

Delivery Check Training

Do not allow the driver to confuse you or make you sign without checking, imagine you are writing him a cheque for the value on the bottom of the invoice.

- Always check the delivery note against the stock, not the other way around.
- Start at the top and check that everything listed has actually arrived, use a pen to tick off the products on the delivery note.
- Always sign the delivery note.
- Mark anything missing, different or damaged on the invoice and agree with the driver. Eg 1 case of coffee short, 3 on delivery note 2 delivered, or 1 bottle vanilla syrup damaged and returned.
- Follow the suppliers process for making a claim, normally this is written on the delivery note. Otherwise ring or email to notify the shortage or breakage.
- Some deliveries will come in overnight, in that case still check everything is ok, still tick every item and write on the delivery note the problem and ring the supplier. Always sign the delivery note.
- Sometimes delivery drivers will not want to stay and check the delivery note as they are in a rush etc. In that case sign the delivery note and mark in CAPITALS- RECEIVED UNCHECKED on the delivery note so that if there are any shortages we will be able to claim later.

Couriers – will deliver sealed parcels, you just need to sign for the number of parcels.

When you open the parcel there will be a delivery note included which you still need to check and report any shorts to the supplier not the courier.

Always sign the delivery note.