Stock Control Manual

What do you do when deliveries arrive into the store?

Our suppliers have been advised that deliveries will not be accepted between 11.30 am and 2.20 pm. Please don’t accept goods during this busy period.

Deliveries must be taken through to the back reserve immediately.

- No goods are to be left on the selling area.
- The delivery person must be accompanied to the reserve for security purposes.
- Only sign the delivery docket when you’ve checked the details.

  Has it been delivered to the correct store?
  Have you counted the number of cartons?
  Have you checked for damaged cartons?
  Have the cartons been tampered with?

- All OK? Sign the delivery docket.
- Not OK? Notify the manager of the problem.

Remember your safety rules on manual handling.

- Use a trolley.
- Share the load with a work mate.
- Check the Ten Steps for Manual Handling in the Occupational Health and Safety section of the manual.

Unpacking deliveries:

We have a high stock turnover at MaxSurf so deliveries must be unpacked, ticketed and on the fixtures as soon as they arrive BUT… serving the customers comes first.

- Invoices must be checked off – accurate quantity, invoice matches the order, damaged goods, and correct costings.
- Dispose of rubbish immediately.
All items must be correctly ticketed before being stored or put on display.

Do any of these items need to go onto the fixtures? Check before you store them in the reserve.

**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.

**Reordering stock:**

MaxSurf management does all ordering.

Tell the manager if stocks are down, or if customers are asking for merchandise we don’t carry.

**Dispatching goods:**

Watch out for goods that need to be returned to the supplier. For example:

- goods that arrived into the store damaged
- goods that were not ordered.

These goods must be set aside and the manager notified immediately. They will be dispatched to the supplier without delay. The manager will complete the dispatch documentation and forward the goods.
**Stocktake Time**

Stocktaking happens twice a year. It’s a legal taxation and audit requirement and helps us determine company profit.

*It’s important that all store records are accurate.*

Accurate stock records depend on accuracy every day. Detailed attention to housekeeping, stock control, accuracy and efficiency will minimise problems at stocktake time.

All MaxSurf 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 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.