

RECEIVING PROCEDURES - FAQs

“WHAT AM I SIGNING?” “DO WE TRACK OUR DELIVERIES?”

- Were all boxes noted on the waybill received? Are all the boxes in good condition?
- Clearly mark discrepancies and damage on the waybill or electronic signing device.
- Ask drivers if they will take the pallets away with them.
- Mark every delivery in **Receiving Binder** (if store has one).
 Today’s date, supplier, carrier, # of boxes- initial.
 Assign each shipment the next RR#.
- Mark the **Waybill** to show **RR#**, the date and your initials.
 If there are other shipments waiting to be received, mark the RR# on each box of the shipment so we can tell the shipments apart when we are ready to receive.

“WHY IS THERE SO MUCH PAPERWORK?”

- Proof of delivery.
- Triple checking system to save money and record accuracy.
- Communication tool between multiple companies (supplier, carrier, store, customer.)

Packing slip, invoices and waybills

This paperwork is usually taped outside the box, or tucked inside the box.

If invoice shows dollar totals, make a copy.

Often vendors send no other invoice.

Arrival dates are different from invoice dates – track.

Purchase Orders are in the Purchasing Binder

Customer orders and CWI are often attached to purchase order.

“AFTER GATHERING ALL PAPER WORK ONTO A CLIP BOARD, WHAT IS NEXT?”

- Unpack the shipment checking for damage.
- Sort in an orderly and clear manner – match like with like.
- Breakdown boxes as you receive.
- Care should be taken so that products are not lost in debris.

“DID THEY SHIP US WHAT THEY SAID THEY DID?”

- Compare goods received to supplier’s packing slip.
- Each item received must match the packing slip.
- Circle received quantities in RED PEN.
- Clearly record all discrepancies on packing slip.
- Report shortages, overages, and damages to appropriate person.
- Make concise notes on packing slip and purchase order.

GLOSSARY	
PO #	Purchase Order
RR#	Receiving Record #
B/O	Backorder
N/A	Not Available
?	Sent But Not Ordered
DAM	Damaged
▲	Arrived Frozen, a little triangle is drawn on the bottom of the container (for future reference).
CWI	Call When In
SWOG	Send With Other Goods (good on hold).

“DID WE GET WHAT WE ORDERED?”

- Compare our purchase order to the packing slip.
- Circle received quantities in RED PEN.
- Record all discrepancies on purchase order.
- Report shorts, overages, and damage to appropriate person.

“HOW EFFICIENTLY CAN I GET ORDERS TO OUR CUSTOMERS?”

- Find customer orders attached to our purchase order.
- Is it a CWI or SWOG or shipping?
- Give shipping orders to shipper.
- Give CWI to Floor Staff and make sure have prices before calling the customer.

“HOW CAN I MAKE THIS EASY FOR PURCHASER?”

- Staple together Packing slip, Waybill and Purchaser Order.
- Notify Bookkeeper or other, of any unfilled customer orders that were backordered.

“HOW EFFICIENTLY CAN I GET THE RECEIVING AREA READY FOR THE NEXT DELIVERY?”

- Clear shipping area ASAP.
- The back area should always be clear and ready for incoming and outgoing orders.
- The walkway should be clear for customers.
- Boxes and packing materials are to be recycled for store use.