

## ***Receiving Process***

### Lighting Receiving Hours

Monday	7:00am-4:00pm
Tuesday	7:00am-4:00pm
Wednesday	7:00am-4:00pm
Thursday	7:00am-4:00pm
Friday	7:00am-4:00pm
Saturday	Closed
Sunday	Closed

### *Receiving product from a vendor via truck line /UPS/FedEx*

**Delivery is made by truck line/UPS/FED EX etc:** (before the driver leaves)

1. Count number of skids/cartons
2. Verify against freight bill to determine if the proper amount of skids/cartons are being delivered
3. Inspect all skids/cartons for any possible damage

**Note on the freight bill:**

1. ***Quantity of skids/cartons received*** (If the quantity does not match the freight bill, note the discrepancy and have the delivery driver sign.)
2. ***Condition of product*** (if there is damage, please specify)
3. ***Stamp subject to final inspection/count***
4. ***Sign***
5. Keep a copy of the freight bill

**Purchase Order Receiving:** (After the truck line leaves)

1. Get packing slip off of the product
2. Print a PO receiver
  - a. Enter the proper branch number
  - b. Enter the receivers' name
  - c. Enter the PO number
  - d. Enter the number of pieces
  - e. Enter what vendor the product was received from
  - f. Enter the bill of lading number (freight bill number)
  - g. Print
3. **Count all product** and mark the quantities on the PO receiver
4. Enter the quantities in PO receiver entry. Under **NO** circumstances should anyone **EVER** enter a receiver without counting the product **FIRST**
5. Distribute product to proper branches. When all distribution is done for the day, ALL product MUST be double checked against shippers for accuracy before going on the transfer trucks
  - a. If pre distributed, print distribution transfers and separate material
  - b. If pre distribution has not been done, go through distribution process and separate material
  - c. For Lighting, label any product that has printed a distribution sticker for a specific job/ticket
6. Attach PO receiver, packing slip, and freight bill together and send to St Louis for filing

**Problems:**

1. An item is listed on the packing slip but was not received
  - a. Make an **accurate** notation on the packing slip/receiver of what was not received
  - b. Fill out Receiver Error Report Form. Complete the form as accurate and complete as possible
  - c. Email corresponding purchaser, Dawn & Terri
  - d. Send Receiver Error Report Form in a SEPARATE envelope with receiver, packing slip and bill of lading  
Attn: Dawn/Sharon

2. An item is determined to be damaged before the driver leaves
  - a. Take photos of damage
  - b. Sign for product with **accurate** notations made on the freight bill that there is damaged product
  - c. If the delivery contains good material also, receive the good product first through standard procedures  
DO NOT receive the damaged product in the computer
  - d. Fill out Receiver Error Report Form. Complete the form as accurate and complete as possible
  - e. Email corresponding purchaser, Dawn & Terri
  - f. Send Receiver Error Report Form in a SEPARATE envelope with receiver, packing slip and bill of lading  
Attn: Dawn/Sharon
  - g. Fill out a damage label and affix it to the product
  - h. Set product aside until Accounts Payable has rectified the issue
  - i. If the product was ordered for a particular job, inform the salesperson so they can reorder
  - j. If the entire shipment is damaged and it is refused, inform the purchasing agent and Accounts Payable  
(Dawn) immediately
  - k. Fill out Receiver Error Report Form. Complete the form as accurate and complete as possible
  - l. Email corresponding purchaser, Dawn & Terri
  - m. Send Receiver Error Report Form in a SEPARATE envelope with receiver, packing slip and bill of lading  
Attn: Dawn/Sharon
3. An item is determined to be damaged after the driver leaves
  - a. Take photos of damage
  - b. Contact the freight company immediately upon discovery of damage
  - c. Ask them if they want to inspect the damage. **Make a notation on the packing slip/receiver of their response.** This will help Accounts Payable in collecting our claim
  - d. If the delivery contains good material also, receive the good product first through standard procedures  
DO NOT receive the damaged product in the computer
  - e. Make **accurate** notations on the packing slip/receiver of the damage
  - f. Fill out Receiver Error Report Form. Complete the form as accurate and complete as possible
  - g. Email corresponding purchaser, Dawn & Terri
  - h. Send Receiver Error Report Form in a SEPARATE envelope with receiver, packing slip and bill of lading  
Attn: Dawn/Sharon
  - i. Fill out a damage label and affix it to the product
  - j. Set product aside until Accounts Payable has rectified the issue
  - k. If the product was ordered for a particular job, inform the salesperson so they can reorder
4. An item is on the packing slip but not on the purchase order receiver
  - a. Receive the product that is on the receiver through normal procedures
  - b. Contact the purchasing agent and inform them of the additional product that was not able to be received
  - c. Purchasing agent will add the product to the PO or give a different PO number to receive the product on, or will request RGA
  - d. If purchaser adds product to current or new PO, print a new PO receiver and receive through normal procedures
  - e. If purchaser requests RGA, set product aside to be sent back
  - f. Fill out Receiver Error Report Form. Complete the form as accurate and complete as possible
  - g. Email corresponding purchaser, Dawn & Terri
  - h. Send Receiver Error Report Form in a SEPARATE envelope with receiver, packing slip and bill of lading  
Attn: Dawn/Sharon
5. More special order product was received from the vendor than was ordered
  - a. Notify the purchasing agent immediately

- b. Ask them if product should be stocked or if they wish to send it back via RGA. (If the purchasing agent wishes to put the product in stock, the purchaser must have the item made stock in the computer and the proper non stock to stock adjustments must be done.)
- c. Either put product in stock or put it aside to be sent back
- d. Fill out Receiver Error Report Form. Complete the form as accurate and complete as possible
- e. Email corresponding purchaser, Dawn & Terri
- f. Send Receiver Error Report Form in a SEPARATE envelope with receiver, packing slip and bill of lading  
Attn. Dawn/Sharon

### Important Reminders

- You should always check off all product to verify receipt
- If something shows shipped on vendor packing slip and you did NOT get it you MUST email the purchaser for that vendor (**Jim Bob etc for electric or Marsha for lighting**), **Terri & Dawn** to let them know we were shorted material. Do NOT just call. There needs to be an email trail for payables purposes
  - ALWAYS put the purchase order number in the subject line of the email.
- **ALWAYS** fill out the attached form when we have receiving issues
  - Please send the filled out form, receiver, packing slip and Bill of Lading in a SEPARATE envelope to St Louis Attn: Dawn/Sharon. Please be sure to fill out the form with as much info as you can.
- If you receive something wrong, please email Terri (for electric) or Marsha (for lighting) so that a proper receiving adjustment can be made
  - Please include PO #, receiver #, item and quantity
  - Also a brief explanation would be helpful.
- Upon delivery, always make sure pallet or package count is correct
  - If not make sure you note the problem on the bill of lading with your signature
  - Email the purchaser for that vendor & Dawn so they are aware of the problem and always be sure to fill out your form
- **ALWAYS** attach your bill of lading to your packing slip
  - If there is a payable issue down the road, these come in handy resolving some of the problems
- **ALL BOL's** should be signed SUBJECT TO INSPECTION. This is very important if we count product and determine we were shorted product
  - If we simply sign a name, the truck line assumes the delivery is free and clear and can become a problem with the vendor if something is missing
- If there could be damage to some of the product delivered, please sign the BOL as SUBJECT TO INSPECTION along with your name
  - If there is damage, please notify purchaser, Dawn and Terri ASAP
  - Please take photos of damage and include them in your email
- On the attached form, there have been boxes added for "hidden damage" or "visible damage".
  - Hidden damage would be anything that is NOT OBVIOUS damage such as items broken inside boxes, a box on the bottom of the skid that is crushed by weight.....anything a vendor should be responsible for
  - Visible damage would be OBVIOUS carrier damage such as fork lift damage, smashed cartons from shipping, broken wire reels etc.
  - ALWAYS CHECK THE APPROPRIATE BOX as it determines who Metro goes to for reimbursement for damaged material

- If you happen to have extra material in the shipment, please email the purchaser and cc Terri to determine if product will be added to PO and kept or returned to the vendor
- These rules MUST be followed to obtain proper product from vendors, reimbursements for Metro on damage, inventory counts and assist in our payables flow. If you have questions on something, please contact Terri Kunst

# RECEIVER ERROR REPORT

RECEIVER NAME: \_\_\_\_\_

PO#: \_\_\_\_\_

DATE RECEIVED: \_\_\_\_\_

RECEIVED FROM: \_\_\_\_\_

## **ERROR TYPE:**

- |   |  |
|---|--|
| <input type="checkbox"/> Overage                  | <input type="checkbox"/> Hidden damage (unseen at time of delivery)  |
| <input type="checkbox"/> Shortage                 | <input type="checkbox"/> Visible damage (obvious carrier damage) ***MUST NOTE ON BOL AT TIME OF DELIVERY WITH CARRIER & <u>PROVIDE DETAILS BELOW!!!!!!</u> |
| <input type="checkbox"/> Incorrect item           |  |
| <input type="checkbox"/> Not on receiver          |  |
| <input type="checkbox"/> Packing list discrepancy |  |
| <input type="checkbox"/> Other: _____             |  |

## **EMAILED TO:**

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Dawn  | <input checked="" type="checkbox"/> Purchaser: _____ |
| <input checked="" type="checkbox"/> Terri   |  |
| <input checked="" type="checkbox"/> Note what was stated or attach copy of email: _____ |  |

## **OTHER NOTES:**