

ACCEPTANCE OF DELIVERIES

Always check the delivery receipt. It should detail the delivery address, the date, contact details (attention: John Smith), the product/equipment contained in the carton(s) as well as the quantity.

Quantity and Discrepancies

Always count the carton(s). Do not rely on the driver's count or on the delivery receipt count. Check-in is difficult if you are taking delivery of a large number of carton(s). To ensure that you do have the correct number, the delivery person needs to wait while you count and visually inspect the carton(s). If the delivery person will not wait while you count, you should sign and date the delivery receipt "Delivery Unchecked" so you have an opportunity to make a claim if necessary. The law allows purchasers "a reasonable amount of time" to check deliveries and report faults, therefore it is imperative that deliveries are fully checked as soon as possible. Any discrepancies, no matter how minor, should be reported to the freight company or the supplier as appropriate immediately; including if the quantity of cartons exceeds the quantity on the delivery receipt.

If you receive less than the amount on the packing slip, you should:

- Make a note of the purchase order number and quantity received.
- Keep the partial delivery and make a note on the delivery receipt of the shortage, i.e., "# Missing Cartons."
- Immediately notify the Office Manager/Department Secretary.

Inspect Cartons

When a product is delivered, check the carton(s) while the delivery person waits. If they are in a hurry and refuse to wait, sign and date the delivery receipt and add the words "Delivery Unchecked."

If carton(s) look as though they are damaged you have two options:

- Refuse the delivery and write on delivery receipt "Damaged - Order Refused" - If you refuse the delivery make a note of the purchase order number and send an email to your Office Manager/Department Secretary to inform him/her of the refusal.
- Accept the delivery - Make the delivery person aware and sign for the goods, clearly writing "DAMAGED" on the delivery paperwork.

In ALL situations where you make a notation on the delivery receipt regarding the shipment, make sure that the driver also signs and attests to the exceptions BEFORE you sign for the shipment. Whenever there is an exception you should contact your Office Manager/Department Secretary immediately and report the problem. Document with a written confirmation or email.

If you are unsure about how to deal with either damaged deliveries or quantity discrepancies please contact your Office Manager/Department Secretary for assistance before the delivery person leaves.

Incorrect Goods

If the goods match your purchase order and you have bought the wrong item or ordered the incorrect quantity, you will need to accept the goods and contact the vendor immediately. The vendor should provide guidelines as to their return/exchange procedures. Keep in mind most vendors will only allow you to return an item within 30 days of delivery. Also be aware that the vendor has no legal obligation to accept goods that you have ordered incorrectly. However, they may be willing to accept them with a restocking fee penalty. In situations like this, each case is individual.

If the goods do not match your purchase order:

- You may reject the delivery and cancel all future deliveries (assuming this is your first installment).
- You may reject the delivery and call the supplier to request a re-delivery within a reasonable amount of time.

In this case, write "Order Refused - Incorrect Merchandise" on the delivery receipt.

Commissioning and Installation

If the goods or equipment that you wish to purchase require either commissioning and/or installation, a clearly outlined time schedule should be agreed upon with the supplier. This schedule will then form part of the contractual relationship with your supplier and will ensure that your entire requirement is fulfilled per your agreement.

Storing deliveries

Carton(s)/equipment should not be left where they could be tripped over, knocked down or fall on someone. They should have a designated place, which ensures they are being stored in the most appropriate way. Goods must also be stored in an area that will not affect food or workspace hygiene, i.e. chemicals in a kitchen area.

The storage area should be secure. Items should not be accessible to anyone other than those authorized and if necessary a log of items being stored and removed from this area should be implemented.

The shelf life of items should be considered (if applicable); "use by dates" should be checked as the goods are received and the First In First Out (FIFO) principle should be adopted to issue the items.

For questions contact Nancy Sirko by e-mail or by phone at 377-0034.