



# **M.A.T.E.S**

Material for Advancement in  
Training for Excellence in Sales

## **Toymate**

### **DELIVERIES PROCEDURES**

#### **OVERVIEW**

The following Deliveries Procedure covers the company expectations with regards to local deliveries, warehouse deliveries for each Toymate store. All staff are expected to read and understand the procedures and adhere to the procedures.

#### **IN THIS PROCEDURE**

- 1. Purpose**
- 2. Commencement of the procedure**
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- 4. Local Deliveries**
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## **1. PURPOSE**

1.1 This Leave Procedure ('Procedure') covers the specific requirements for accepting deliveries local and in the warehouse. All staff need to adhere to the procedure.

## **2. COMMENCEMENT OF THE POLICY**

2.1 This Procedure will commence from 11/7/2020. It replaces all other delivery procedures of Toymate ('Toymate') which deal with deliveries.

## **3. APPLICATION OF THE POLICY**

3.1 This Policy applies to employees (including temporary employees) of Toymate who accept or have responsibility for deliveries.

3.2 This Procedure does not form part of any employee's contract of employment. The Procedure is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

## **4. LOCAL DELIVERIES**

The following steps outline the procedures with regards to local deliveries:

### **Step 1:**

- Only authorized staff members permitted to receive deliveries. It is a breach of policy for a non-authorized person to receive a delivery.
- To receive a delivery the staff member must log into the Toymate Staff Better.
- The staff member must go into the inventory menu <http://tm.toymate.com.au/TM/Main/Menu.aspx> and select POD icon and enter your username and passcode.
- Once completed you will receive a POD code. The POD code will be used in place of your signature.

### **Step 2:**

- Obtain the Consignment Note and packing slip/invoice from the delivery driver and confirm it is for the right store. If so, sign the POD with TBC and the POD code and your initials. Example: JH1324.
- If either the connote or packing slip is not available or the delivery is for a different Toymate store the delivery must be rejected.

### **Step 3:**

- Write the POD code on the packing slip/invoice on the bottom of the first page.
- Write the POD code on A4 paper and attach to the cartons/pallets to clearly identify delivery.

### **Step 4:**

- Put goods into containment/isolation area and ensure POD number is clearly visible with goods grouped together.

### **Step 5:**

- Count cartons from delivery and see if it matches to Con/note.
- If not, all goods need to be checked against/invoice/packing slip.
- If they match check to see supplier list to see if a further inspection is required.

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- Mattel, Hasbro, Mga, Lego, Headstart, Micro, Spinmaster, Funtastic, Globber, Southern models, Ikon, Vtech, Banter PSI cycles do audit of high price items (Refer to notice board for updated list) Look at invoice to determine. Minimum 3 items per delivery.
- For VULY, Lego, Action, (Suppliers with multi box items) check off complete invoice regardless of CTNS matching.
- If cartons counted do NOT match invoice/packing slip entire invoice must be checked.
- When checking off invoices use a pencil to mark off. If correct use a rubber to remove.
- For shortages identified put supplier code and qty short on the invoice.
- Email Carmen and Jayne details of all shortages.

**STEP 6:**

- Sign and Date invoice.
- Scan invoice/packing slip. Stamp with scanned stamp and file away. Fill in receiving Log.

**STEP 7**

- At 10am and 2pm Mon-Fri, Store staff will receive a list of stock to be merchandised identified by POD number.
- Refer to Notice Board in the storeroom for More details

**5. WAREHOUSE DELIVERIES**

- An order number is created for each store.
- The store is given an estimated date of arrival. Please note this is for the entire order. The warehouse manager can change the estimated dates (and this will be reflected in the weekly store reports).
- As goods are picked and scanned into SSC and each pallet is assigned an SSC label.
- Pallets are wrapped from top to bottom with black shrink wrap. Promotional or Catalogue stock is wrapped in orange plastic wrap.
- Security Tape is then applied in a cross formation.
- The SSC label is placed on every pallet. This label allows anyone to check the contents of the pallet.
- The warehouse manager assigns each pallet a pickup date and time for both the Intertrading transport company and the stores.
- The pallets are ready for dispatch and Intertrading assign a security truck seal to the delivery.
- The Intertrading transport company arrive to pick up the goods and after loading place a security seal on the truck, which is entered into Toymate's system. The security truck seal number applies to the entire truck load and it alerts the system that the pallets have been dispatched.
- When the goods arrive at the store, the authorized receiving staff member verifies the delivery by ensuring the seal on the truck is not broken and then enters the truck seal number into the Staff Better scanning device.

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- Each pallet is scanned into the system. While scanning each pallet, the authorised staff member must ensure there are no signs of tampering. If there are any issues with the delivery, both the Loss Prevention manager and the warehouse manager must be immediately notified.

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