

# **Stock Checking Procedure**

On receipt of your parcels please check off your stock against the despatch notes. This procedure must be carried out should you wish to claim for any stock shortages.

Any shortages or surpluses must be emailed to us with the despatch note details within 5 days of receipt of goods.

These despatch notes contain all the items picked together with the original catalogue prices. The despatch notes may vary slightly from the picking list originally displayed due to stock being depleted.

We can e-mail you a copy of the despatch notes on request.

Each carton has the jobbing number and despatch note details on the top right hand corner

## **STEP 1**

Find your despatch notes.

## **STEP 2**

Select box for checking off.

On the top right corner at the end of the box you should see a little white label. This label will have the reference to your despatch note. It will tell you the parcel number (JH54 for example).

Under the parcel number is the list number for example (1), this list number means its despatch note No 1.

Under that information is the line numbers contained in this particular box (1 – 4) for example. This means that for dispatch note No 1 lines 1 to 4 are in this box.

## **STEP 3**

Find the relevant despatch note and check that each of the items have been received and make a note of any stock not on the list. (Picking errors)

Continue to check all your boxes against the relevant despatch notes.

## **STEP 4**

When you have checked all your stock using the despatch notes and you have items missing or over. Please indicate this on the despatch note against the appropriate list and line. Report any missing items to us within 5 working days from the receipt of stock to the email address below.

wholesale@otto-uk.com