RECEIVING PROCESS – AS-IS

External / Supplier

- Shipment Arrives at Dock
- Present Manifest/ Packing List

MapleDash / Warehouse Associate

- Manifest/ Packing List
- Unload & Stage Pallets
- Scan SKU Barcodes
- Quantities Match?
  - No → Create Discrepancy Note
  - Yes → Perform Quick Visual Check
- Issues Found?
  - Yes → Tag & Set Aside for Supervisor
  - No → Enter Accepted SKU Quantities
- Notify Supervisor
- Items moved to Putaway Staging

Paper-based recording causes delays in IMS accuracy.

No automated QC/expiry alerts

Communication via paper or email

MapleDash / Supervisor

- Receive Discrepancy/ Damage Note
- Review Issue & Confirm Action
- Communicate Issue to Procurement
- Procurement notified
- Approve Inventory Adjustment

Supervisor may optionally check IMS for SKU history

IMS (Manual Updates)

- Adjustment Approved
- Received Quantities
- Update Qty On Hand
- Update ATP (Delayed)
- Inventory Records Updated

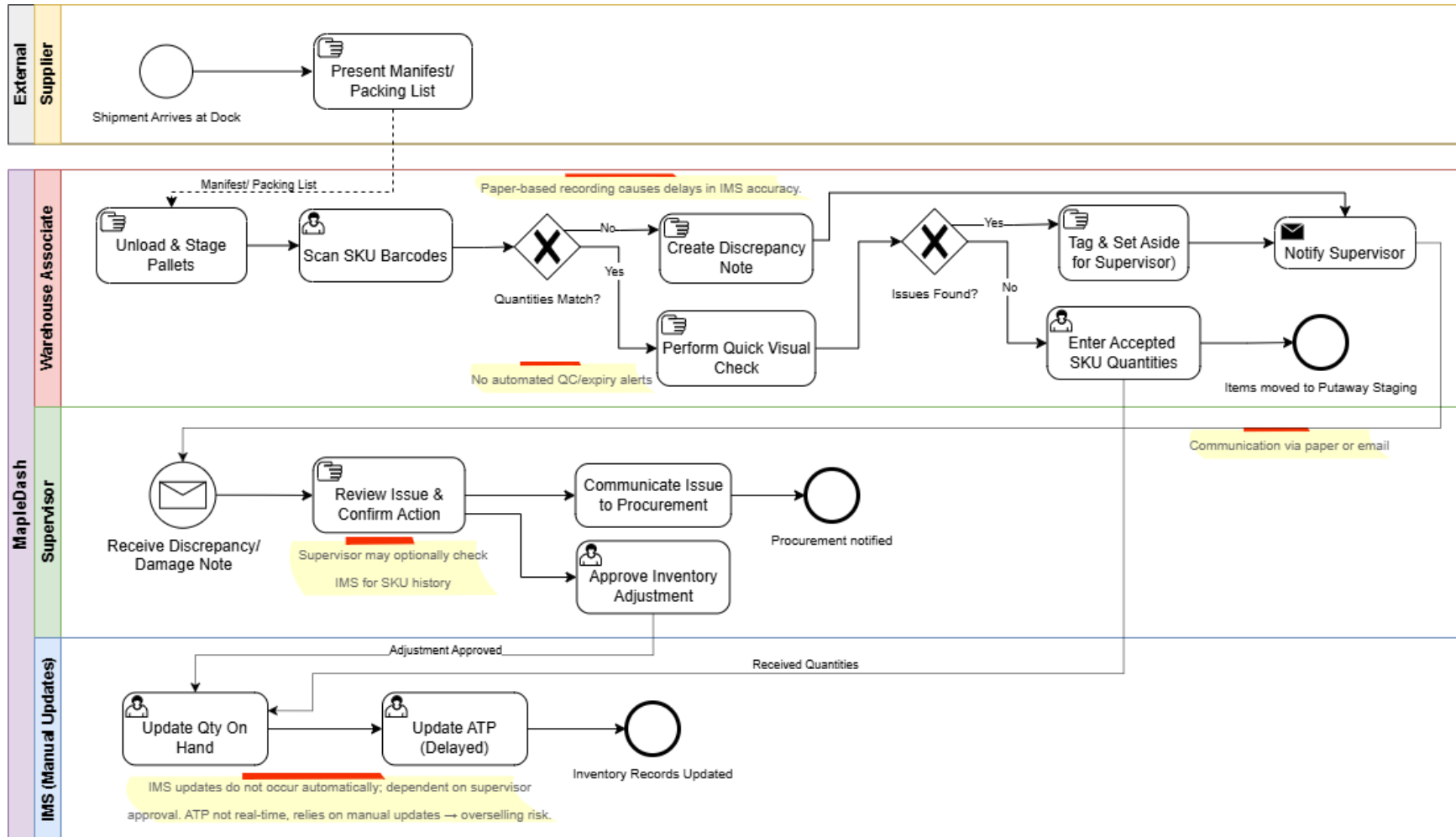IMS updates do not occur automatically; dependent on supervisor approval. ATP not real-time, relies on manual updates → overselling risk.

What this process does (end-to-end context)

The receiving process governs how supplier shipments are received, validated, and introduced into MapleDash's inventory. It is the first physical inventory touchpoint, meaning any errors here propagate downstream into Putaway accuracy, Replenishment signals, ATP reliability, Picking success, and Customer order fulfillment. Receiving accuracy directly influences Putaway Accuracy (and overall Inventory Accuracy), ATP Overselling %, Days of Cover, and Replenishment Stability.

How the AS-IS process works

- Supplier arrives with paper-based manifest or packing list
- Warehouse associate unloads pallets and manually scans SKUs
- Quantities are visually checked and manually compared
- Discrepancies are recorded via notes or emails
- Supervisor reviews issues manually
- Inventory updates (QOH and ATP) occur late and inconsistently, often after approvals

Bottlenecks

- Paper-based receiving and delayed validation
    - No system validation at receipt
    - High risk of data entry errors
- Manual discrepancy creation and escalation
    - Slow supervisor response
    - No standardized tolerance logic
- Delayed inventory updates
    - QOH and ATP updated hours later
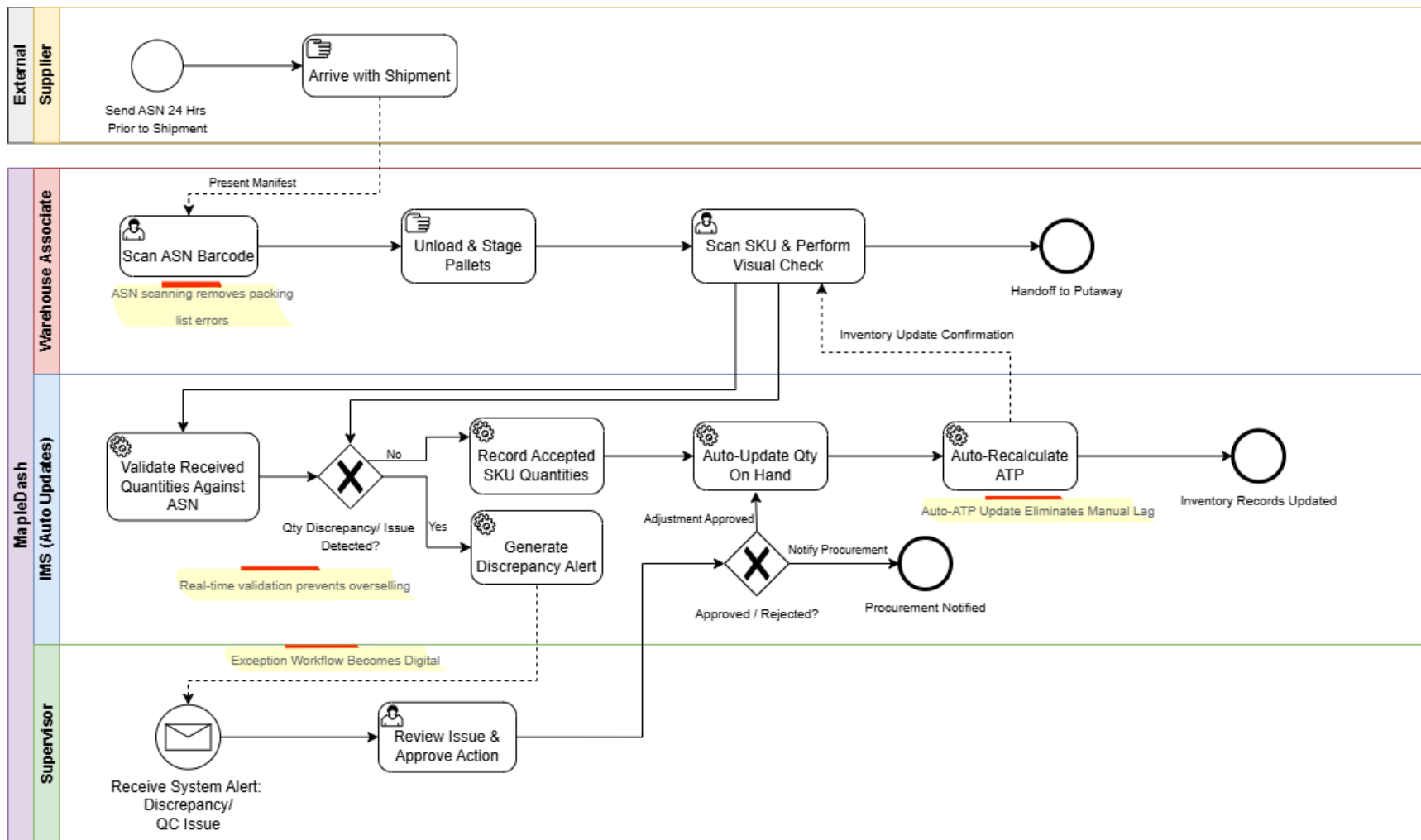   - Creates overselling risk

Business impact

- ATP shows stock that is not yet validated
- Partial or late receipts distort replenishment logic
- Picking starts against inaccurate inventory
- Supervisors spend time firefighting instead of managing

KPIs affected

- % SKUs Oversold (ATP < 0): Delayed QOH/ATP updates cause the system to promise stock that is not yet validated.
- Total ATP Qty: ATP temporarily inflates due to premature availability.
- % SKUs Below ROP: Replenishment reacts to incorrect stock signals.
- On-Time Delivery %: Orders promised based on incorrect ATP fail downstream.
- Avg. Lead Time (Days): Manual exception resolution delays inbound availability.

RECEIVING PROCESS – TO-BE

External / Supplier

Send ASN 24 Hrs Prior to Shipment

Arrive with Shipment

Present Manifest

Warehouse Associate

Scan ASN Barcode

ASN scanning removes packing list errors

Unload & Stage Pallets

Scan SKU & Perform Visual Check

Handoff to Putaway

Inventory Update Confirmation

MapleDash / IMS (Auto Updates)

Validate Received Quantities Against ASN

Real-time validation prevents overselling

Qty Discrepancy/ Issue Detected?

No

Yes

Record Accepted SKU Quantities

Generate Discrepancy Alert

Auto-Update Qty On Hand

Adjustment Approved

Approved / Rejected?

Notify Procurement

Procurement Notified

Auto-Recalculate ATP

Auto-ATP Update Eliminates Manual Lag

Inventory Records Updated

Exception Workflow Becomes Digital

Supervisor

Receive System Alert: Discrepancy/ QC Issue

Review Issue & Approve Action

What this process becomes

The TO-BE Receiving process transforms receiving into a system-validated control point instead of a passive recording step. The IMS now enforces discipline at receipt while allowing flexibility via exception thresholds.

How TO-BE fixes AS-IS issues

- ASN-based receipt validation
  - Shipment scanned against ASN
  - Quantity discrepancies detected immediately
- Real-time discrepancy detection
  - Exceptions generated automatically
  - Supervisor alerted only when tolerance breached
- Automated inventory updates
  - QOH updated post-approval
  - ATP recalculated immediately

Benefits and downstream impact

- ATP is protected until receipt is validated
- Replenishment responds to actual received stock
- Picking sees accurate availability
- Supplier performance issues become visible without manual effort

KPIs improved

- Reduction in % SKUs Oversold (ATP < 0)
- More stable Total ATP Qty
- Lower % SKUs Below ROP due to accurate signals
- Improved On-Time Delivery % (indirect, via ATP reliability)