



M.A.T.E.S

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

TOYMATE WAREHOUSE DELIVERY POLICY

OVERVIEW

The information contained in this Policy explains in detail the receiving warehouse 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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WAREHOUSE DELIVERY POLICY

1. PURPOSE

- 1.1 This Policy outlines the conditions and obligations of Toymate's ('TOYMATE') employees' with regards to Warehouse 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 Warehouse Deliveries.

3. APPLICATION OF THE POLICY

- 3.1 This Policy applies to employees (including temporary employees) of Toymate who take receipt of warehouse 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. WAREHOUSE DELIVERIES

- 4.1 Warehouse deliveries are different from direct deliveries as the stock is stored at our warehouse and collated and dispatched from the warehouse to stores when required. Like direct deliveries all deliveries to stores must have paperwork identifying the delivery including store and stock being delivered.

5. IMPORTANCE OF ACCURATE RECEIVING OF WAREHOUSE DELIVERIES

- 5.1 Receiving warehouse deliveries correctly by inspecting the quality, condition, and quantity of any incoming goods is crucial to the accuracy of inventory and minimization of shrinkage.
- 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 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/warehouse.

6. SECURITY TRUCK SEALS

- 6.1 Pallets of stock being received by Toymate stores from the warehouse will have the following security measures in place.
 - Pallets plastic wrapped top to bottom and top of pallets capped.
 - Delivery trucks will have plastic security seals on all access doors. Security seal numbers will be recorded onto invoice/delivery manifest at time of dispatch. On arrival at store the intact security seal numbers must match those on the invoice/delivery manifest. This means the driver is not permitted to break that seal until it is

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physically checked by the receiver (Manager). A seal number not identically matching the delivery manifest/invoice or any variation to the process would mean the truck was accessed prior to it arriving at store. In such cases Loss Prevention is to be contacted immediately as the load may require a complete check to validate stock.

- Toymate head office (Marcelo) will control the allocation of security seals to the warehouse manager and the warehouse manager will sign the seals out to drivers in accordance with the number of deliveries per load. A complete record of security seals is held by Loss Prevention and Marcelo. Loss Prevention will purchase record and sign over the seals to Marcelo.
- Trucks with multiple doors will have a security seal for each door.



7. PALLET PLASTIC WRAPPING AND SECURITY TAMPER TAPE

7.1 Prior to pallets leaving the warehouse they will be black plastic wrapped from top to bottom and capped. Catalogue and Promotional stock will be wrapped in Orange plastic to the standard. The pallets will also have tamper evident security tape around them and across them to identify tampering. The photos below depict the standard.



7.2 Pallets arriving to stores which do not meet this standard above or show signs of tampering with the wrap and or tape must be immediately reported to Loss Prevention and the Warehouse Manager together with photos and details of delivery.



7.3 Loss Prevention will issue Marcelo with the security tape for distribution to the warehouse manager who will sign for the tape.

8. STEPS TO DISPATCH AND RECEIVING A WAREHOUSE DELIVERY

8.1 An order number is created for each store.

8.2 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).

8.3 As goods are picked and scanned into SSC and each pallet is assigned an SSC label.

8.4 Pallets are wrapped from top to bottom with black shrink wrap. Promotional or Catalogue stock is wrapped in orange plastic wrap.

8.5 Security Tape is then applied in a cross formation.

8.6 The SSC label is placed on every pallet. This label allows anyone to check the contents of the pallet.

8.7 The warehouse manager assigns each pallet a pickup date and time for both the Intertrading transport company and the stores.

8.8 The pallets are ready for dispatch and Intertrading assign a security truck seal to the delivery.

8.9 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.

8.10 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.

8.11 Each pallet is scanned into the system. While scanning each pallet, the authorised staff member must ensure there are no signs of tampering.

8.12 If there are any issues with the delivery, both the Loss Prevention manager and the warehouse manager must be immediately notified.

9. DAMAGED STOCK AND SHORT DELIVERIES

9.1 Short deliveries or damaged stock on delivery are to be reported to the warehouse manager and Loss Prevention immediately will complete details of the incident.

10. RECEIVING DELIVERIES LOG

10.1 The receiving delivery log must be completed for all deliveries to store including local deliveries. The log can be found on a clip board in receiving attached to the notice board.

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RECEIVING DELIVERIES LOG

STORE NAME:

WEEK ENDING: * WRITING TO BE CLEAR AND LEGIBLE/ INVOICES MUST BE CHECKED OFF AGAINST STOCK AND SCANNED TO FILE IMMEDIATELY

DATE	SUPPLIER	CTNS/PLTS/ U NITS	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