

The new version of the SAVI asset management system has been designed to reduced levels of complexity by standardising processes through the supply chain. As part of this standardisation all Coles DC's will now be responsible for processing all Supplier Rejections that have been delivered into DC

**Please find below the process which will be effective from 29/04/2013**

1. Supplier performs a **SAVI Despatch** into Coles DC
2. DC Operator performs a **SAVI Despatch** to Supplier for the Qty of crates rejected
3. DC Operator emails a copy of the SAVI Despatch Docket to [cratesrus@logtek.com.au](mailto:cratesrus@logtek.com.au)
4. [cratesrus@logtek.com.au](mailto:cratesrus@logtek.com.au) will forward a copy of the SAVI Despatch Docket to the supplier email address

## SUPPLIERS: FREQUENTLY ASKED QUESTIONS

Questions	Answers
What if the crates are not returned to my site?	Email <a href="mailto:cratesrus@logtek.com.au">cratesrus@logtek.com.au</a> requesting a correction
What happens if the crates have been entered onto the wrong account?	Email <a href="mailto:cratesrus@logtek.com.au">cratesrus@logtek.com.au</a> requesting a correction
Which SAVI report will help me identify incorrect transactions?	Asset Reconciliation Report
Where can I get more help from?	<a href="mailto:cratesrus@logtek.com.au">cratesrus@logtek.com.au</a> or 1800 619 044