



# MIDDLESEX-LONDON PARAMEDIC SERVICE LOGISTICS STANDARD OPERATING PROCEDURES



## RECEIVING SHIPMENTS

### **ALWAYS MAINTAIN A CLEAR PATHWAY TO THE RECEIVING DOOR**

A blocked door is a fire safety and emergency hazard.

Always keep ALL receiving doors closed when not in use to ensure inventory / building security.

### **Receiving a Delivery**

#### Number of Boxes

1. Identify/count the TOTAL number of boxes the delivery driver says are in the shipment. Verify the delivery is for our address. This is usually on one or all boxes as well as the packing slip.
2. If there is a discrepancy with number of boxes point this out to the driver and ask them how they will resolve the issue. NOTIFY THE LOGISTICS DEPARTMENT IMMEDIATELY. Only sign for the number of actual boxes physically received.

#### Condition of Shipment

3. Evaluate the condition of the shipment. If boxes or containers are torn damaged or have visible holes. Mark Subject to Inspection (STI) when signing for the delivery. If required, all damaged boxes can be opened and evaluated by the team member receiving the shipment while the driver waits.

#### Packing Slip

4. Locate the packing slip. DO NOT RECEIVE ANY SHIPMENTS WITHOUT A PACKING SLIP.

#### Sign for Delivery

5. Ask the delivery driver for a receipt or method to sign for the delivery. Sign on the touch screen/driver's paperwork for the number of boxes you physically are receiving and their condition. If boxes are damaged notify the driver and note on the touch screen /driver's paperwork. Keep all receipts with the packing slip.
6. If the driver has no paperwork/screen to sign. Notify the delivery driver the delivery cannot be verified as correct but you will accept it as a partial shipment. Notify the Logistics Department.



## MIDDLESEX-LONDON PARAMEDIC SERVICE LOGISTICS STANDARD OPERATING PROCEDURES



### RECEIVING SHIPMENTS – Page 2

#### Receiving a Shipment

##### Number of Boxes

1. Using the packing slip located with the shipment open one box at a time accounting for the total box count as you go. Boxes should be labeled if multiple. For example, box 1 of 3, 2 of 3, 3 of 3.

##### Packing Slip

2. Unpack each “Mixed” box separately. Check off each item on the packing slip as you go. Verify each line item and quantities. Note any discrepancies with items/quantities on the packing slip
3. Sign and date the packing list. This verifies who received each and every item listed on the packing slip and assists accounts payable and inventory management. This will identify over shipped, short shipped and missing/damaged quantities.
4. Sign and date the packing list. This verifies who received each and every item listed on the packing slip and assists accounts payable and inventory management. This will identify over shipped, short shipped and missing/damaged quantities.

##### Put Away Inventory / Cleanup

5. Put away the inventory and input all the items /quantities in Operative IQ.
6. Clean up any packaging cardboard and debris that are present from received the shipment.

##### Operative IQ / File Packing Slip

7. File the packing list and any associated paperwork in the Logistics Department received packing list slot. Report packing slip discrepancies to the Logistics Department to enable corrective action with the vendor. Input data into Operative IQ.

**NOTE:** If you have any questions or require support receiving inventory please contact the Logistics Department.