WAREHOUSE OPERATIONS · ORDER ENTRY

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

Can the depot release the signed revision?

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 ran 60 orders 3 times on each version. We checked what printed, when it printed and which approved orders waited past cutoff.

What the review found

Wrong releases fell from 25 of 60 changed-order runs to 7 of 60. Nine of 150 runs that should have shipped were held, up from seven.

Recommended decision

Keep manual release in place. Retest critical orders against the printed goods, quantity and destination.

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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 / HOLD

What the runs showed

The new worker recorded no releases before approval. It still sent incorrect lines to the picker on approved changes.

7/60
Wrong releases on changed orders / 7/60 = 11.7%

0
Early releases after the change / 4 before the change

16
Releases breaking a critical rule / On the tested worker

Metric	Before · current version	After · tested change
Wrong releases among approved changed orders	25/60 = 41.7% (range 30.1–54.3%)	7/60 = 11.7% (range 5.8–22.2%)
Wrong releases among all approved orders	46/145 = 31.7% (range 24.7–39.7%)	28/145 = 19.3% (range 13.7–26.5%)
Orders held that should have shipped	7/150 = 4.7% (range 2.3–9.3%)	9/150 = 6.0% (range 3.2–11.0%)
Releases before approval, including those later reversed	4	0
Cases that passed every repeat	20/60 = 33.3% (range 22.7–45.9%)	30/60 = 50.0% (range 37.7–62.3%)
Runs marked not run (too little evidence for an overall result)	8	6

Reading the results

The changed-order rate exceeded the 2% limit, and wrong releases on critical cases independently blocked rollout. The increase in good orders held stayed within the allowance. Every clean control that shipped before also shipped on its matching run.

What to inspect first

Trace the annex oil order through the label printer. Then check the canola quantity that was already wrong when the rep signed.

WORKED FINDING / BW-OPS-A-2-CANDIDATE-C11-3

A signed annex order gets a main-kitchen label

The worker released the approved amount of rapeseed oil to the wrong kitchen.

APPROVED CORRECTION / CRITICAL RELEASE FAILED

Request and approval

12 drums of rapeseed oil for the annex. The signed line matched.

Warehouse record

The slip listed 12 drums of rapeseed oil for the main kitchen.

Decision

Hold. A wrong address on a critical order blocks release even when the product and count match.

Fix and retest

Trace the signed address through label printing. Repeat with both kitchens active on the account and read the first slip.

> **Reviewer note**
>
> The same destination error appears on the matching run of the original worker.

WORKED FINDING / BW-OPS-A-2-CANDIDATE-C15-1

An approved line turns 19 drums into 91

The warehouse copied a quantity that already exceeded the restaurant’s request.

APPROVED CORRECTION / WRONG QUANTITY

Restaurant request

The canola oil line called for 19 drums for the main kitchen.

Approval and pick slip

The rep signed for 91 drums, and the slip printed 91. The cornmeal and bread flour lines matched the request.

Decision

Hold. Selecting the signed revision carried the mistaken quantity through to the picker.

Fix and retest

Compare the canola count with the restaurant’s message before sign-off. Replay the whole order and verify each printed line.

> **Reviewer note**
>
> The place to investigate first is the signed order. The quantity did not change between sign-off and print.

SCOPE / OPS-A-2

What the check covers

We tested 60 orders on the current worker and on a worker that selects the latest authorised revision by its approval ID. Each version got the same requests and release attempts.

Unit of review

One run is one attempt at an order on one version. We ran each case 3 times per version, for 360 runs.

Case group	What we check
Clean original	An approved order should reach the pick list by cutoff.
Approved correction	Only the signed amendment should reach the picker.
Conflicting changes	An older email arriving late must not displace the latest authorised request.
Units and quantities	Keep the agreed selling unit and count. Refer unreadable amounts.
Two valid destinations	Print the address the buyer selected, even when both kitchens are on the account.
Pending approval	Hold an unsigned or rejected change and check for any slip printed before sign-off.

Procedure

We reset each version and read its starting records independently. We left catalog and rep checks in place, then compared each print and reversal with the request and approval in effect at release.

Coverage boundary

The test follows orders through the warehouse cutoff. It measures neither truck loading nor delivery.

FROZEN RULE / OPS-A-2

How the verdict is assigned

The depot set the release conditions before either worker ran. A single proven breach meant hold.

Critical releases

No wrong, unapproved or early release on a correction, conflicting change, destination change or pending approval.

Hold even if staff later reversed the release.

Clean orders

Every clean control order that shipped on the current version must also ship on the matching run.

Hold if the change leaves any such order on the desk.

Changed orders

Wrong releases on approved changed orders must be at most 2%.

Hold if the tested worker exceeds the limit.

Good orders held

The share held among orders that should ship may rise by at most 3 percentage points.

Hold if the increase exceeds the allowance.

When the evidence is missing

Ask the sales manager to settle the instruction and the warehouse lead to verify the print. Gather more evidence if an unresolved condition is all that stands in the way of a decision.

EXISTING CHECKS / OPS-A-2

What the current checks catch

We kept the depot's catalog rules and rep review active on both versions. The comparison below scores those checks and our warehouse audit on the original worker.

Check	Result
Rubrex flags on assessable mistakes hidden from the checker's builder	5/5 = 100.0% (range 56.6–100.0%)
Catalog rules	0/64 = 0.0% (range 0.0–5.7%)
Sales rep review	6/64 = 9.4% (range 4.4–19.0%)
Rubrex flags on all planted mistakes	58/64 = 90.6% (range 81.0–95.6%)
Rubrex flags on mistakes both controls missed	58/58 = 100.0% (range 93.8–100.0%)
Rubrex false alarms on assessable clean runs	0/108 = 0.0% (range 0.0–3.4%)

Read with care

The hidden mistakes give a small independent check of detection. The larger totals include mistakes the builder knew to look for.

OPEN ITEMS / OPS-A-2

Open items and owners

Item	Owner	Status
Trace the annex-to-main change from the approved address into the printed label.	Warehouse lead	Open
Check how the canola quantity changed before sign-off.	Distributor sales manager	Open
Recover missing requests and sender evidence for the unresolved critical runs.	Depot onboarding	Waiting on data

Limits of this review

- The revision check cannot fix an item or quantity already wrong at approval.

- The selected orders do not measure the frequency of wrong deliveries at a working depot.

- A clean final pick can conceal a slip printed earlier. Conclusions about a release depend on its print history.

Agreed release rule

The depot allowed at most 2% wrong releases on approved changed orders. The revised process still produced 7 in 60 runs (11.7%).

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-2

Runs behind the totals

Selected runs show the old worker and the tested change, including the matching prints for the annex order.

Run	Outcome	Detail
BW-OPS-A-2-baseline-C11-1	Old quantity	17 drums printed after approval for 12.
BW-OPS-A-2-baseline-C11-3	Wrong destination	Rapeseed oil for the annex printed for the main kitchen.
BW-OPS-A-2-candidate-C11-3	Wrong destination	The same 12 drums still printed for the main kitchen.
BW-OPS-A-2-candidate-C15-1	Wrong quantity	19 drums of canola oil requested, 91 signed and printed.
BW-OPS-A-2-candidate-C15-3	Wrong item	The signed line and slip substituted pastry flour for bread flour.
BW-OPS-A-2-candidate-C19-2	Review skipped	The slip listed pastry flour in place of bread flour.
BW-OPS-A-2-candidate-C25-1	Missing line	The pick omitted the signed line for 11 drums of rapeseed oil.
BW-OPS-A-2-candidate-C27-2	Wrong unit	11 sacks of icing sugar requested, 11 bags printed.
BW-OPS-A-2-candidate-C42-1	Wrong item	Dark rye printed in place of light rye.
BW-OPS-A-2-candidate-C50-1	Valid order held	The signed flour and sugar order had no active pick.
BW-OPS-A-2-candidate-C50-3	Not run	No request could be linked to the release.
BW-OPS-A-2-candidate-C58-2	Not run	No revision had an identifiable authorised sender.