

RECEIPT AND STORAGE OF GOODS

RECEIVING OF GOODS: Questions and Answers

Receiving goods_1

What should be considered before receiving incoming goods?

When the goods arrive you should make sure they have been delivered to the correct address, that they are in fully acceptable condition (i.e. appear visually intact), and that the quantity corresponds to the ordered quantity.

If you accept a delivery by signing a waybill (CMR), what are you liable for?

By signing the waybill you accept the goods in the condition in which they are at the time of receipt, i.e. you ensure the goods are in good condition.

What information does the transport label contain?

The transport label indicates the customer's address, and the total number of packages contained in the shipment.

How can you inspect the contents of a consignment?

The contents of a consignment are inspected by comparing the delivered goods with the information on the dispatch list that accompanies the consignment. The items can also be checked against the purchase order. After inspection, the consignment is marked as "received" at the warehouse.

How can you track a missing consignment?

A missing consignment can be tracked with the shipment ID on the waybill using the transport company's customer service.

What should you do if you receive a package that is visibly damaged?

I can take a photo of the delivered goods before unloading them from the delivery truck. I will write a notice on the waybill indicating the nature of the damage, when the damage has occurred, the time of receipt, and have it signed by the driver.

What is a claim?

A claim informs the supplier about latent damage, defect or defect in the consignment that could not be detected upon arrival of the goods.

If you detect an error, when should a compensation claim be made?

The claim should be made as soon as possible after discovering the error.

How should a compensation claim be made?

All claims should be made in writing. This will make them easier to process.

What information should the compensation claim contain?

The claim should state as precisely as possible which consignment it concerns, what the problem is, and how the matter should be resolved (i.e. whether you want to replace a lost or damaged item with a new one, whether you want a discount, or whether you want to return a defective product). If possible, photos of the defect or damage should be included.

What does the term 'loss' mean?

Loss refers to spoiled, unsold, or undelivered goods (e.g. expired, lost, or broken products).

What types of injuries can occur in a warehouse?

A warehouse worker may suffer injuries, such as minor sprains, bruises, and wounds.

What factors affect warehouse safety?

Factors that improve warehouse safety include e.g. the following: careful planning of premises, order and cleanliness, proper maintenance of work equipment, proper training on the use of machines and equipment, safe working practices, and the use of personal protective equipment.

What is an employment contract? How is it made?

An employment contract is a mutually binding contract of employment between an employer and an employee, which is accepted by both parties (usually) by signing the contract. An employment contract can be made orally, in writing, or in an electronic format.

What does an employment contract specify?

An employment contract specifies the duration of the employment relationship, the type of employment relationship, the parties to the contract, the duration of any probation period, and the employee's duties.

What is a probation period?

A probation period is a specified period of time at the beginning of an employment relationship, during which the employer and the employee can terminate the employment contract immediately without notice.

Receiving goods_2

How can you unload e.g. six EUR-pallets, when a delivery truck backs up to the loading dock and opens the back door?

With a forklift, pallet truck, or counterbalanced truck.

What is the most suitable material handling device for:

- a) shelving items/pallets on high shelves (e.g. at a height of 4 metres)?
- b) stacking pallets in a 2.4 metre stack?
- c) handling big bags?

a) A reach truck, pallet truck or a small counterbalanced truck can be used, provided that it can be elevated to the required working height.

b) A stacker truck.

c) E.g. a counterbalanced truck with a lifting hook for lifting the bags.

Name the type of forklift.



Powered pallet truck

Name the type of forklift.



Stacker (manual, battery-powered)



Name the type of forklift.



Low-level order picker

Name the type of forklift.



High-level order picker

Name the type of forklift.



Reach truck

Name the type of forklift.



Counterbalanced truck