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Author	TSHEGOFATSO NAKEDI
Approver	ASHOK SOOKLALL



MACROCOMM GROUP (PTY) LTD PROCUREMENT

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Document Sign-Off / Approval

This is the formal sign-off for the Delivery Rejection Procedure.

Name	Designation	Date	Signature
Ashok Sooklall	General Manager – MG		
Elton Chettiar	Chief Operating Officer		

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1 Procedure Description and Purpose

The purpose of this Generic Delivery Rejection Process details why and how stock order deliveries are rejected and returned to the Supplier.

Macrocomm Group Procurement does not have a centralised warehouse for storage, it keeps safety/buffer stock on hand to keep lead time at a minimum to satisfy customer demand in a timeous manner.

1.1 Description

This is the procedure of how to reject and record stock orders from Suppliers where the stock is damaged, incorrect or other.

1.2 Benefits

This procedure provides the procurement team with the guidelines and a standardised way of how to reject order deliveries and record this. It helps the Procurement department have a record of all rejected orders returned to Suppliers.

1.3 Areas of Responsibility

The General Manager/Procurement Officer is responsible for notifying the supplier of the rejected stock.

The procurement Officer ensures that the Supplier receives the rejected stock and that we receive replacement stock.

1.4 Relationship between this Procedure and other Procedures/Processes

This procedure has a direct relationship with the Stock In process after the Procurement team receives damaged stock, incorrect stock or other

This procedure documents the key steps of the Delivery Rejection Process of stock orders to fulfil a customer's order. It directly impacts the Sales' order fulfilment process.

2 Delivery Rejection Procedure Management

2.1 Procedure Objectives and Metrics

2.1.1 Procedure Objectives:

- Reject stock
- Receive credit note from Supplier

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2.1.2 Procedure Metrics:

Each objective of this procedure is measured according to the:

- Purchase order issued to the Supplier
- Determining if it is the correct stock ordered, the quality of the stock delivered and if it is the correct quantity
- Delivery Note from the Supplier

2.2 Procedure Owner(s) and Key Stakeholder(s)

2.2.1 Procedure Owner

The General Manager is responsible for managing this process and ensuring that all stakeholders follow the steps outlined for effective procurement.

The person performing this task is the Procurement Officer and is the delegated responsible person.

2.2.2 Key Stakeholders

The key stakeholders are the Supplier, Sales Team and Finance.

3 Typical Procedure Inputs

The typical procedure inputs are noted below:

3.1 Information or Documents Needed

The following information or documents are necessary for effective measuring and enabling of the Generic Delivery Rejection Procedure:

- Purchase Order issued to Supplier
- Supplier Delivery Note
- Stock rejection reason

3.2 Resources Needed

The following resources are needed to support this procedure:

- Stock rejection sheet

3.3 Personnel Needed

The Procurement Officer is the person who inspects the stock received upon arrival. The Sales team informs the customer of new lead time for delivery of stock.

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3.4 Preceding Processes/Procedures

The preceding process is the Generic Ordering Process performed by the Procurement Officer.

4 Typical Procedure Outputs

The following outputs:

4.1 Typical outputs are:

- Rejection of Stock
- Rejection letter of stock
- Updated stock rejection sheet

4.2 Technical or System

- Excel

4.3 Documents

- Delivery Note
- Rejection letter
- Credit note from Supplier

4.4 Enablement or Operationalisation of Another Process

This Generic Delivery Rejection Procedure enables the monitoring of the customer's order fulfilment process and ability to give the customer updates. It also enables the Stock In process once the supplier replaces the rejected stock.

5 The Generic Delivery Rejection Process

The Delivery Rejection Procedure is important as it enables quality products and the correct products to be taken into stock for delivery of quality goods to customers whether local, regional or international.

5.1 Sub-process: Stock Inspection and Rejection

The key steps are noted below:

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- 5.1.1 The Receptionist alerts the Procurement Officer that there is a delivery of stock from a supplier
- 5.1.2 The Procurement Officer uses the Purchase Order issued to the Supplier to check the stock.
- 5.1.3 If the stock is in good order and meets the requirements as per the Purchase Order, it is signed for, accepted and recorded as per the Stock In Process and Procedure.
- 5.1.4 If the stock is not in good order and fails to meet the requirements as per the Purchase due to:
 - 5.1.4.1 The stock being damaged and/or defective
 - 5.1.4.2 The stock quantity shipped is incorrect
 - 5.1.4.3 The stock has quality issues, or other
- 5.1.5 The Procurement Officer rejects the delivery and either:
 - 5.1.5.1 returns it to the Supplier with the Supplier's delivery person or,
 - 5.1.5.2 If delivered by Courier, then it will be signed for and recorded in the Stock Control Sheet as stock that has been rejected.
- 5.1.6 The Salesperson is made aware of the rejection of the stock for him to advise the client of the change in the lead time for fulfilment of the order.

5.2 Sub-process: Supplier Notification and Replacement Stock

The key steps are noted below:

- 5.2.1 The Supplier is immediately notified and sent a Delivery Rejection letter, via email, noting the reason for the rejection and the requested action required by the Supplier (e.g. replacement, credit note, refund or other).
- 5.2.2 Arrangements are made with the Supplier to arrange for the return of the rejected stock, at the Supplier's cost.
 - 5.2.2.1 The stock is packaged for return to the Supplier
 - 5.2.2.2 The Courier is arranged, as per the Generic Courier (Delivery Upliftment) Procedure, with the cost for the Supplier
 - 5.2.2.3 The stock is returned to the Supplier
 - 5.2.2.4 The stock control report is updated accordingly to reflect this.

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5.2.3 Arrangements are made with the Supplier to arrange for the replacement or for resolution as per the agreement with the Supplier.

5.3 Sub-process: Supplier Communication for Stock Replacement or Resolution of Issue

The key steps are noted below:

5.3.1 The Procurement Officer continually monitors the status of the order with the Supplier either telephonically or via email.

5.3.2 When the replacement stock arrives and is in good order or the matter is effectively resolved, the Salesperson is advised as is the Supplier.

5.3.3 The stock In process is then followed prior to the stock-out process.

6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS
Inventory Inaccuracy	Leads to errors in planning or fulfilling customer orders	Use Electronic Data Interchange (EDI) to alert supplier in real-time so the replacements can be received in time.
Customer satisfaction impact	It causes delays and customer satisfaction suffers	Have open communication with customers so they understand the changes in lead time.

6.2 Opportunities

The following opportunities table will be used to help improve the procedure and processes for greater efficiencies.

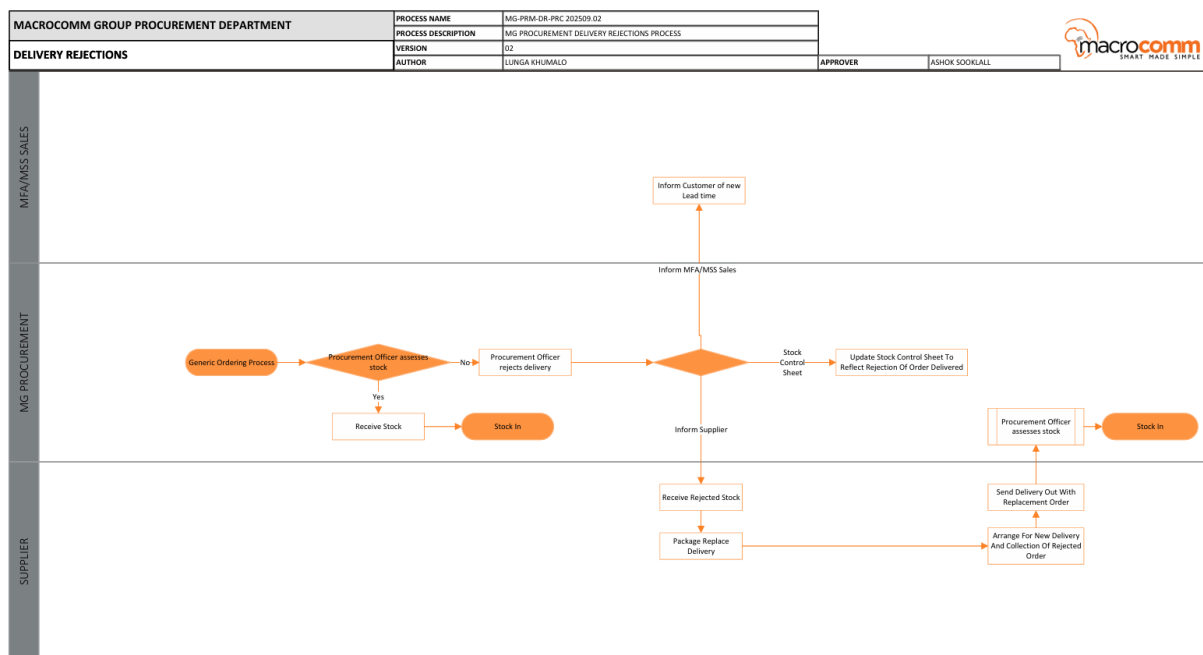
OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

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7 Processes

The processes mapped below is for Delivery Rejections.



8 Support

If there are any queries or problems regarding the Generic Delivery Rejection Procedure contact either the General Manager or the Procurement Officer.