



QUALITY ASSURANCE PROCESS

Our distribution software maintains order quality assurance as we create, pick, check, pack, and ship through the use of bar codes and scanning at various points in the process. PSSC maintains inventory and orderprocessing with a very high accuracy rate.

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The essence of the process is as follows:

- Inbound data (EDI or hand entered) is checked for compatibility (the book codes must match in both systems), and inventory levels are checked. Depending on the services provided to the publisher, either the publisher will be contacted for instructions on how to proceed or orders will be either short shipped or back ordered depending on the instructions of the purchaser and the future availability of the item in question. This order data is part of the inventory control database process.
- Picking requests created by our system direct team members to the location where the inventory is stored. During the order picking process, the product barcode is scanned using handheld bar code scanners to verify the correct items have been picked and the item quantities match the order. Shortages, over picks and wrong items trigger error messages and stop the order from progressing further.
- Additional reports are run to check on order status both if it has progressed through the checking process and if it has progressed through the final shipping process.
- Once an order has been shipped the shipping system captures the ship date, the shipping amount, carrier tracking numbers, and other related data.