DEPARTMENT OF CORRECTIONS

Policy Number:	**402.060**
Title:	**MINNCOR Production Order Changes – Requested Ship Dates**
Effective Date:	**11/19/19**

PURPOSE: To establish procedures, rules, expectations, and responsibilities regarding changes in the requested shipping date so that reports concerning backlog, late orders, and open orders fairly reflect customer expectations and the timeliness of delivery.

APPLICABILITY: Minnesota Department of Corrections (DOC); adult facilities with Minnesota Correction Industries Program (MINNCOR) production facilities and central office

DEFINITIONS: None

PROCEDURES:

A. Once a requested ship date is established and an order acknowledgment is sent to a customer, the date must not be changed without direct consultation with the customer. Sales representatives must not request an earlier ship date than the lead time report allows unless approved by the MINNCOR vice president (VP) of operations. The following are the typical circumstances when a change in the requested ship date may be initiated.

1. MINNCOR staff attempt to schedule a delivery or an installation and the customer initiates a request to delay acceptance of the product. In this case, MINNCOR staff must submit a change order as requested by the customer.

2. A customer notifies MINNCOR staff that a later date is desired. In this case, MINNCOR staff must submit a change order as requested by the customer.

3. An error is made at the time of the order entry indicating an unrealistic ship date. In this case, the staff person discovering the error refers the error to a customer service staff person, who contacts the customer, explains the error to the customer, and submits a change order as discussed with the customer.

4. The material for the production run is delivered damaged, or vital machinery used to produce the product is out of service. The shop supervisor notifies customer service and provides the earliest possible revised date. A customer service person or a sales representative must contact the customer, informing the customer of the necessary date change. The staff person making the customer contact initiates the change order and submits it to the administrative director or VP for review and signature.

B. The contacting customer service staff person or sales representative must ensure that the documentation of any change orders for delivery dates contains all required signatures, and must attach it to the sales order

C. MINNCOR staff must then scan the documentation of the change order into MINNCOR's electronic data management system, where it is retained in accordance with MINNCOR's record retention schedule.

D. MINNCOR staff must update the ship dates in MINNCOR's accounting and production system.

E. MINNCOR staff must scan the updated sales order into the MINNCOR electronic data management system and attach the updated sales order to the original sales order.

INTERNAL CONTROLS:

A. Change order documentation, including updated sales orders, is retained electronically in the data management system.

REFERENCES: Minn. Stat. § 241.27

REPLACES: Division Directive 402.060, "MINNCOR Work Order Changes – Requested Ship Dates," 8/5/14 – which had been DELETED effective 10-16-2018.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means regarding this topic.

ATTACHMENTS: None

APPROVALS:
Deputy Commissioner, Community Services
Deputy Commissioner, Facility Services
Assistant Commissioner, Operations Support
Assistant Commissioner, Facility Services