WAREHOUSE OPERATIONS · ORDER ENTRY

Bushelwick helps food wholesalers turn texts and emails from restaurant kitchens into picking instructions for warehouse staff.

What printed after the chef changed the order?

The problem

Chefs changed orders after the rep entered them. Reps approved the new quantities, but warehouse pickers sometimes received slips showing the old ones.

What Rubrex checked

We traced 40 changed orders and 20 unchanged orders from the restaurant's message through sign-off to the warehouse slip.

What the review found

Four of 40 amended orders printed the earlier quantity. On another four, the records could not establish whether the earlier quantity printed.

Recommended decision

Test releasing the signed revision and compare it with the first slip at the loading door.

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Bring a similar case

Describe one order where the signed revision and the warehouse slip disagreed.

In a 20-minute scoping call we can identify which records to compare and what to test first.

Email evals@rubrex.ai to discuss your workflow

RESULTS / PROPOSE OPS-A-2

What the runs showed

We found the original quantity on 4 changed orders. On 4 more, the records could not establish whether the quantity on the slip came from the original instruction.

4
Old quantities printed / Confirmed from the original release

26/40
Changed orders correct / 26/40 = 65.0%

8/20
Unchanged orders with a wrong field / 8/20 = 40.0%

Metric	Past records	What we counted
Changed orders that reached the picker with all fields correct	26/40 = 65.0% (range 49.5–77.9%)	Every line on the order
Changed orders that printed the original quantity	4	Matched the earlier quantity
Changed orders with too little evidence to tell if the old quantity printed	4	Earlier quantity could not be verified
Unchanged orders with a wrong field	8/20 = 40.0% (range 21.9–61.3%)	Ordinary orders with any mismatch
Wrong fields across all orders (an order can appear more than once)	Item 9, quantity 10, unit 2, destination 2	An order can have several wrong fields
Runs marked not run (too little evidence for an overall result)	2	No overall verdict

Reading the results

The icing-sugar slip met the condition for a release test. The unchanged orders also showed that some errors entered before a chef asked for a correction.

What to inspect first

Read the signed sugar quantity beside the original print. Then compare the pastry flour order, where the quantity was already wrong at sign-off.

WORKED FINDING / BW-OPS-A-1-PAST-P188-1

An amended order prints the original quantity

The rep approved 6 sacks of icing sugar, but the slip sent 2 to the main kitchen.

CHANGED ORDER / OLD QUANTITY PRINTED

Restaurant request

6 sacks of icing sugar for the main kitchen.

Approval and pick slip

The signed line said 6 sacks. The slip printed revision 1 with the original 2 sacks.

Decision

This order meets the agreed condition for testing the release worker.

Fix and retest

Release by approved revision ID. Read the first printed slip and verify all 6 sacks.

Reviewer note

The pick slip establishes what the picker saw. A later copy of the sales screen cannot establish which revision printed.

WORKED FINDING / BW-OPS-A-1-PAST-P277-1

The quantity was wrong before the slip printed

A request for 15 sacks of pastry flour became 51 on the signed line.

QUANTITY CHECK / WRONG QUANTITY

Restaurant request

15 sacks of pastry flour and 5 sacks of caster sugar for the annex.

Approval and pick slip

Both showed 51 sacks of pastry flour. The 5 sacks of sugar still matched.

Decision

The discrepancy was present at sign-off. Releasing that signed revision would still give the picker the wrong amount.

Fix and retest

Compare the flour quantity with the message at sign-off. Then check that the corrected quantity reaches the annex slip.

> **Reviewer note**
>
> The sugar line gives the reviewer a check that the correction stayed on the intended line.

SCOPE / OPS-A-1

What the check covers

We drew orders from a closed shipping month before looking at complaints. The sample included 40 changed orders and 20 that nobody amended.

Unit of review

One past order, read once. Every line had to match for the changed order to count as correct.

Case group	What we check
Orders with a correction	Find the last authorised change and compare it with the signed line and the slip from that release.
Orders without a correction	Check whether item, quantity, selling unit or destination was already wrong on an ordinary order.
Orders with several lines	Match each line separately so a correct first line cannot hide missing goods on the next.

Procedure

We used the sender’s authority and the time the message was sent to establish the instruction. We linked it to the signed revision and the warehouse print, retaining earlier slips where a release was reversed.

Coverage boundary

The records end at the pick slip. They do not show what staff loaded or delivered.

FROZEN RULE / OPS-A-1

How the verdict is assigned

The depot agreed on the expected lines and the condition for a follow-up before we opened the comparison.

Which change counts

Use the latest instruction sent by an authorised buyer, even if an older message arrived later.

Ask the sales manager to settle any disputed sender or instruction.

What must match

Match item, pack quantity, selling unit and destination on every line. Check the unit even when quantities convert to the same amount.

Record each wrong field against its order and leave a blank quantity unknown.

When to test the release step

Propose OPS-A-2 if a changed order printed an old value.

One confirmed slip is enough to propose the test. A revision number alone cannot establish what printed.

When the evidence is missing

Ask the sales manager to confirm the instruction and the warehouse lead to identify the original slip. Leave the affected comparison open until the records settle it.

EXISTING CHECKS / OPS-A-1

What the current checks catch

The depot’s rules checked whether it could sell the line, and the rep reviewed drafts. We checked what the warehouse actually received.

Check	Result
Rubrex flags on assessable mistakes hidden from the checker’s builder	2/2 = 100.0% (range 34.2–100.0%)
Catalog rules	1/24 = 4.2% (range 0.7–20.2%)
Sales rep review	1/24 = 4.2% (range 0.7–20.2%)
Rubrex flags on all planted mistakes	23/24 = 95.8% (range 79.8–99.3%)
Rubrex flags on mistakes both controls missed	22/22 = 100.0% (range 85.1–100.0%)
Rubrex false alarms on assessable clean runs	0/34 = 0.0% (range 0.0–10.2%)

Read with care

On lost corrections, we flagged 6 runs and identified the specific cause in 4.

OPEN ITEMS / OPS-A-1

Open items and owners

Item	Owner	Status
Identify the sender on BW-OPS-A-1-past-P051-1 and recover the request for BW-OPS-A-1-past-P364-1.	Distributor sales manager	Waiting on data
Keep the dated slip with each release so a reprint can be traced.	Warehouse lead	Open

Limits of this review

- The sample does not estimate how often a depot ships the wrong goods.
- A missing or overwritten slip limits what we can say about an earlier pick.
- The diagnosis supports a release test. Production rollout needs its own evidence.

Proposed measure for a live pilot

Count corrected shipments per 100 amended orders shipped. Link the first slip to what left the depot and any later correction.

RUN REGISTER / OPS-A-1

Runs behind the totals

Selected past orders show where the request, approval and pick first differ, including orders we could not assess.

Run	Outcome	Detail
BW-OPS-A-1-past-P188-1	Old quantity	6 sacks of icing sugar signed, 2 printed.
BW-OPS-A-1-past-P253-1	Old quantity	8 drums of rapeseed oil signed, 4 printed.
BW-OPS-A-1-past-P257-1	Old quantity	8 sacks of dark rye signed, 10 printed.
BW-OPS-A-1-past-P398-1	Old quantity	5 sacks of icing sugar signed, 11 printed.
BW-OPS-A-1-past-P277-1	Wrong quantity	15 sacks of pastry flour requested, 51 signed and printed.
BW-OPS-A-1-past-P086-1	Wrong item	Icing sugar requested, caster sugar signed and printed.
BW-OPS-A-1-past-P143-1	Wrong unit	5 sacks of dark rye requested, 5 bags printed.
BW-OPS-A-1-past-P233-1	Wrong destination	Both lines signed for the annex printed for the main kitchen.
BW-OPS-A-1-past-P111-1	Valid order held	9 drums of canola oil signed, no active pick.
BW-OPS-A-1-past-P493-1	Missing line	The signed dark rye line was absent from the pick.
BW-OPS-A-1-past-P051-1	Not run	The sender of the amendment was unknown.
BW-OPS-A-1-past-P364-1	Not run	No request could be linked to the release.