






Operation/Task:	Receiving			Equipment:	N/A
Owner:	Distribution Manager	Date Created:	4/9/2015	Department:	Distribution
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  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		GENERAL: Inspect all incoming loads for;	<p>Is the material delivered to correct address?</p> <p>If any other location, is there a name? Job #? If none, receive as unidentified and notify CS Supervisors</p> <p>Inspect for visible damage. Note any damages or discrepancies on BOL & paperwork, driver & receiver should initial and notify supervisor. Take pictures of damages.</p> <p>Verify counts against paperwork.</p> <ol style="list-style-type: none"> 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;	<p>Allianz & UHC Premium items will get 100% physical count.</p> <p>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.</p> <p>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.</p> <p>Punch into Account/Sales/Purchasing job number when performing any count checks.</p> <p>AMT card receipts go directly to Distribution CSR's office or security cage. Time sensitive items must move immediately and notify Distribution CSRs.</p> <p>Items for kitting need job #, customer name, or salesperson. Time sensitive items notify CS Supervisors & Kitting Group immediately.</p>	<p>These items can have a high value, we must verify incoming quantity.</p> <p>This is a safety check to ensure that a demo piece cannot be mistaken and used as a live product at an end facility.</p> <p>Direction is needed as to weather a physical count is required.</p> <p>We want to capture the time it took to verify counts.</p> <p>The kitting group is an email group, so all pertinent parties are aware.</p>
2	☑	For ENPOINTE PO receipts	<p>Look up by [PO, Job #, name (vendor or customer), load tag, packing slip] in PrintStream.</p> <p>Deliveries will be validated for correct item number, color, and size, as stated on the ENPOINTE PO.</p> <p>Receiving data will be entered into PrintStream immediately upon receipt.</p> <p>PrintStream skid tags/stock staging tags will be affixed to the pallets.</p> <p>Receipt notifications are emailed to appropriate personnel.</p>	
3		For other supplies and materials	<p>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.</p> <p>Proofs, samples, miscellaneous customer supplied materials for projects must be identified and forwarded to the CS Supervisors or Sales.</p> <p>Communicate receipt information via e-mail to CS Supervisors and/or Kitting Group.</p>	<p>The table tents are important as a quick visual indicator where material is.</p>
4		Unidentified Materials	<p>Material will be received into PrintStreams' unidentified receipts section so a location is assigned.</p> <p>Day 1 – Request is made to CS Supervisors for item number – If item</p>	

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

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