SOP Reference #: SOP-D004

Operation/Task:	Receiving			Equipment:	N/A
Owner:	Distribution Manager	Date Created: Revision History:	4/9/2015 See last page	Department:	Distribution
ALERTS (see below): Critical Step 🔷 Quality Che	eck <mark>☑</mark> Tip ☺	Team Safety	/ 🛨	

Purpose: This SOP/work instruction purpose documents procedures to receive materials for live work and/or will be stored in the warehouse.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	V	GENERAL: Inspect all incoming loads for;	Is the material delivered to correct address? If any other location, is there a name? Job #? If none, receive as unidentified and notify CS Supervisors Inspect for visible damage. Note any damages or discrepancies on BOL & paperwork, driver & receiver should initial and notify supervisor. Take pictures of damages. Verify counts against paperwork. 1. If no paperwork but has a ENPOINTE PO, notify the Purchasing Group for a copy of a packing slip. 2. If no paperwork and no PO, put note on BOL and in receiving comments state "no packing slip", notify CS Supervisors and put in unidentified receiving. 3. If no paperwork or PO but able to receive due to an item number or other identifying descriptions, put note on BOL and in receiving comments state "no packing slip" and notify CS Supervisors.	A common error is delivering product to wrong address.

1	_	CLIENT SPECIFIC: Inspect all			
'	incoming loads for;		Allianz & UHC Premium items will get 100% physical count.	These items can have a high value, we must verify incoming quantity.	
			St. Jude product that is not printed material such as letterhead, envelope, self-mailer, or promotional products such as a shirt, pens, and cups will need to have a sample pulled for sales to evaluate if the product is a demo item and if it is properly labeled per St. Jude requirements.	This is a safety check to ensure that a demo piece cannot be mistaken and used as a live product at an end facility.	
			For all other Premium items e-mail CS Supervisors or Purchasing Group as to how they want count verified. Attach copy of e-mail to packing slip and/or BOL to document process.		
			Punch into Account/Sales/Purchasing job number when performing any count checks.	Direction is needed as to weather a physical count is required.	
			AMT card receipts go directly to Distribution CSR's office or security cage. Time sensitive items must move immediately and notify Distribution CSRs.	is required.	
			Items for kitting need job #, customer name, or salesperson. Time sensitive items notify CS Supervisors & Kitting Group immediately.	We want to capture the time it took to verify counts.	
				The kitting group is an email group, so all pertinent parties are aware.	
2		For ENPOINTE PO receipts	Look up by [PO, Job #, name (vendor or customer), load tag, packing slip] in PrintStream.		
			Deliveries will be validated for correct item number, color, and size, as stated on the ENPOINTE PO.		
			Receiving data will be entered into PrintStream immediately upon receipt.		
			PrintStream skid tags/stock staging tags will be affixed to the pallets.		
			Receipt notifications are emailed to appropriate personnel.		
3		For other supplies and materials	For Kitting Items print out receipt and put a copy on each pallet. Place a table tent with job # and customer name on each pallet. Number pallets 1 of 3, 2 of 3, etc. on table tents.	The table tents are important as a quick visual indicator where material is.	
			Proofs, samples, miscellaneous customer supplied materials for projects must be identified and forwarded to the CS Supervisors or Sales.		
			Communicate receipt information via e-mail to CS Supervisors and/or Kitting Group.		
4		Unidentified Materials	Material will be received into PrintStreams' unidentified receipts section so a location is assigned.		
			Day 1 – Request is made to CS Supervisors for item number – If item		

			number is assigned, the material is identified and received into inventory.	
			Day 3 – Second request is made to CS Supervisors for item number – If item number is assigned, the material is identified and received into inventory.	
			Day 5 – Third request is made to the CS Supervisors and the VP of Client Services is copied on the request – Item number is assigned material is received into inventory. If still no Item number contact Distribution Manager.	
5		Items received for Fulfillment Client Inventory:	ENPOINTE manufactured material is counted and labeled prior to receiving and requires no additional count verification for inventory. Receiving to check item #, Unit measure, box quantity, total carton count, tolerance quantity (overs/unders), item labeled correctly. If any discrepancies, contact prior department for clarification or corrections.	
			Review job ticket for all fulfillment items that are to be received into inventory for any special instructions.	
	☑		Data concerning item number, counts, bin locations, dimensions, Piece weights, etc. Shall be recorded directly into PrintStream.	
			Print skid tags and affix to all pallets.	
6	+	Put Away	Store palletized material on good quality 48" x 40" wood pallets, unless the rack area is wire decked to accommodate other pallet configurations.	
			Make sure material is neatly stacked and labeled for identification.	
			All pallets need to be wrapped or banded if going to 3rd or 4th level on racking.	Prevent exposure to dust or water.
			Material may be stored in cartons, gaylords, skid pack, etc.	Trevent exposure to dust of water.
			Ensure material is protected from contamination.	To protect high value assets.
			Move the load of materials to the appropriate storage area and apply skid tags.	To protect high value assets.
			Premium type items shall be stored in the security cage.	
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Notes:

Multiple items <u>CANNOT</u> be received in as a unit of 1. Each item will be required to have its own item master number to ensure count accuracy. If a quality concern is found, follow Non-conforming Product SOP (NCP001).

Definitions:

CS Supervisors – Client Services Supervisors

BOL – Bill of Lading

PO – Purchase Order

Distribution CSR's – Distribution Customer Service Representatives

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rob Koosmann	4/9/15
Rev 2	Added Revision History table	Rob Koosmann	8/1/16
Rev 3	Added Revision to step #1 St. Jude receiving check to ensure all demo product is labeled correctly before receiving into inventory.	Rob Koosmann	7/26/17
Rev 4	Updated to current SOP format; changed GLS to ENPOINTE if present; changed font to Arial; manager reviewed for changes – none made.	Rob Koosmann	3/21

Cl035 Rev. Date 4/20