All employees must understand the procedures for stock control within MegaMax. These systems must be followed to minimise the risk of loss of stock and to ensure that accurate company records are maintained.

1. Receiving Goods Into The Store

- All goods must be delivered to the receiving bay at the rear of the store.

- Deliveries will only be received one at a time, whether they are hand delivered or by transport. This will ensure deliveries are not confused and will minimise the opportunity for vendor theft.

- The receiving bay must be clean and tidy at all times to ensure occupational health and safety standards are met. This is a working area where staff must be able to work efficiently and operate equipment safely.

- The receiving officer must check the deliveries received before signing the delivery docket. Check for:
  - Damaged cartons
  - Goods that have been tampered with
  - Possible interference with goods during delivery
  - Incorrect name and address of store

- Correct manual handling techniques must be used (use the 10 Steps of Manual Handling outlined below). Staff must either get assistance from another staff member when moving heavy stock or use the trolley. Only authorised staff members may use the hand driven forklift.

- Goods must be stored appropriately as soon as they have been received.
10 Steps of Manual Handling
Always follow the 10 Steps of Manual Handling when lifting or moving stock.

1. Assess the load.

2. Get close to the load.

3. Set your feet apart for balance.

4. Relax your knees.
5. Lower your body and bend your knees.

6. Lower your head.

7. Get a firm grip.

8. Raise your head and look ahead.
9. Straighten your legs.

10. Lift, and then turn your feet before walking.

**Warning!**
Do not lift stock like this. It could lead to injury.
Unloading stock in the receiving bay

You will need to use special equipment in order to unload stock.

**Trolley**
Use a trolley to move small cartons.

**Flat trolley**
Use the flat trolley to move larger cartons.

**Hand-driven forklift**
The hand-driven forklift is used to move larger stock, such as those on palettes.
2. Processing Of Incoming Goods

Goods will only be processed after the receiving officer has signed the delivery docket.

- Remove the goods from the packaging and place on the benches in the receiving bay. This is where the goods can be counted and checked against the invoice.

- Use the safety knife to open all packaging. Remember to cut away from your body to prevent accidents. Don’t use your hands or teeth to rip open cartons or bags.

- The packaging must be disposed of in the rubbish bin or the recycle bin, as appropriate. MegaMax has a policy of recycling wherever possible.

- The cartons must be immediately crushed and placed in the compactor.

- Invoices must be checked thoroughly before goods are sent to the reserve or the department. Tick the correct listings on the invoice or note changes that need to be addressed.

  Check for:

  - Correct name and address of store
  - Correct merchandise has been delivered
  - Correct quantities have been delivered
  - Correct price has been charged
  - Goods and Services Tax is correct
  - Discounts are correct
  - Freight charge has been added correctly
  - All totals are correct
  - Any incorrect, damaged or out-of-date stock

- Goods that are incorrect, damaged or out-of-date must be returned to the supplier. A completed claim form must accompany the goods on dispatch.

- All goods must have a price ticket attached before they are stored in the reserve or department. Tickets must be attached firmly and placed on the merchandise so they can be easily seen, in accordance with store policy.

- When the goods have been priced they can be stored immediately in the reserve, unless special requirements apply. Each department has its own storage area within the reserve. Special storage requirements:

  - All jewellery is stored in the department for security reasons.
- Observe regulations for storage of hardware goods. Dry chlorine should not be stored near liquid or powder chlorine. Nor should it be stored near oil, heat beads or firelighters. Wear gloves when handling chemicals. Store in a well ventilated area.
- Fragile goods must be given adequate storage space to prevent breakages.

- Goods may only be sent to the department when a Requisition Form has been authorised from that department. This Requisition Form must be recorded against the store stock system chart to ensure accurate stock records are kept at all times.

Goods that have been received and ticketed must be recorded on the store stock system chart. This will ensure that accurate stock records are kept at all times.

3. Stock Rotation

All employees must follow the FIFO system of stock rotation.

FIFO = First In First Out

That means the goods that are first into the store must also be the first to go out of the store with the customer. Check all dates before you put stock onto the fixtures.

Customers can’t buy merchandise from the reserve, so the fixtures must be filled regularly.
4. Stocktake Procedures

Stocktaking is usually done yearly and half-yearly as it is a legal taxation and audit requirement. Stocktake figures are also important for determining company profit.

It is important that all store records are accurate.

Stocktake also depends on efficiency in the daily routine, such as housekeeping, accurate use of retail equipment, and correctly completed documentation. Accurate stock records depend on accuracy every day.

All MegaMax staff members are expected to participate in stocktake.

Preparation for stocktaking:

- Staff will be notified of cut off dates for order deliveries, and shelf filling cut off time.
- All stock records must be brought up to date.
- Ensure that all stock items have a ticket with the correct information.
- New staff members must be advised of stocktake procedures.
- All customer special orders must be completed.
- Lay-bys must be separated.
- Goods on loan must be retrieved.
- Floor plan prepared with fixture numbers for shop and the reserve.
- Numbered stock sheets allocated to each area.
- Stock lists prepared.

Procedures on stocktake day:

- Every item of stock must be counted.
- The stock count is then written on the numbered sheet.
- All stock sheets must be added and extended accurately.
- All checks made the previous day must be maintained.
- Check that all documentation is completed prior to stock take.
- At least 10 per cent of the counts should be spot checked to ensure accuracy in counting.
- Once finalised, the stock sheets must be signed off and verified.
MegaMax floorplan:
Here is an example of a floorplan for the Menswear Department, prepared with fixture numbers for shop and the reserve.
And here is an example of a fixture in the Menswear Department, prepared and numbered for stocktake.

5. Reordering Stock

Sufficient stock must be on hand to supply customer’s needs but MegaMax does not have the resources to store large quantities of stock. Minimum stock levels should be checked regularly to maintain an adequate supply.

Stock may only be reordered by authorised staff using MegaMax ordering systems. If you are not authorised to reorder stock, speak to your manager if stock levels are running low.

Sometimes stock that has been ordered does not arrive as expected. What to do when this happens: -
1. Find out why this has happened. Check the invoice and phone the supplier if necessary.
2. Notify staff members of the reason for the delay so they can inform customers when necessary.
3. Place a ‘Temporarily Unavailable’ ticket on the shelf, if appropriate.

6. Dispatching Goods

All goods that need to be sent back to the supplier must be done according to store procedure.

1. Identify the reason for the returns – damage, soiled, oversupply, incorrect goods.
2. Package goods carefully so as to avoid damage in transit.
3. Complete a credit request form.
4. Check that the documentation has been completed accurately – name, address, reason for return, pricing, and special delivery instructions.
5. Goods for dispatch must be held in the designated area of the reserve. This will ensure they are returned and processed promptly.