Receiving SOP

Short shipments

OPERATIONS / FIELD GUIDE 05

The packing slip lists ten cartons and we received nine. What do I record?

SOURCE PASSAGE

Count cartons on arrival. Record the actual count, note any shortage on the delivery paperwork, and alert the shift lead.

01 Count what arrived

Compare the physical carton count with the packing slip before completing the receiving entry.

02 Document the difference

For ten cartons listed and nine received, record nine received and one carton short. Note the shortage on the delivery paperwork.

03 Notify the shift lead

Give the shift lead the packing slip reference and the shortage count so they can follow up on the missing carton.