



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

**Material for Advancement in  
Training for Excellence in Sales**

## **TOYMATE RECEIVING LOCAL DELIVERY POLICY**

### **OVERVIEW**

The information contained in this Policy explains in detail the receiving local delivery policy and outlines the critical requirements that will enable the business to better manage accurate inventory and potential loss of stock.

It is not only important for you to be able to understand this policy, but to also realise the consequences to the business if our best practices are not followed as outlined in this Policy.

Correct stock inventory and shrinkage management are crucial to the ongoing success of the business. This Policy is designed to ensure best practice is followed at all times.

Following the guidelines set out in this policy will ensure that the business expectations are met.

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## **RECEIVING LOCAL DELIVERY POLICY**

### **1. PURPOSE**

- 1.1 This Policy outlines the conditions and obligations of Toymate's ('TOYMATE') employees' with regards to Receiving Local Deliveries at Toymate.
- 1.2 This Policy, where relevant, operates in conjunction with an employee's contract of employment.

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

- 2.1 This Policy will commence from 11/7/2020. It replaces all other leave policies of Toymate ('Toymate') which deal relating to Receiving Local Deliveries.

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

- 3.1 This Policy applies to employees (including temporary employees) of Toymate regarding receiving local deliveries.
- 3.2 This Policy does not form part of any employee's contract of employment. The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

### **4. LOCAL DELIVERIES**

- 4.1 Local deliveries are different from warehouse deliveries as local deliveries in most part are dispatched by the supplier direct to Toymate stores and warehouse deliveries are dispatched from our warehouse to stores.
- 4.2 Some suppliers such as Lego may deliver stock directly to our warehouse. The warehouse checks and consolidates the stock and then distributes it to Toymate stores in accordance with what the stores are invoiced for.
- 4.3 Regardless of the method of transport there are critical processes which must be met when receiving stock. These critical processes are to minimize shrinkage and ensure we only pay for what we receive.

### **5. IMPORTANCE OF ACCURATE RECEIVING OF LOCAL DELIVERIES**

- 5.1 Receiving Local Deliveries is the function of receiving and checking items delivered from local suppliers to the business. This includes inspecting the quality, condition, and quantity of any incoming goods, and allocating them to their designated area within the storeroom.
- 5.2 All items purchased by the business serve a specific function, whether they are supplies to be used internally, or stock to be on sold to customers. Keeping track of all items coming into the store not only ensures correct stock inventory, it also ensures that the right products are received in the condition and quantity they should be received in. Following a goods receiving process can help to maintain an efficient business and identify any issues with suppliers.

### **6. SUPPLIERS**

- 6.1 Through an ordering process supplier provide our business with stock when we require it. Our business is invoiced for the stock and the stock is delivered to the stores it was ordered for. Each delivery should have an invoice with it. In some

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cases, the supplier for example: Lego may email the invoice to the store prior to the delivery arriving.

## 7. STEPS TO RECEIVING THE LOCAL DELIVERY

### Step 1:

- Only authorised staff members are able 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 and select POD code and enter your username and passcode.
- Once completed they will receive a POD code. The POD code will be used in place of the receiver's 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.
- 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 area and ensure POD number is clearly visible with goods grouped together

### Step 5:

- Count ctns from delivery and see if it matches to Con/note
- If not all goods needs to be checked against/invoice/packing slip.
- If they match check to see supplier to see if a further inspection is required.
- If  
Mattel,Hasbro,Mga,Lego,Headstart,Micro,Spinmaster,Funtastic,Globber ,Southernmodels, 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.

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- If cartons counted do NOT match invoice/packing slip entire invoice must be checked.
- When checking off invoice do not (Insert carmens paragraph on this)
- For all shortages put supplier code and qty on the ( insert carmens instructions)

**STEP 6:**

- Scan invoice/packing slip. Stamp and file away. Fill in receiving Log.

**STEP 7:**

- At 10 am and 2pm Mon-Fri, Store staff will receive a list of stock to be merchandised identified by POD number.

**Warehouse**

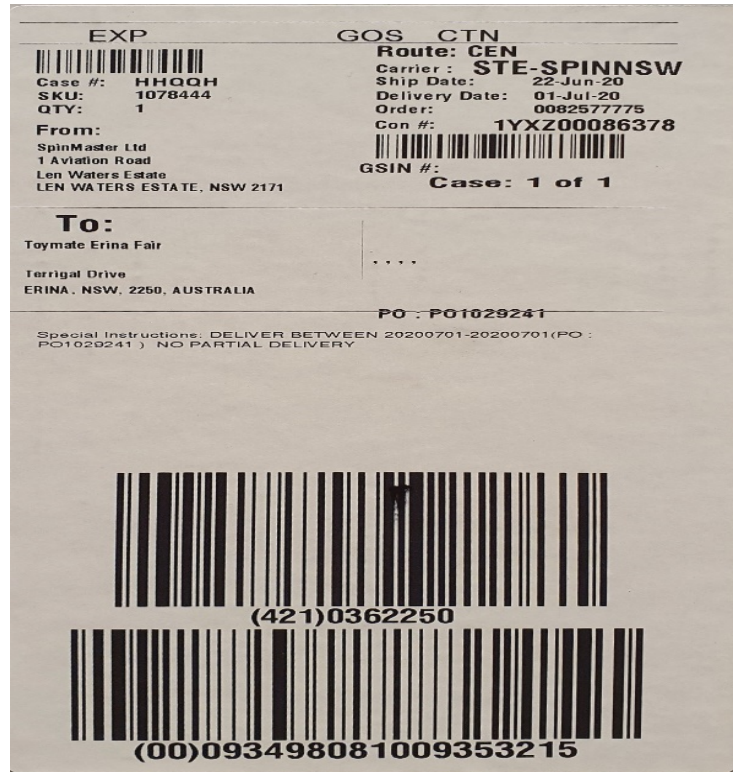
- An order number is created for each store. At this point an estimated store date of arrival is assigned (nothing that this is for the whole order number). Warehouse manager can change estimated dates (this will be reflected on weekly store reports)
- As goods are picked each pallet is assigned an SSC label. This label allows visibility of the contents of the pallet. Each pallet that is picked must be wrapped from top to bottom in black shrinkwrap or orange shrinkwrap marketing with Tamper evident tape.
- As SSC label assigned warehouse manager knows that these pallets are available for dispatch.
- Warehouse manager now assigns each pallet with a pickup date and time both for intertrading, transport company and stores.
- As pallets are picked up intertrading assigns a seal to the goods. This seal number is then applied to the pallets are leaving which notifies the system that the pallets have been dispatched.
- At the point when goods arrive to store user authenticates – Clicks warehouse – types in seal number ( has to match) and scans in each pallet.
- Once order has been picked warehouse notifies goods are ready for dispatch.
- Goods are then allocated to a store with a suggested receive date
- As Goods leave to go to store warehouse notifies wh manager/system that goods have left with Security tape number.
- Systematically goods have left warehouse.
- As goods come into store
- Receiver authenticates, Clicks warehouse module, enters number into receiving gun to acknowledge goods have arrived.
- the con note check the number of cartons that have been delivered matches the number of cartons written on the con-note/. (Any

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quantities altered with a marker on the con-note require further investigation.

- Toymate will not provide a POD (proof of delivery) until such time as we receive the unaltered con-note.
- When checking each carton ensure the Carton Label is correct. This should outline who the delivery is for, the number of cartons for each consignment and consignment number. This is an important step to ensure all cartons received belong to the invoice intended for Toymate.



#### Step 5:

- Once the number of cartons have been 100% verified against the con-note the authorized receiver will attend the stores point of sale counter and create a unique delivery code at POS. This unique delivery code in the form of numbers will be written clearly onto the delivery invoice along with the receiver's name and signature.
- The unique delivery code generated is the only POD we will provide the delivery driver. When noting the unique delivery code, the authorized receiver of the stock must also place their initials at the beginning of the code when placed onto the invoice and driver's handheld scanner or paperwork. **Example: JH1234.**

#### Step 6:

- Using the below receiving log which is to be on a clip board on the wall or desk in receiving the receiver is to complete the log in full for every delivery including warehouse deliveries. The receiving log is to be kept at the store and each week securely filed in the Loss Prevention folder. Any stock movement in and out of the store other than sales should be

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logged into the receiving log including stock transfers. In the case of stock transfers, the transfer must have appropriate paperwork for it. "Refer Store to Store Transfer Policy".

- It is crucial that accurate records are maintained at all times. The receiving log will be regularly audited to ensure compliance standards are being met.

<b>RECEIVING DELIVERIES LOG</b>											

<b>STORE NAME:</b>											
<b>WEEK ENDING:</b>											
* WRITING TO BE CLEAR AND LEGIBLE/ INVOICES MUST BE CHECKED OFF AGAINST STOCK AND SCANNED TO FILE IMMEDIATELY											
DATE	SUPPLIER	CTNS/PLTS/ UNITS	PO Number	INVOICE NUMBER	STAFF NAME	TOTAL \$	Invoice is with stock (Y/N)	IS DELIVERY SHORT (Note on Invoice)	Drivers Name, Signature, Comp any	Invoiced Scanned Date, Time, Name	Receiving POD Number Initials

**Step 7:**

- The local delivery must then be checked off against the invoice to ensure all stock on the invoice is present and correct. As each item is verified the checker must tick next to each line on the invoice with a pencil only to aid in checking of the stock. Lego stock must be checked off 100% at all times. Prior to scanning the invoice use a rubber to rub out the ticks. It is important not to mark over any details on the invoice otherwise it can not be read once scanned in.
- All effort should be made to check off all other supplier deliveries 100%. Local deliveries on pallets will have the pallets shrink wrapped top to bottom. The receiver must verify the number of pallets and carton qty against the con-note. If the shrink wrap is missing, damaged, tampered with or torn that pallet must be stripped and checked off 100%.
- All high-priced stock such as Micro Scooters and Razor Scooters must be verified.

**Step 8:**

- Once the delivery is made the following checking of stock must occur.

**Lego** – Check off 100%

**MGA** – Check off 100%



**Mattel** – Spot check on all high-priced lines over \$100 and spot check each pallet 50% of stock. Check pallet shrink wrap for any damage as specified in step 6 above.

**Scooters and Ride on's** – Check off 100%

**Step 9:**

- Place the local delivery in the designated local delivery bay in the storeroom. The local delivery bay must at all times have a sign identifying it as for local deliveries only. This bay is an isolation bay for the stock.

**Step 10:**

- Stamp the invoice with the verified stamp and then scan the verified and signed invoice immediately to head office. Ensure no items on the invoice are crossed out or marked in any way as this makes it unreadable when scanned in. All pages must be scanned at once. Once scanned this must be noted on the delivery log. Once scanned in it is important to ensure the invoice is filed away at the store for future reference or if an issue arises.

**Step 11:**

- Head Office (Carmen/Jayne) will notify store managers when the stock can be placed on display for sale. The stock in isolation in the local delivery bay must not be touched or put out on show until approved. (Placing stock on display without approval will result in inventory discrepancies as stock will sell before the invoice is loaded into the system). In most cases the notification period to stores from Carmen/Jayne will be within 24 hours from receiving the stock.

**8. SHORT DELIVERIES**

8.1 Short deliveries must be recorded on the invoice clearly showing what was short and by how much and an email sent to Carmen/Jayne for follow up. The short delivery must also be recorded in the receiving log. Obtain delivery drivers details and reason for shortage as well as expected receipt of the missing stock. Failure to follow up short deliveries may result in a loss to the business.

**9. DO'S AND DON'TS**

- **Do not** scan invoices if you have not received the stock.
- **Do not** mark information on any invoice as it makes the invoice unreadable.
- **Do not** leave any stock unattended and unsecured outside the storeroom for any period of time. Deliveries must come straight into the storeroom and door must then be locked.
- **Do** check stock off the invoice and verify the stock is present in description, qty and is not damaged.

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- **Do** report short deliveries and damaged stock to head office as specified above.
- **Do** use the receiving log as it is policy and prove to be crucial to identifying missing stock and liability.

**10. SUMMARY**

1. Receive delivery.
2. Obtain invoice/Con-note.
3. Check store details are correct and check pallet shrink wrap for damage/tampering.
4. Collect local delivery POD number from POS.
5. Check pallet/carton qty off invoice.
6. Report short deliveries/Damaged stock.
7. Place local delivery in local delivery isolation bay.
8. Scan invoice to file.
9. Wait for email verification by Carmen/Jayne before displaying the stock.