SOP: Adjusting Damaged Food Stock

Purpose

To ensure all damaged food products are properly recorded, adjusted out of inventory, and physically placed in the correct area for disposal or return.

Step 1: Record the Damaged Item Details

Before using the system, record the following on the **Damaged Food Log Sheet**:

- **Primary Location**
- **Item Code**
- **Quantity**
- **Type of Damage**
- For **Royal Canin (R/C)**, **Hills**, ~~**BlackHawk**~~, or **Eukanuba**:
  → **Type = Ullage** + damage type (e.g., Hole, Dent, Expired)
- For **all other brands**:
  → Just note the damage type (e.g., Hole, Dent, Expired)

  You can find this information by **scanning the product in the Handheld Login screen**, then tapping the **Product Info** button located in the bottom taskbar of Phoenix.

  The reason for recording on paper first is that it is the **fastest method** for processing multiple damaged items at once.

  You **can record non-food damages** on the same sheet, but it's best to finish all **food damages first** before moving on to non-food — or vice versa — for efficiency.

Step 2: Perform Stock Adjustment in the System

1. **Log in** to the Handheld System:
   http://phoenix.svs.co.nz:9080/caseacc/hheld/main/?from=menu

2. Click the **"Stock Adjustments"** container.

3. In the stock adjustment screen:

4. Enter the **Primary Location** and press **Enter**.
5. Check that the **Item Code** matches.
6. Type `scanover` in the barcode field to override.
7. Enter the **Quantity** of damaged product.

8. Select **"Reduction"** as the adjustment type.

9. Choose the correct **Reason**:

10. **Ullage** – Only for R/C, Hills, BlackHawk, or Eukanuba when classified as ullage

11. For all other brands or non-food items, use one of the following as applicable:

    ○ **Goods Damaged in Store** – Common option for general damage like dents or holes
    ○ **Short Dated / Expired** – For expired items
    ○ **Change in Product Size**
    ○ **Stock Variance**
    ○ **Non KPI**
    ○ **Petstock**

12. On the next page, in **Final Adjustment Notes**, briefly describe the issue (e.g., "Hole in bag", "Dented can", "Expired stock").

13. Click **Complete**.

14. If prompted to **take a photo**, select **No** and click **Complete** again.

Step 3: Place the Damaged Food in the Correct Area

After completing the adjustment, place the item in its appropriate location:

Brand	Location
Royal Canin (R/C)	Pallet next to the **orange forklift**
BlackHawk	**Table by the walkies**
Hills (Prescription)	**Prescription bin**
Hills (Science Diet)	**No Prescription bin**
All Other Brands	**No Prescription bin**

Step 4: Non-Food Items

• You **can record non-food damages** on the same damaged goods log sheet.
• When adjusting them in the handheld system, follow the same **Stock Adjustments** process as food.
• **Do NOT select any ullage types** for non-food items.
• After adjustment:
• If **salvageable**, place in a **box in the equipment cupboard**.
• If **damaged beyond salvaging**, dispose of in the **specific bins** designated for damaged goods.