none"> <li>• DOT Regulations</li> <li>• Traffic</li> <li>• Weather</li> <li>• Mechanical Challenges</li> <li>• Holidays</li> <li>• Other customers' delivery sizes or delays</li> </ul>
<p><b>Deliveries</b></p> <p><i>Delivery times are approximate; plan to receive your delivery within a 4-hour "delivery window".</i></p> <p><i>For "key drop" deliveries, check in products before opening the store and immediately report any issues to your DC.</i></p>	<p>It is critical that, upon delivery, products be "<b>CHECKED IN</b>" properly, which means <b>1)</b> ensuring that all items listed on your invoice have been delivered, <b>2)</b> no errors or quality concerns exist, and <b>3)</b> code dates are acceptable. Promptly check in all deliveries, preferably while the driver is still on-site.</p> <p><b>Shortages &amp; Errors</b> – Report any shortages or errors to your delivery driver immediately and contact your DC. Please allow the DC time to resolve the shortage or error; if you can wait until your next delivery, please do so. Ensure the driver removes a short item from your invoice.</p> <p><b>Auto-Shipments</b> – From time to time, your brand team may have products automatically delivered to your location (usually to ensure products are received in time for a promotion). Your brand will communicate auto-shipments to you in advance. Contact your AD/RDO with any questions regarding auto-shipments. Please do not refuse auto-shipments.</p> <p><b>Quality Concerns</b> – Check product quality and code dates at the time of delivery. Refuse any questionable items (e.g., out of temperature range) and contact your DC immediately. For brand-specific products, please also complete a QC form and submit to Kahala. For more information, see "<i>Here's How to Complete a QC Form</i>" or contact your AD/RDO.</p> <p><b>Delivery Schedules</b> – Your store's delivery day and time are determined by the DC to ensure the most efficient, cost effective truck routing. Contact your DC to report any challenges with delivery day/time or to request any changes. Note that on holidays, delivery days, times or routes may change. Your DC should notify you approximately one (1) week in advance of a change, but it's always a good idea to be proactive; contact your DC before any holiday that falls on your normal delivery day to verify.</p>	