

The objective of this procedure is to detail the goods reception processing with all the mandatory control points and the decisions to take in function of the non-conformities observed and the challenges of controls quality, rules of security and financial.

Good receipt management

SC-P-WW-03

DIRECTION GLOBAL PURCHASING & SOURCING

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LEXICON

BBD : Best Before Date

CMR : International consignment note (= national receipt)

DLUO : Optimal Use Expiry Date

DN : Delivery Note

FAM : Financial Manager

MDD : Minimum Durability Date

PPE : Personal Protective Equipment

RDS : Service Manager

UBD : Use By Date

VLC : Village Logistics Coordinator

VLS : Village Logistics Supervisor

I. OBJECTIVES

The objective of this document is to list all the key stages of goods receipt with the decisions to take in function of the non-conformities observed and the challenges of controls quality, rules of security and financial.

II. ROLE AND RESPONSIBILITIES

Role	Responsibilities
Village Logistics Supervisor	Ensures that the appropriate equipment for receiving goods is present and functional Ensures that receiving areas are ready to receive goods in good conditions Trains the village logistics team in the goods reception procedure and enforces it Carries out the computerized reception of goods Ensures that all receipt checks are carried out for each receipt Formalizes quality self-checks Reports supplier incidents in the event of non-compliance
Village Logistics Coordinator	Assists the Village Logistics Supervisor in his responsibilities
Storekeepers	Physically receives and stores merchandise Carries out checks upon receipt Ensures the cleanliness and accessibility of reception areas
Procurer	Optimizes order frequency and volumes Handles minor supplier disputes raised by the Village Logistics Department (no impact on activity but an improvement plan must be found with the supplier) Validate order modification requests in the event of non-compliance with tolerances
Buyer	Handles major supplier disputes raised by the Village Logistics Department (breach of contractual obligations, quality, deadlines, price, etc.)
Service Manager	For certain specific deliveries (Ski, Spa, etc.), carries out the reception, checks upon receipt and collects delivery documents before transmitting them annotated to the logistics department for computer entry. The Kitchen Service Manager is also responsible for control quality for the products costs.

 For previous organizations, please refer to the appropriate job description for roles & responsibilities

III. RELATED DOCUMENTS

- [How to handle a logistics dispute](#)
- [Resort Logistics Team Book - Version 1.0](#)
- COUPA sheet [How to process a “DA pending receipt” invoice?](#)
- COUPA Sheet [Reception Tolerance](#)
- COUPA sheet [How to manage an order in transit](#)
- [Raw materials receipt control sheet](#)
- [DS-04C Supplier Anomaly Refusal Sheet](#)
- [DS -04 D Anomaly Reception 2024](#)
- [INS-04 Checks upon receipt of goods](#)
- [INS-05 Temperatures & Storage Method](#)
- [Use & Calibrations Temperature Probe](#)
- [INS-14 Traceability Management](#)
- [Training book for using Epack Hygiene](#)
- [Procédure gestion des sinistres](#)

IV. CONTROLS

The Internal Audit and Supply Chain-Logistics Methods departments (or any other department validated by the Supply Chain's Direction) can carry out checks at any time to ensure the correct application and compliance with procedures.

It ensures the detection of possible misunderstandings or anomalies and therefore, updating the document concerned if necessary.

V. FLOWCHART

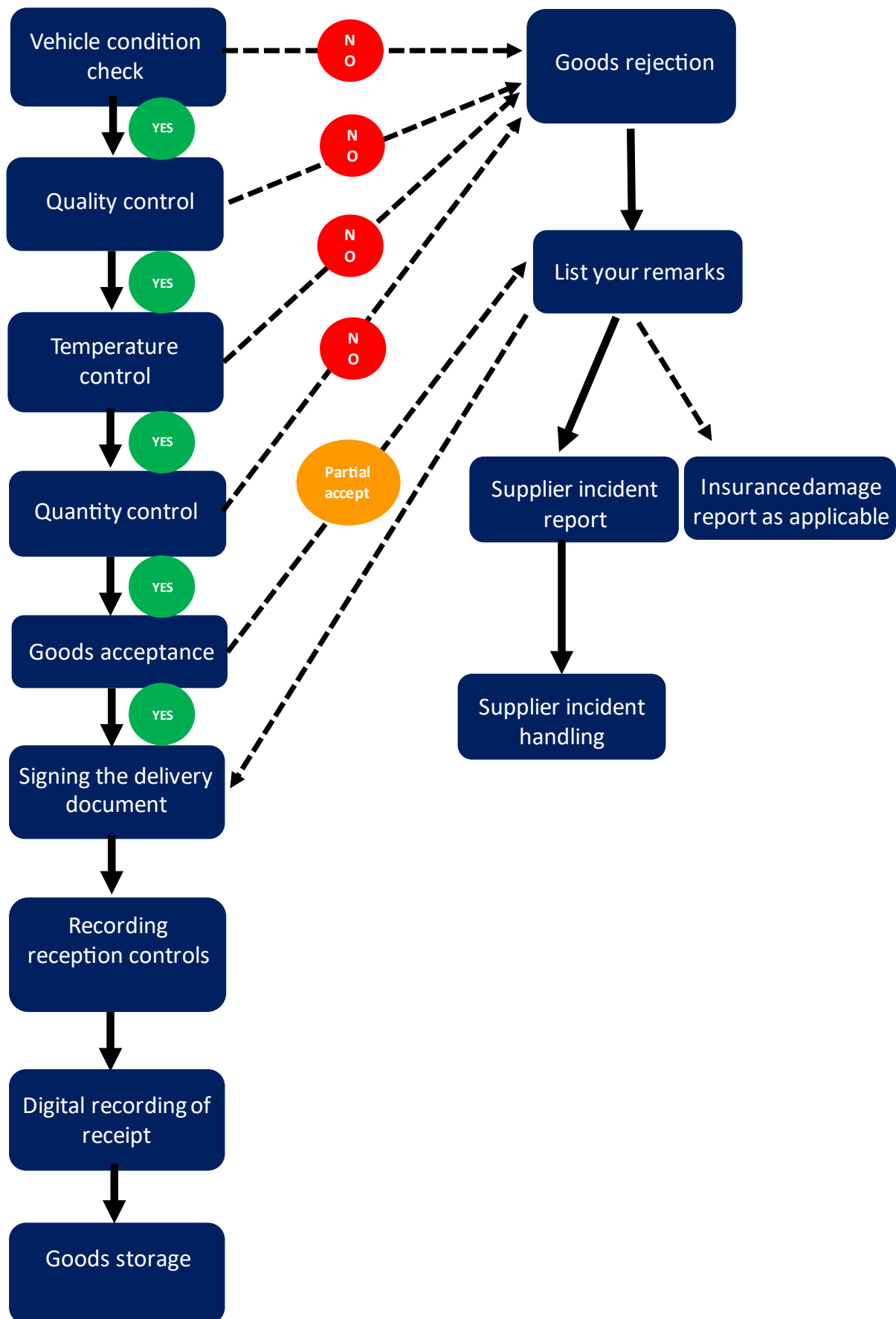


Figure 1- reception flowchart

VI. DESCRIPTION

a. PREPARING FOR THE RECEIPT OF FOODS

i. REQUIRED EQUIPMENT

- Functional and calibrated scale
- Operational calibrated probe thermometer and laser thermometer at the start of the season (💡 see [INS-29 Use & Calibrations Temperature Probe & DS29 Calibration Thermometers](#)).
- Clean and functional cutters for opening boxes
- Pallet jack or trolley available
- Wash hands and all equipment used for delivery (ex : pallet jack)
- Wear clean workwear and necessary PPE
- Clean and disinfect the probe or laser thermometer


ii. TASKS TO BE PERFORMED

- Ensure that the reception and storage areas are clean and unobstructed
- Ensure cleanliness and unobstructed in sorting and waste reception areas with appropriate identification (internal kit)
- Make sure that the cold rooms and storage units are clean and unobstructed
- It is imperative that a chef (or assistant) is present for the reception of fresh product (meat and fish) or in case of a product dispute.

b. WELCOMING THE SUPPLIER

A member of the Village Logistics Team must be available to welcome the supplier at the goods unloading dock at the agreed date and time.

- Before unloading, verify that the products are intended for the Village
- Products are unloaded from the vehicle by the delivery person or under his responsibility if <3 tons are delivered
- If >3 tons are delivered, unloading is carried out by the receiver or someone under their responsibility
- A delivery note summarizing all delivery information is provided to you
- A consignment note (receipt or CMR) is also presented if the delivery is carried out by a carrier
- Unloading is conducted in order of the driver's arrival : first come, first served

 The procurer must manage the frequency and pace of deliveries to avoid multiplying deliveries and to optimize controls and team time.

c. RECEIPT CONTROL FORM

The control procedure can now begin, before storing the products..

The results of these controls must be recorded on the [DS04-Raw materials receipt control sheet](#) (ANNEX No. 1: RAW MATERIAL RECEIPT CONTROL SHEET) or with the applicable digital system (See the [RECORDING OF](#)).

 **DON'T SIGN the documents until the controls are completed !**

d. INSPECTION OF THE TRANSPORT VEHICLE

Before examining the delivered goods, it is important to verify that the vehicle transporting the foodstuffs complies with the current regulations.

i. VEHICLE COMPATIBILITY

Depending on the categories of transported foodstuffs, the vehicle type must be suitable for their transportation. First, ensure the vehicle's compatibility with the type of goods transported, as detailed in Table 1 below. If applicable, the driver must present the vehicle's approval certificate.

	Nature of compartment containing the goods					
	Freezing	Refrigerant	Isothermal	Box	Covered tray	Other
<i>Frozen</i>	C	C	C	NC	NC	NC
<i>Dairy products / Cold cuts</i>	C	C	C	NC	NC	NC
<i>Vacuum-packed meat / Fresh fish</i>	C	C	C	NC	NC	NC
<i>Vacuum-packed fruits and vegetables</i>	C	C	C	C	NC	NC
<i>Fruits / Vegetables / Fresh juice</i>	C	C	C	C	C	C
<i>Canned goods</i>			C	C	C	C
<i>Sugars, Flours, ...</i>			C	C	C	C
<i>Dry or dehydrated products / Beverages</i>			C	C	C	C

Table 1 - Vehicle compatibility based on goods

C	Compatible	C	Compatible after inspection	NC	Not compatible		Not applicable
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Follow these procedures based on the table above :

- **Compatible**

The vehicle is suitable for transporting the foodstuffs it contains: no further action required

- **Compatible after inspection**

The vehicle is not adapted for the transported foodstuffs but a modification imposed by the supplier exists :

- The VLS must decide to accept or refuse the adjustment
 - Open a supplier incident in accordance with document [How to handle a logistics dispute](#)
 - It is also possible to document each refusal in document [DS-04C Supplier Anomaly Refusal Sheet](#)

- **Not compatible**

Complete incompatibility between the transported foodstuffs and the type of transport vehicle :

- Categorical refusal of the delivery
- Open a supplier incident in accordance with document [How to handle a logistic dispute](#)
- Document each refusal in document [DS-04C Anomaly Supplier Refusal Sheet](#)

- **Not applicable**

Transportation of the foodstuffs is not subject to temperature control rules :

- Observe how the goods are stored in the compartment
- Ensure their protection, particularly against risks of pollution

ii. ADDITIONAL CONTROLS

Once you have ensured that the vehicle is compatible with the type of foodstuffs received, check the following:

- Cleanliness of the vehicle to ensure there is no contamination risk
(*For example, blood or salt on the floor*)
- Quality of product storage on the pallet
- Cleanliness of the deliveryman's outfits
- Temperature of the vehicle compartment based on the transported foodstuffs
- If you notice any anomaly, notify the supplier and record the non-compliance by declaring a supplier incident in accordance with document [How to handle a logistics dispute](#). Document each refusal in document [DS-04C Anomaly Supplier Refusal Sheet](#)

e. GOODS INSPECTION

All deliveries must be inspected. Any observed quantitative and/or qualitative discrepancies must be noted on the delivery document before being signed by the VLS/VLC and the delivery person.

This document will serve as evidence when reporting a supplier incident.



For specific product receptions (e.g.: SPA, SKI , etc.), the service manager involved carries out the reception and checks upon receipt. The VLS/VLC is responsible only for computer data entry based on delivery documents and purchase orders annotated by the Service manager.

i. QUALITY CONTROL

Quality control involves visual inspection of packaging, overpackaging, label compliance, and product quality.

Overpackaging / pallets inspection :

- Refusal of the overpacks/pallets severely damaged without none measure corrective possible
- If the damage can be corrected (by replacing the product), the batch may be partially or fully accepted, pending evaluation by the SLV/VLC and Service manager

Packaging inspection :

This inspection applies to certain categories of foodstuffs delivered without overpackaging or presenting risks due to the nature of the packaging such as : vacuum-packed foodstuffs, canned foods, fresh fish and shellfish, fresh fruits and vegetables, fresh meat, cheeses, eggs and egg products.

Quality control for fresh products :

This control must be conducted in the presence of the Chef or a designated team member who has the expertise to assess the product freshness.



Opened or unpackaged raw item should NOT be accepted.

ii. LABEL CONTROL

Next, the labeling of goods must be verified :

- **Sales name:** the name on the label must match with the name on the order form
- **Date** of harvest, slaughter or processing : origin information for all types of meat must be verified (Born/Raised/Slaughtered)
 - 💡 For more details, refer to document [INS-14 Traceability Management](#)
- **Date types :**
 - Use-by date (UBD) = *consume until*
 - Best before date (BBD) or Minimum durability date (MDD) = *preferably consumed before*
 - Recommended Consumption Date (RCD) for Shell Eggs
- **Reception timing :** Products must be received during half of their remaining life, calculated from the manufacturing date mentioned on the label.

Examples

Date of manufacture = 03/05/2024
UBD/BDD/MDD/RCD = 03/28/2024
Original shelf life = 24 days
Minimum remaining life = 12 days

Case A : receipt on 12/03
Residual life = 16 days **OK**

Case B : receipt on 03/18
Residual life = 6 days **KO**

- **Batch number :** must be recorded if goods are rejected and reported on registration documents (digital system or [DS04-Raw materials receipt control sheet](#) or [DS-04C Supplier Anomaly Refusal Sheet](#)) and in the supplier incident report.
- **Label verification :** labels must not be manually altered
Any anomaly must be reported as a supplier incident according to document [How to handle a logistics dispute](#) and each rejection can be documented in [DS-04C Anomaly Supplier Refusal Sheet](#)
All delivery goods will be refused upon receipt.

 The label on the outer packaging must correspond to the labels on each item inside. This check is done randomly and is not exhaustive.

 **Unpackaged raw items or fresh or frozen products (animal or animal-derived products) should NOT be accepted.**

iii. TEMPERATURE CONTROL

Existing regulations specify upper temperature limits that must not be exceeded for certain product categories. Due to the uncertainties associated with product transport, a tolerance of 3°C can be accepted for all products.

Temperature limits for each product category are detailed in [ANNEX No. 2 : FORM SUMMARY OF QUALITATIVE CONTROLS](#).

An initial temperature reading will be conducted using a laser thermometer. It can be confirmed by a probe thermometer in case of doubt. The following decisions will be taken based on the results:

- **If temperature is compliant** : the goods are accepted
- **If temperature is compliant within tolerance of 3°** : the goods are accepted but must be consumed promptly. Note that the food's consumption date has been reduced due to potential microbial growth during the warming phase
- **If the temperature is not compliant** : the goods are rejected. Any discrepancies will result in a supplier incident in accordance with document [How to handle a logistics dispute](#). All the goods will be refused at the reception.
- In case of non-compliance, multiple temperature checks with a probe thermometer should be performed.

It is important to take several core T°C measurements and take an average (💡 see [INS-04 Controls upon receipt of goods](#)). Core's product temperature readings are the only definitive values for temperature assessment in products.

- However, to avoid altering or destroying part of the goods, initial temperature readings should prioritize contact between packaging materials in a first time.



The cost of destroying certain packaging will be borne either by the customer or the supplier, in accordance with the contract specifications. In case of non-compliance, the cost of verifying the core temperature of the goods must be borne by the supplier.



Frozen foodstuffs must be stored in freezers within 15 minutes of their removal from the truck.

iv. QUANTITATIVE CONTROL

The delivered quantities of each item must be compared with the Delivery Note and subsequently reconciled with the quantities ordered during the computer receipt process (see Figure 1).

Depending on the volume delivered, quantitative checks can be conducted in the presence of the delivery person or after his departure.

(Cf [SPECIAL CASE OF VOLUMINOUS RECEPTIONS](#)).

The delivery note indicates the number of units or net weight delivered for each item :

- If the product is declared in units, count the number of units received
- If the product is declared in net weight, verify the weight if indicated on the package or weigh the entire batch.

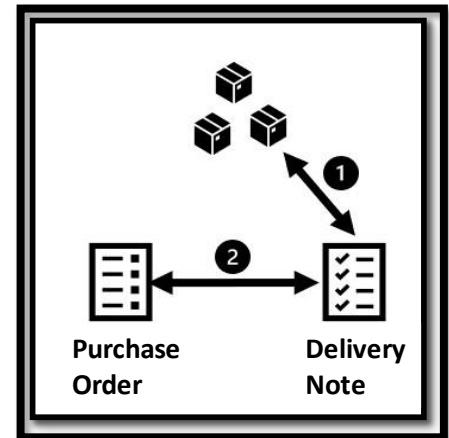


Figure 2-Quantitative control

For items measured by weight, there is an acceptable threshold of +/- 3%. This margin accounts for "road shrinkage," which refers to the weight or volume loss of goods during transportation due to evaporation, leakage, or desiccation.

Any quantity discrepancies (less than 3% for weight-based items or any discrepancy for other items) must be noted on the delivery slip and receipt (if delivered by a carrier). A supplier incident must then be reported in accordance with document [How to handle a logistics dispute](#)

If there is an excess of goods (greater than 3%) in the presence of the delivery person, it must be analyzed by the SLV and either:

- **Refused** with agreement from the Service Manager concerned
- **Accepted** with prior validation from the Service Manager concerned

v. RECORDING OF RECEIPT CONTROLS

Receipt controls (temperature reading and traceability for fresh meat and fresh fish) are recorded in the digital tool deployed in the village. The screen below is an example of the Epack Hygiene system.

💡 For more details on using the Epack Hygiene system, refer to the [Epack Hygiene use training book](#).

If no digital recording system is deployed, controls must be documented on paper using document [DS04-Raw materials receipt control sheet](#) also provided in [ANNEX No. 1: RAW MATERIAL RECEIPT CONTROL SHEET](#) for temperature readings. For traceability, product label photos must be taken and archived.

In this case, control sheets must be archived for 1 year

- 1 Identify suppliers
- 2 Select range of received products
- 3 Enter the recorded temperature
- 4 The timing is pre-selected
- 5 Take a photo of inspected product and/or sanitary label
- 6 Sign with your name
- 7 Click « I'm done »

- 1 Take photo of product labels/cartons used
- 2 You can take multiple photos consecutively
- 3 Sign with your name
- 4 Click « I'm done »

For voluminous receipts (more than 1 pallet) and for certain product categories only, as defined in table 2 below, it will be tolerated to lighten the inspection procedure according to the following rules:

	Controls in presence of a delivery person	Controls after the delivery person's departure
Frozen foods	<ul style="list-style-type: none"> • Temperature control • <u>Check the number of pallets</u> • Spot check of weights indicated on boxes for expensive products (Foie gras, langoustine, etc....) • Visual inspection of packaging quality • Label control (Minimum Durability Date) 	Exhaustive quantity delivered control during storage in the freezer
Fresh fish	<ul style="list-style-type: none"> • Temperature control • Visual inspection of packaging quality • Label inspection (Use By Date) or fishing/packaging date for oysters • Quality control in the presence of the chef • Exhaustive weight/number control for each product (without ice) 	Presence of ice in the boxes on all fish. Well-banded oyster baskets -
Fresh meats	<ul style="list-style-type: none"> • Temperature control • Visual inspection of packaging quality • Label inspection (Use By Date), Traceability, Origin • Quality control in the presence of the chef • Comprehensive weight/number control for each product 	-
BOF, Fresh Dairy Products	<ul style="list-style-type: none"> • Temperature control • Visual inspection of packaging quality • <u>Check the number of pallets</u> • Label control (Use By Date and Minimum Durability Date) 	Exhaustive quantity delivered control during storage in the storage unit
Fresh Fruits and Vegetables	<ul style="list-style-type: none"> • Temperature control • Visual inspection of packaging quality • Quality control in the presence of the chef (calibration, market quality) • <u>Check of number of crates/boxes</u> • Spot check of weights indicated on crates for expensive/strategic products 	Exhaustive quantity delivered control during storage in the storage unit
Dry storage unit and Supply	<ul style="list-style-type: none"> • Visual inspection of packaging quality • <u>Check the number of pallets and boxes</u> per product • Label control (Minimum Durability Date) 	Exhaustive quantity delivered control during storage in the storage unit

Table 2 - Control of large receipts

For goods received in sealed containers, the **sealing should be checked**.

The original seal number is documented on the transport document (such as the bill of lading)

The customs declarant who collects the container at the destination port is responsible for comparing the seal number on the document with that on the container.

When the driver delivers the cleared container to the village, the seal number is recorded on his consignment note.

In all cases, **compare the written number with the one engraved on the seal** and act accordingly based on the situation :

COMPARISON OF SEAL NUMBER ON THE CONTAINER VS WAYBILL	ACTION(S)
If the number engraved on the seal matches the document	No action needed – the container was not opened between Logistic platform and the village.
If a physical inspection of the goods has been conducted by the customs officer, a new seal must be affixed to the container after the inspection and the new seal number noted on the customs officer's receipt. If merchandise has been removed, the receipt must also specify what goods and in what quantity.	In addition to the waybill which includes the new seal number, the customs receipt must also be given to the VLS to account the quantities removed from its receipt. Ensure the document has been submitted and adjust received quantities accordingly.
If nothing is indicated on the document, but there is a seal on the container doors	Ask the last logistics provider why there is a seal (failure to transcribe on the document or doubts about the delivery chain?). Depending on the response, conduct an exhaustive inventory of the delivered goods.
If a number is indicated on the transport document but no seal is present on the container doors	Warning , the container has been opened. Report this on the waybill and conduct an exhaustive control to ensure nothing is missing.
If nothing is indicated on the document and there is no seal	Warning , the container has been opened. Report this on the waybill and conduct an exhaustive control to ensure nothing is missing.



In all cases, if there is no seal when there should be one or if the seal number doesn't match with the documents, list your remarks on the waybill. A complete check of the goods (detailed for all items without/with broken warranty bands) must be performed before the 3-day period expires

The delivery document corresponds to the delivery note if delivered by the supplier or to the receipt (paper or electronic)/CMR if delivered by a carrier.

It must be signed and stamped (in case of paper version) for each delivery. In all cases, **the name of the signatory must be identifiable** (especially when delivery is made to the Village Reception or out of season). The use of a stamp is preferable whenever possible to prevent the delivery person from simply scribbling instead of providing a signature

Signing the document confirms the proper receipt of the goods. Therefore, the document should only be signed after all necessary checks have been completed. The signature also signifies that the delivery is complete and the delivery person may leave.

The delivery person is required to wait until the necessary time. Without signature or stamp, he cannot leave (otherwise, the actual receipt may be disputed).



If the driver refuses to wait, include the following note under reservations: "Missing items/damages could not be noted because the driver, Mr., refused to wait.". The driver must sign.

The delivery person's waiting time is calculated from his arrival (or from the appointment time or the start of the time slot if he arrives early) until the delivery document is signed.

For informational purposes, the maximum waiting times are indicated for French villages in [Figure 3](#) below, in accordance with French law (Decree No. 2017-461 of March 31, 2017)

Delivered volume	Maximum delay	Situation
< 100kg and < 20 packages	15 mn	In all cases
> 100kg and < 3 tons	30 mn	In all cases
> 3 tons and < 10 tons (or < 30 m3)	1h	If appointment respected
	1h30	If time slot respected
		if appointment delay < 30 minutes
	2h	Other cases
>10 tons ou > 30m3	1h	If appointment respected
	2h	If time slot respected
		if appointment delay < 30 minutes
	3h	Other cases

Figure 3- Maximum waiting times for the delivery person



If the maximum time limit is exceeded, the delivery person is entitled to charge us for this excess time at a reasonable hourly rate.

i. STOCKED GOODS

1. General

All goods receipts must be entered into the software used in the village (Ecomat Web or Coupa) to :

- Update the theoretical available stocks and allow requesters to order the necessary products
- Enable better stock management
- Release the accounting flow of delivery, including invoice processing and payment

💡 All elements related to computer reception are available in the [Book document from the resort logistics team - Version 1.0](#) by COUPA

Failure to enter goods into the IT systems will delay supplier payments and may impact customer service. Moreover, this can create issues when the requesters enter stock requisition forms because the theoretical stock will not correspond to the actual stock.

Regular control of invoices awaiting receipt must be performed according to the capabilities of the tools.

💡 For more details, refer to the COUPA practical sheet [How to process a “DA pending receipt” invoice?](#)

A comparison between the quantities received and the quantities ordered is performed during entry. Any discrepancy exceeding the reception tolerances specified in the [Reception tolerance](#) document must be resolved by requesting a modification of the order from the procurer.

2. Particular case of transit orders : Two-Step Process

For transit orders, two receipts are performed :

- The first receipt is done in “Speed” at the logistics platform upon delivery: the quantities entered are exactly the same as on the supplier's delivery note → This initial receipt triggers the accounting flow.
- The second receipt is performed in Ecomat Web / Coupa upon delivery to the resort: the actual quantities received must be entered in Ecomat Web / Coupa to update the theoretical stock.

💡 For more details, refer to the COUPA sheet [How to manage an order in transit](#).

ii. RULES FOR ENTRY

- Receipts must be entered in Ecomat Web / COUPA on the day of physical receipt
- The received quantity/weight entered in Ecomat Web / Coupa must match with the actual physical quantity, even if this quantity differs from that indicated on the delivery note because:
 - The quantity entered in Ecomat Web / COUPA updates the theoretical stock. It is essential that the IT stock reflects the physical stock to ensure efficient stock management and availability for requesters.
 - This also helps identify discrepancies between receipt, order, and invoice to maintain an electronic record of credit note requests and incident declarations

iii. GOODS CONSUMED UPON RECEIPT

For operational reasons, some products may be withdrawn or consumed upon receipt. This simplifies operations by allowing direct withdrawal by section chefs from dedicated storage units. The products involved in this specific process are :

- Fresh meat
- Fresh fish
- Fruits & Vegetables
- Bread



No other product should be handled in this way without Financial Manager approval.

Computer receipt of these products is mandatory, in the same way for all other products, according to rules outlined above.

Entries must follow the operating procedures of the software used (💡 see [Book of the resort logistics team - Version 1.0](#) for COUPA).

This allows monitoring of consumption with Food Cost and maintains zero theoretical stocks for these products.

These products must be stored in specified storage units.



No stock-managed products should be withdrawn directly by department heads. All other products must be issued through a release order without exception.

If by mistake the village receives a product that needs to be destocked, it will use the inventory reason "Goods Reception Error".

h. TAKING RESERVATIONS IN CASE OF AN ANOMALY

NEW

When an anomaly is identified during goods receipt (quantity or quality), the VLS/VLC must make precise and complete notes on the paper delivery document:

- For supplier deliveries, reservations must be written on the supplier's Delivery Note (there is no transport document)
- For deliveries by carriers (from either the supplier or from Club Med), reservations must be written on the transport document, such as the national receipt or international CMR

The delivery person must wait for sufficient time to conduct a thorough inspection after noting an anomaly, that's why the delivery document must not be signed until inspections are completed.

Reservations are written on a paper document (not digital). They should include an identifiable signature and the delivery date (from which the reimbursement/compensation period starts).

Inadmissible reservations are ineffective (see [ANNEX No. 4 : RESERVES GUIDE](#)). They are rejected by suppliers and do not allow for insurance compensation.

The delivery person must counter-sign the paper-formalized reservations by the VLS to indicate agreement. A copy of the document containing reservations and the countersignature must be retained by the VLS.

As evidence for suppliers, carriers and/or insurance companies, the VLS systematically photographs non-compliant packaging and products, preferably in the presence of the delivery person or vehicle.

Reservations must be confirmed to the supplier or carrier by the procurer within **3 working days** following the delivery date indicated on the delivery document.



In case of loss (breakage, theft, etc.), it must be reported to the insurance broker


[💡 refer to the [claims management procedure](#)

Any anomaly noted upon receipt of ordered goods (quantity or quality) must be shared and validated with the concerned service manager. The table below helps you to identify the type of incident)

	INCIDENT MINEUR	INCIDENT MAJEUR
Product shortage - Repetead → Minor: escalate to Major by Procurement depending on whether the problem is resolved or not by the supplier - Occasional → no incident (KPI monitoring)	If the shortage is not on the delivery note and/or if the shortage is announced in advance, there should be no claim made by me. It's additional administrative work. We see the shortages in the KPIs.	Depends on the incident: if there is no alternative solution on July 14th, for example, and/or if the shortages are repeated = major
Delivery Delay - Repetead → Minor: escalate to Major by Procurement depending on whether the problem is resolved or not by the supplier - Occasional → no incident (KPI monitoring)	Depends on the incident: if there is no alternative solution on July 14th, for example, and/or if the shortages are repeated = major	Depends on the incident: if there is no alternative solution on July 14th, for example, and/or if the shortages are repeated = major
Non-Delivery (Missing, shortage on delivery note = incident) - Répété → escalate to Major by Procurement depending on whether the problem is resolved or not by the supplier - Occasional → Minor (escalate to Major by procurer depending on the occurrence)	Depends on frequency	Depends on frequency
Refus de Marchandise (Qualité produit, référence, marque produit) mpact on the accounting flow. Contract failure: weigh carefully against the value of the damage. Incident in all cases depends on the value	Depends on the value	Depends on the value
HACCP (Hygien, Temperature)		Major systematic
Price		Major systematic
Failure to Respect Delivery Schedule - Repetead → Minor: escalate to Major by Procurement depending on whether the problem is resolved or not by the supplier - Occasional → no incident (KPI monitoring)	Depends on occurrence. If systematic, a meeting with the supplier and purchasing, with statistical support from claims and shortages, is required.	Depends on frequency

Table 3 - Type of incidents

- For each dispute, the VLS/VLC must report a supplier incident in accordance with document [How to handle a logistics dispute](#)
- A corrective action plan will be developed by the buyer or the procurer in consultation with the VLS to correct the incident and, depending on severity and frequency, the buyer will arrange a meeting with the supplier for remediation.
- Non-conformities identified and documented in the digital recording system can be used by the buyer and/or procurer to ensure tracking of the service quality provided by supplier.
- The complaint must be submitted in writing by the procurer to the carrier. However, resolution is not always possible, so prompt notification to the procurer / buyer is crucial for resolving the dispute with the supplier or carrier. 💡 cf. [How to handle a logistics dispute](#)

 A dispute with a carrier and insurance is admissible only if reservations have been made upon delivery and confirmed in writing to the carrier within the regulatory time limits (3 working days following delivery in France). This is why responsiveness across the entire chain is key

The received merchandise must be stored in the appropriate storage unit as quickly as possible to avoid potential alteration of the same merchandise for quality and safety reasons.











Special attention must be paid to fresh products: storage should not adversely affect the operation of refrigerated and frozen storage areas by minimizing door opening times during storage. Prolonged exposure of cold room interiors to ambient temperatures can force refrigeration units to operate excessively and potentially damage them.










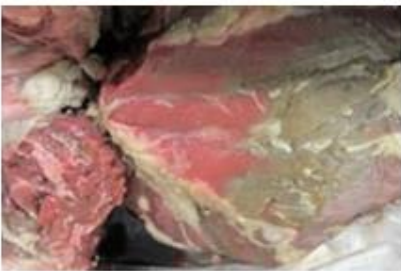


💡 For more details on storage rules, refer to document [INS-05 Temperatures & Storage Method](#).

a. ANNEX No. 1: RAW MATERIAL RECEIPT CONTROL SHEET

[illegible]

Category of goods	Temperature compliant	Temperature compliant with tolerance	Temperature not compliant	Appearance
<i>Frozen foods</i>	-40° ... -18°	-18° ... -15°	Greater than -15°	Humidity / Crystals
<i>Fresh fish - Shellfish cooked Or raw Frog legs refrigerated - Shells Holy Jacques</i>	0° ... 2° Below ice, without contact direct			Freshness & icing
<i>Products 4th range Pastries, Cream pastry chef, Dishes prepared cold</i>	0° ... 3°	4°	Greater than 4°	Integrity Packaging Labeling
<i>Meats below empty Meats fresh Cold cuts raw Or cooked</i>	0° ... 3°	4°	Greater than 4°	Integrity Packaging Labeling
<i>BOF (Butter, Egg)</i>	0° ... 6°	7° ... 8°	Greater than 8°	Integrity Packaging Labeling
<i>Products Dairy Fresh & cheese</i>	0° ... 4°	4° ... 7 °	Greater than 7°	Integrity Packaging Labeling
<i>Semi-preserved</i>	0° ... 6°	7° ... 10°	Greater than 10°	Integrity Packaging Labeling
<i>Fruits or Vegetables or packaged fresh juice</i>	0° ... 4°	4° ... 7 °	Greater than 7°	Freshness
<i>Fruits or Vegetables or fresh juice</i>	0° ... 8°	9° ... 12°	Greater than 12°	Freshness
<i>Shells Or Shellfish living</i>	5° ... 15°	15° ... 16°	Greater than 16°	Freshness and ensuring the product is alive
<i>Grocery store (preserved, flours, milks pasteurized)</i>	Temperature ambient			Integrity Packaging Labeling

TYPE DE PRODUITS	CONFORME	REFUSÉS
ORGANISATION DE LA PALETTE & CONFORMITÉ DES CONDITIONNEMENTS		
PROTECTION DES PRODUITS & CONFORMITÉ DES EMBALLAGES		
LE GLAÇAGE DES POISSONS		
CONFORMITÉ ÉTIQUETAGE SUR CHAQUE CONDITIONNEMENT		
LES BOITES DE CONSERVE		
LE TRANSFERT DES DENRÉES JUSQU'AUX QUAI DE RÉCEPTION		

FRUITS & LÉGUMES		
TYPE DE PRODUITS	CONFORME	REFUSÉS
SALADES ET LÉGUMES VERTS		SALADE FARDÉE 
FRUITS		MOISSISURES 
TUBERCULES		LA GERMINATION 
LES VIANDES		
TYPE DE PRODUIT & CRITÈRES	CONFORME	REFUSÉS
L'ASPECT VISUEL & COULEUR VIANDES CONDITIONNÉES		
VIANDES ROUGES		
PRODUITS SURGELÉES		

LES PRODUITS DE LA PÊCHE		
TYPE DE PRODUIT & CRITÈRES	CONFORME	REFUSÉS
LA QUALITÉ MARCHANDE DES POISSONS		
LA QUALITÉ MARCHANDE DES CRUSTACÉS		

d. ANNEX No. 4 : RESERVES GUIDE

GUIDE DES RÉSERVES : LES MENTIONS TELLES QUE « SOUS RÉSERVE DE DÉBALLAGE » N'ONT AUCUNE VALEUR JURIDIQUE



Réserves non recevables	Réserves recevables
Sous réserve de constat par ...	
Sous réserve de contrôle / vérification	
Sous réserve de bon fonctionnement	
Colis ou carton ouvert	
Reçu x cartons ouvert sous réserve de déballage	
réserve sur manquants	X cartons manquants
Caisse enfoncée / carton enfoncé / colis enfoncé	Colis écrasé - marchandise détruite
Cartons éclatés, sous réserve de contrôle ou de comptage	
Carton verrerie sonnant la casse	
Emballage enfoncé ou abîmé ou mouillé ou trace de choc	Colis fuyard, Colis en coulure ou avec coulure, Bidon fuyard
Carton ou colis éclaté / écrasé	
Carton ou Colis déchiré par endroit	
Carton ouvert (sans précision du nombre de pièces manquantes)	Colis ouvert - x articles manquants
Colis en mauvais état	
Colis inutilisable	
Trace de choc	
Domages à vérifier	
Reçu la marchandise en mauvais état	

ATTENTION :

**CONTROLE
SYSTEMATIQUE
DE LA
MARCHANDISE
EN CAS
D'ANOMALIES
SUR LES
CARTONS OU
PALETTES.**

**Exemple : COLIS
DECHIRE ...**

Club Med 