**Receiving Procedures**

1. When the product arrives – sign for parcel, confirm # of packages are correct.
2. Open boxes confirm quantity shipped is what was received, and product is correct.
   1. If damaged have manager call vendor.
   2. If wrong have manager call vendor.
   3. Confirm quantities ordered vs. received.
3. Check PO# and see if there is an existing PO for this order.
4. Go to Vendors-Receiving in ACE.
5. Drop down to Vendor
   1. If PO exists – existing documents
   2. No PO- New Document – Enter Invoice #
6. Click OK
7. Fill out purchase order if new, otherwise confirm quantities.
   1. **DO NOT CREATE NEW PLU UNLESS NECESSARY.**
   2. Check all possible entries for items before creating new PLU.
8. Review order from order book and label any products ordered for customers.
9. Pricing policies.
10. If there are back orders
    1. If it’s a special order, source another vendor and/or time frame of delivery.
    2. If it’s a stock item, confirm with manager to either cancel or leave on B/O.
11. Write SMW PLU # beside item to be merchandised and put into stock.
12. Once PO is complete
    1. Click save.
    2. Confirm total on invoice
    3. HST amount
    4. Freight, if so, why?
    5. Completed – Yes.
13. Match order product with customer request, create W/O, call customer, arrange freight if necessary.
14. File completed packing slip/invoice in the accounting file folder
15. Clean up and dispose of boxes/packaging.