**Process 1: Goods Handling Process—Textual Representation**

‘‘A truck driver registers at the goods receiving department with a delivery note to a goods receipt officer. The officer identifies the delivery type. In this case, it is a delivery related to a purchase order. In case of deliveries without a purchase order, a booking clerk has to be contacted. The booking clerk shall look up the procurement rules before authorizing the delivery to be accepted or not. When the decision has been made, the booking clerk notifies the goods reception officer to execute the acceptance or rejection and records the receiving transaction in a log. Following the assignment of a delivery ramp to the truck driver, the goods are inspected after offloading them. Since the goods inspection proceeds without complaints, the goods are placed into stock. In case of inspection complaints, the goods would have been rejected”