

# Receiving, Handling and Storing Stock



Receiving stock (“inwards goods”) is a job that requires speed and accuracy.

Produce is at the peak of its freshness and flavour when delivered to the store. Produce staff must act quickly to move items to their correct temperature zone and maintain quality of produce for customers.

**Help keep the process of receiving stock quick and accurate by:**

- Having clear procedures for staff to follow
- Efficiently organising produce lines in the store room and chiller

Use best practice handling and storage methods to maintain shelf life of produce and ensure customers experience quality.

## Think about this ....

Imagine you are describing the inwards goods job to someone who has never done it before. What actions or steps would you tell them to take?

# Process For Receiving Stock (Daily Deliveries)



## Activity 1

The table below shows tasks that are done when receiving stock into a store. (Please note that these tasks are not in their correct order).

Put a tick beside the tasks that are currently done at your store.

Be honest so you can identify strengths and weaknesses.

Do this at my store	Tasks for Receiving Stock
	Check temperature of salads and fresh greens on the truck.
	Sweep floor of store room / chiller. Condense stock to make room for new stock.
	Forklift pallets from the truck to the inwards goods area.
	Collect Invoice (delivery docket) from the truck driver.
	Count all crates, pallets and bins to be returned to Foodstuffs Fresh DC. Write amounts in the Crates and Pallets Return Book. Get transport to confirm the quantities and sign the book.
	Count load delivered. Check quantity of crates, bins and pallets delivered by the truck against the quantity listed on the Foodstuffs Fresh Invoice (delivery docket). If there is a shortage or over-supply of any items, write the number that is short or the number over-supplied on the delivery docket.
	Check that the <u>charges</u> for crates, bins and pallets are correct, and write any discrepancies in charges on the Invoice (delivery docket).

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Do this at my store	Tasks for Receiving Stock
	Check date stickers on all crates, bins, cartons, etc. Put aside anything that does not have an acceptable date for return to Foodstuffs Fresh DC. Mark the Invoice (delivery docket) with "credit" if the item is to be returned.
	If delivery is <u>not</u> from Foodstuffs Fresh DC and the driver hasn't got an Invoice (delivery docket), write a manual Invoice. (This paperwork problem may happen when receiving direct buys.) Your store will have a form you can use.
	When the load has been checked, get the transport company (the driver) to confirm the quantities received and any returns and shortages that produce staff have written on the Invoice (delivery docket) and get the driver to sign the delivery docket.
	Write "credits" in the Credit Return Book. Write the Invoice number, produce item to be returned, quantity being returned, and amount to be credited. Get transport company (driver) to confirm all returned items and sign the Credit Return Book.
	Ensure that any items over-supplied are returned on the truck.
	Update daily order if there are shortages of any items. Decide whether or not to make a late order to cover for shortages.
	Move pallets/crates of <u>refrigerated</u> produce to the chiller and stack according to date code, or if required in retail area immediately, put onto shop trolleys.
	Move pallets/crates of <u>non-refrigerated</u> produce to the dry store area and stack according to date code, or if required in retail area immediately, stack onto shop trolleys.
	Write temperature onto the Invoice (delivery docket) and also write the temperature on the weekly FSM4-07 Inwards Goods form.
	Do 'spot checks' of product quality. Inspect 2 – 3 boxes of each produce line to check quality of product meets customer expectations. Pay special attention to fresh cut lines and bananas. Put aside any stock that is poor quality to be returned to the supplier (i.e. returned for credit).
	Unwrap the plastic from pallets.
	Make sure handling equipment is ready (pallet jacks, pallet knives for opening cartons) and that empty crates are stacked ready for pickup.



## Activity 2

Now read the tasks again. Write a number (1, 2, 3, ....etc) to show the correct order in which you think the tasks should happen. If you don't think a particular task is necessary, then don't write a number for that task.



### Activity 3

Observe the team at the training store receiving stock. Write the tasks that you see happening and note whether one person does all the tasks or whether different people do the tasks. Use as many spaces in the table as you need. Try to write the tasks in the order they happen.

Order it Happens	Tasks for Receiving Stock	Person Responsible
1		
2		
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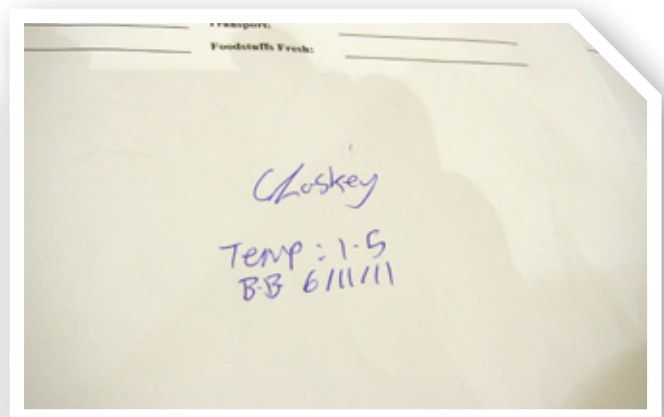
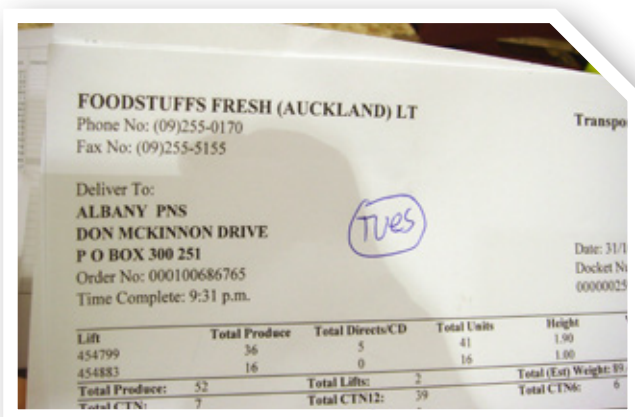
Order it Happens	Tasks for Receiving Stock	Person Responsible
14		
15		
16		
17		
18		
19		
20		



## Activity 4

Think about what you saw happening at the training Store.

- How were tasks distributed among staff? (Who does what?)
- What forms/paperwork were used when receiving stock? What did produce staff write on the paperwork? What did the transport company (driver) write on the paperwork?
- How was staff safety managed?
- What quality control was done? What happens if produce isn't of good enough quality?



Example: Foodstuffs Fresh delivery docket with notes written by produce staff at point of delivery (Pak'nSave Albany)

LACK USA SEEDLESS - 8.6KG - US POLY		5/5 ✓	18
GREEN USA SEEDLESS - 8.6KG - US POLY		10/10 ✓	18
ED USA SEEDLESS - 8.6KG - US	CTN	5/5 ✓	18
PHILLIPPINE - 8CT-PH	CTN	2/2 ✓	18
NATES - 11KG-US	CTN	1/1 ✓	18
S CABBAGE 8CT-NZ	F75	5/10	18
S CABBAGE 8CT-NZ	F75	3/10	18
JP - F75 - NC	W75	1/5	18
FPAL	WPAL	DTSPAL	
2	0	0	
↓ missing			
Description	Packaging	QTY	GRN
LI SUNDALE 25CT NZ	F47	40/40 ✓	1818
FPAL	WPAL	DTSPAL	
2	0	0	
Description	Packaging	QTY	GRN
ROYAL GALA 1.5KG-125CT - NZ	YBIN	1/1 ✓	1818
RRIES - PUNNET - 12CT-NZ	CTN	5/5 ✓	1819
- ROCKMELON AUST - 15CT-AU	CTN	1/1 ✓	1818
JIT GREEN - XL 10KG NZ	CTN	5/5 ✓	1813
IT - GOLD - XL - 6KG-NZ	CTN	5/5 ✓	1818
OMS COUNTRY CHOICE PP 8ct-NZ	CTN	2/2 ✓	1816
M-YELLOW L (24-26CT) - NZ	CTN	5/5 ✓	1819
		1/3	1818

Example: Foodstuffs Fresh delivery docket after the load has been checked (Pak'nSave Albany)

INVOICE DATE: 23/11

**Foodstuffs Fresh \*\* PRICED PACKING SLIP \*\***

INVOICE TO: Foodstuffs (Auckland) Limited  
 42 Ross Road  
 Mt Roskill

DELIVER TO: ALBANY PSE  
 DON MCKINNON DRIVE  
 ALBANY

Tues

TRANSPORT	CUSTOMER OFF NO	CUSTOMER ORDER			
81459	Nancy Fagan	2010263291			
ACCOUNT NO	SALESMAN	OWN REFERENCE	DOB DATE	TERMS	
				7 DAYS NET	
DESCRIPTION	PLU	UNITS	QTY	PRICE	TOTL
APPLES - GRANNY SMITH 17.5 KG-NZ	9999	CTN	7	15.41	107.87
APPLES - NZ ROSE 17.5 KG-NZ	9999	CTN	7	49.00	343.00
APPLES - ROYAL GALA 17.5kg-NZ	9999	CTN	7	39.38	275.66
STRAWBERRY - LOE NZ 36CT BEST - NZ	9999	P47	20	71.82	1436.40
STRAWBERRY - LOOSE - 5KG-NZ	9999	P47	2	52.50	105.00
RASPBERRIES - OS FARM - 12CT-NZ	9999	CTN	2	50.40	100.80
BLACKBERRIES - PUNNET - 12CT-NZ	9999	CTN	1	44.10	44.10
STRAWBERRIES - PUNNET - 12CT-NZ	9999	CTN	2	45.64	91.28
STRAWBERRIES SELECT 16CT	9999	CTN	2	25.20	50.40
LEMONS - YEN SUN MED 55-65MM - 20KG - NZ	9999	P47	2	47.30	94.60
MANDARINS - XL 45/70MM - 20KG - NZ	9999	P47	2	65.20	130.40
ORANGES NZ - XL - 80/85-20KG-NZ	9999	P47	14	38.70	541.80
ORANGES NZ - XL - 80/85-20KG-NZ	9999	P47	4	38.70	154.80
DATES - LOOSE - 5KG-US	9999	P47	1	85.60	85.60
DATES 5000 5/7 12CT TN	9999	CTN	1	51.34	51.34
GRAPES - RED GLIMES - 9 KG-US	9999	CTN	10	29.93	299.30
GRAPES - BLACK USA SEEDLESS - 8.6KG - US	9999	CTN	5	42.00	210.00
GRAPES - GREEN USA SEEDLESS - 8.6KG - US	9999	CTN	10	49.35	493.50
MELONS - ROCKMELON AUST - 15CT-AU	9999	POLY	5	74.37	371.85
MELONS - ROMANIAN AUST - 15CT-AU	9999	CTN	1	74.37	74.37
AVOCADO MILD GUACAMOLE 200g 18CT NZ	9999	CTN	1	46.31	46.31
MANGO - 12CT - EC	9999	CTN	1	46.31	46.31
POMEGRANATES - 11KG-US	9999	CTN	100	13.70	1370.00
PEARS - ROSC - 20KG-NZ	9999	CTN	1	58.88	58.88
CORIANDER x 15 PP - NZ	9999	P47	5	42.80	214.00
BROCCOLI SUNDALE 25CT NZ	9999	P28	1	19.04	19.04
CABBAGES RED 8CT-NZ	9999	P47	20	18.81	376.20
CARLIFFLOWER PURPLE-NZ	4854	P75	1	15.75	15.75
CARLIFFLOWER-ORANGEX10	9999	P75	2	11.83	23.66
CELERY LOOSE 12CT-NZ	9999	P75	2	11.83	23.66
CELERY LOOSE 9CT-NZ	9999	P47	3	19.35	58.05
LETTUCE ICEBERG 12CT-NZ	9999	P47	5	19.35	96.75
PARSLEY BUNCHES 36CT-NZ	4899	P75	40	8.40	336.00
PARSLEY ITALIAN 20CT-NZ	4901	P47	2	47.30	94.60
SPINACH 10KG BAGS-NZ	4901	P35	1	27.96	27.96
SPINACH PREPACKED 10CT-NZ	4745	P47	2	32.25	64.50
	4995	P47	4	26.88	107.52

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PRODUCE  
QTY CHECKED  
PRICE CHECKED

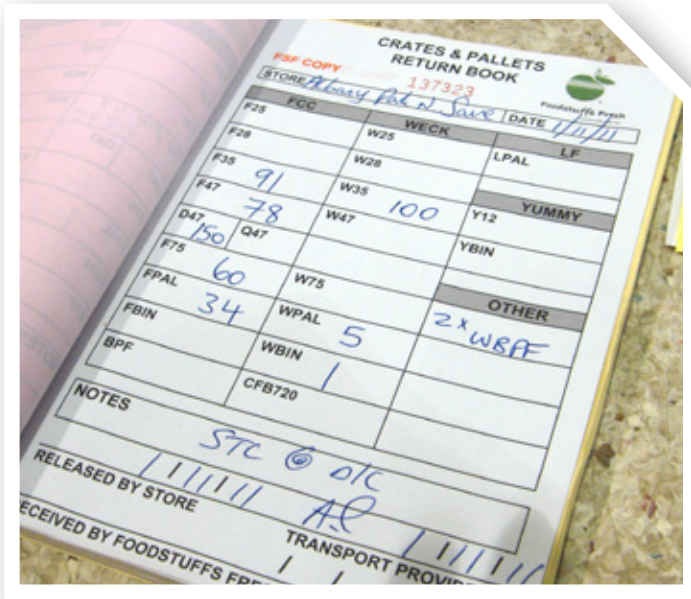
Example: Foodstuffs Fresh Invoice/Packing Slip (Pak'nSave Albany)



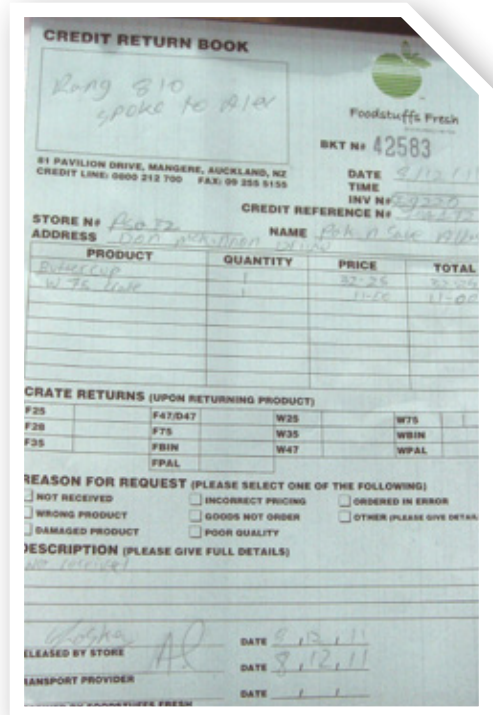
## Activity 5

What is the reason for produce staff signing the Invoice/Delivery docket from Foodstuffs Fresh? (see photo above). Write your answer in the box.

The reason the Invoice/Delivery docket is signed by a member of the produce department is ....



Example: Crates & Pallets Return Book signed by transport driver



## Activity 6

What is the reason for getting the transport company (driver) to sign the paperwork?  
Write your answer in the box.

*The reason for getting the driver to sign the Daily Invoice, the Credit Return Book, and the Crates & Return Book is ...*

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# QUALITY CONTROL

When it comes to quality control, your first line of defence is the Inwards Goods process.

It is best practice NOT to receive inferior product as you will risk:

- losing customers (memory of bad taste is stronger than memory of discount price)
- inefficiencies from double handling (moving stock around, making extra price changes and tickets, etc.)
- loss of profit from the above.



## Activity 7

How did the produce team at the training store check quality of stock delivered? Were there any issues with the quality of lines delivered? If yes, what was the problem? What happened to the stock?








## Activity 8

Can you organise your team differently to improve the way you receive goods? Use the table below to write a plan for allocating tasks.

Tasks for Receiving Stock	Person Responsible

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Tasks for Receiving Stock	Person Responsible



### Activity 9

How will you go about training your produce team in the tasks you want them to do? And how will you supervise and check that everyone is doing the tasks properly?




### Activity 10

Would any of the forms used at the training store help you to manage deliveries better at your store? If yes, which forms? (suggest you get photocopies).




## Activity 11

The picture below is of the Inwards Goods Form FSM4-07 used for recording temperature.

**FSM4-07 - Inward Goods – Department name: PRODUCE**

Chilled Foods ideal = 0 to 4.9° C accept      recheck 5.0 to 6.9°C give warning      Reject = 7° C

**Procedure**  
 Check product temperature of chilled and frozen deliveries (refer to temperature standard above). Record.  
 Check packaging – packaging intact, clean and food not exposed to contamination.  
 Check dates – randomly check dates to ensure the product is within expiry.  
 Record any issues with packaging, dates and temperature in corrective action column. Inform supervisor.

Day	Date	Supplier	Product	Temperature	Dates on packaging	Corrective Action	Sign
Mon	31/10/11	foodstuff	Salads	2.3°C	5/11/11		<i>Prata</i>
		livingfoods	mungbeans	3.3°C	7/11/11		
Tue	1/11/11	foodstuffs	Salads	1.5	6/11/11		<i>Greene</i>

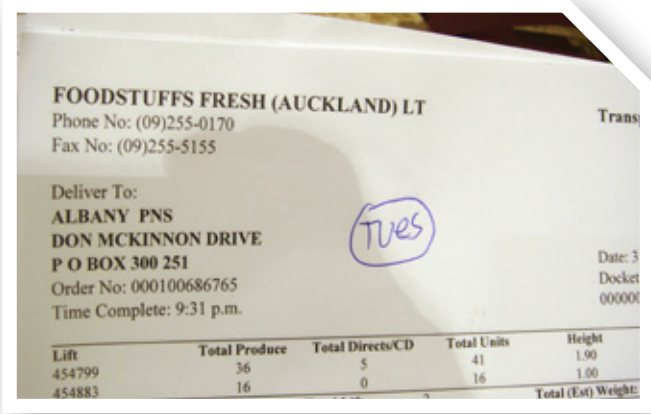
Example: The weekly FMS4-07 form used at Pak'n'Save Albany

Are you or your produce assistants recording the daily temperature checks of salads and greens arriving on the truck? If not, how will you go about including this as part of your process for receiving deliveries?


What do your team do when stock arrives on the truck that doesn't meet the required temperature?




## Activity 12



The photo shows a Foodstuffs Fresh Invoice/Delivery docket with “Tues” (Tuesday) written on it. Why is this done? (You may need to ask the staff at the training store or the Coach for the answer.)

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Will you introduce this system at your store? How else might you improve your system for filing / managing paperwork for deliveries and returns?

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## Activity 13

Are there any staff safety aspects of receiving goods that you can improve at your store? If yes, what are they?

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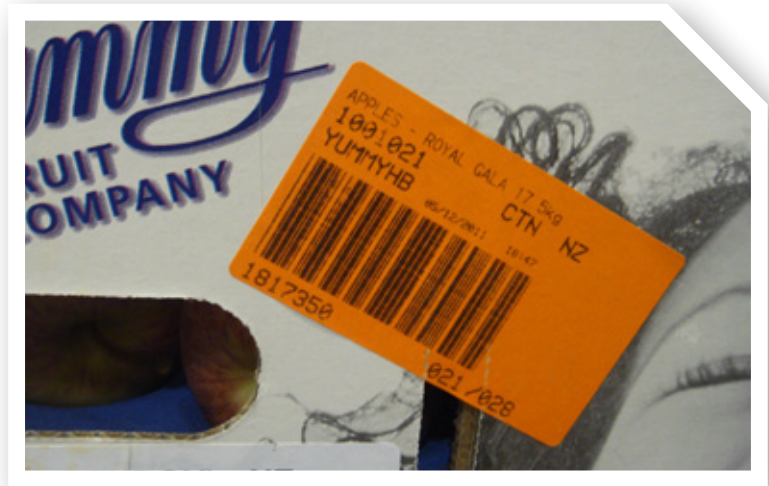
### Feedback from the Coach


# STORING STOCK

**Stock handling means making decisions about which produce will be displayed in the retail area and which produce will be kept in storage.**

Stock is stacked in store areas so that items First In will be First Out (FIFO).

Always stack crates /cartons by date code. This helps the FIFO procedure.



The most efficient way to organise storage areas is to mark locations for each produce line.



Give each produce line its own location for storage.

Allocating space like this will create efficiencies because:

- Staff will not waste time looking for product
- Stock-take will be easy and accurate (stock will be in one consistent place)
- Each new load will be put away more quickly, which means the cool chain will be maintained
- Knowing exactly what storage space is available helps ordering to be more accurate.



# PRODUCT HANDLING



## Activity 14

Watch the team at the training store handling produce in the dry store room and chiller room. Tick any of the actions in the table that you see happening. Then write the produce item involved and the reason why the action is happening.

Handling produce in storage areas	✓	Produce item	Why
Take plastic wrap off cartons.			
Check temperature of produce in the chiller.			
Place crates so certain products are not stored next to each other. (some produce lines cannot be stored near other produce lines)			
Move crates/cartons from chiller room to dry store.			
Rotate crates/cartons in the dry store area.			
Rotate crates/cartons in the chiller room.			
Put date code on carton when moving from inwards goods area to chiller.			
Package loose items of produce in a tray, weigh and put on retail display.			
Cut / trim produce.			
Assign produce to mark down			





## Feedback from the Coach




## Activity 15

Match each item in the table to its ideal storage temperature

A	B	C	D
0° – 4.9° C	5° – 6.9° C	Above 7° – 9.9° C	10° – 14°

Produce Item	Ideal storage temperature (write A, B, C or D)
Onions	
Green onions	
Celery	
Radishes	
Carrots	
Potatoes	
Pumpkin (uncut)	
Kumara	
Cauliflower	
Leeks	
Broccoli	
Beans / Peas	
Spinach / Silverbeet	
Corn	
Eggplant	
Squash / Zucchini	
Tomatoes	
Cucumber	
Capsicum	

Produce Item	Ideal storage temperature (write A, B, C or D)
Lettuce	
Avocado (green)	
Avocado (ripe)	
Bananas	
Apples	
Oranges / Mandarins	
Lemons / Limes / Grapefruit	
Strawberries	
Blueberries / Raspberries	
Grapes	
Pears	
Pineapples	
Papaya	
Watermelon (uncut)	
Watermelon (cut)	
Honeydew Melon	
New Zealand Stonefruit (peaches, nectarines, cherries, plums, etc)	
Californian Stonefruit	

# PREVENTING SHRINKAGE

Shrinkage occurs through loss of natural water content of fresh fruit and vegetables.

Key produce lines that need to be managed closely for shrinkage are **mushrooms, apples, grapes, berry fruit** and **asparagus**.

These are sold per-weight so it is important to prevent shrinkage (weight loss) in order to maintain turnover.

The table below shows the outcome of a study of weight loss of loose mushrooms conducted in July 2006 by the Food Safety Officer at Pak'n'Save Albany. The outcome was 11% weight loss in just 12 hours for mushrooms stored at 20°C.

Product	Start weight	End weight	Storage Temp	Shrinkage	% Shrinkage within 12 Hrs
Loose mushrooms	0.406	0.360	20°C	0.046	11%

If the annual turnover in \$ of mushrooms is \$75,000, then the loss of turnover to shrinkage if all mushrooms were stored at 20°C for 12 hours would be \$8,250. This is hypothetical and you can calculate your own statistics or even do your own study of shrinkage and see what the loss of turnover is for produce lines that shrink.

## You can avoid shrinkage by:

- Keeping orders tight
- Limiting the time the products are out of their correct cool chain environment
- Managing the pack down process to avoid unnecessary mis-handling.



## Activity 16

How did the produce team at the training store handle mushrooms, apples, grapes, berry fruit and asparagus to keep them in the correct cool chain and avoid shrinkage? (You probably observed this when doing Activity 14 – product handling.)

Think about how you can make improvements to product handling at your store to prevent shrinkage of highly perishable lines. Write down the actions you will take.


# POST-TRAINING ACTIVITIES

Do these activities in your home store.



## Activity 1

After you have implemented improvements to the process used at your store for Receiving Stock, write a list of the tasks that you and your team do each day when receiving stock. Write the person responsible for each task (Produce Manager, 2IC or Produce Assistant).

Order it Happens	Tasks for Receiving Stock	Person Responsible
1		
2		
3		
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Order it Happens	Tasks for Receiving Stock	Person Responsible
12		
13		
14		
15		
16		
17		
18		
19		
20		



## Activity 2

Write how you trained your team to do these tasks and how you make sure everyone is doing these tasks each day. You may like to refer back to your notes for Activity 9 during Residency Week.




### Activity 3

Explain the paperwork that you keep for the inwards goods process and where/how you file the paperwork (Invoices, FSM4-07 forms, Credit Return Book, Pallet & Crates Return Book, etc). Activity 12 from your Residency Week may help you to answer part of this question.

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### Activity 4

Explain your system for checking that items returned are credited? Where do you file Credit Notes? Where do you record returns and credits?

You need to demonstrate to the Coach that you have accurate records of returns and credits.

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### Feedback from the Coach

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## Activity 5

Write the improvements you are making to produce handling and storage at your store to ensure quality of produce for customers.

You may like to refer to Activities 11, 14, 15, and 16 completed during Residency Week.

- How are you checking quality of produce when it is delivered?
- How are you managing temperature of the different storage zones (chiller room, dry store area, chilled cabinet in the retail area)?
- How are you organising produce lines in the dry store and chiller for best quality?
- How are you preserving the shelf life of produce?
- How are you ensuring pantry life of produce for customers?

For each produce handling task, write the person responsible (Produce Manager, 2IC or Produce Assistant).

Tasks to improve produce handling / product quality	Person Responsible





## Feedback from the Coach


## Learning outcomes for the Receiving, Handling & Storing Stock module

- Observe the process for receiving stock and identify each step in the process
- Identify quality control measures to use when receiving stock and a process for returning stock that isn't of good enough quality
- Identify safety measures to use when receiving stock
- Understand the importance of traceability in the inwards goods process and observe a system for signing inwards goods documentation
- Observe stock handling and how to store different produce lines to maintain quality
- Observe how to preserve shelf life of fresh produce and how to prevent shrinkage
- Plan and implement changes to the process for receiving stock in home store
- Plan and implement improvements to stock handling and storage in home store, including organisation of dry store/chiller areas

**This module complies with the Foodstuffs' Competency Framework for Produce Departments**

Competency	Description of specific competencies / tasks	Proficiency level / Staff level
<p>Receiving, Handling &amp; Storing Stock</p>	<p>Has system documented for receiving produce and each task is clear and allocated to a particular staff member</p> <p>Implements quality control procedures when receiving stock (i.e. temperature checks on truck; spot checks of produce lines) and returns stock that is not of acceptable quality</p> <p>Checks quantity of each produce line that is delivered to ensure accuracy; shortages or over-supplies are noted on Invoice</p> <p>Signatures of produce staff and transport driver are noted on inwards goods documentation</p> <p>Has system for filing paperwork for inwards goods (Invoices, FSM4-7 forms, Returns, etc)</p> <p>Space allocated in dry store area / chiller for each produce line (organised store areas)</p> <p>Complies with FIFO in storage areas – date codes, rotation of crates – and staff trained in this</p> <p>Produce lines are stored at correct temperature (ambient vs chilled areas) to preserve shelf life. Staff have been trained to store produce lines in correct temperature zones.</p> <p>Competent at preventing shrinkage of produce and staff have been trained to prevent shrinkage.</p> <p>Knows which products to put in chiller</p> <p>Knows which products to keep at ambient temperature / dry store</p>	<p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 4 – Produce Manager</p> <p>Level 3 – 2IC</p> <p>Level 3 – 2IC</p>
<p>Occupational Health &amp; Safety Compliance</p>	<p>Manages pallets and movement of pallets to ensure optimum safety in storage areas</p> <p>Ensures staff are using equipment and tools compliant with OHS</p>	<p>Level 3 / 4 – 2IC / Produce Manager</p> <p>Level 3 / 4</p>
<p>Financial Management</p>	<p>Checks accuracy of Invoices (delivery dockets) and notes discrepancies before signing dockets.</p>	<p>Level 4 – Produce Manager</p>

