

<b>Title</b>	<b>Receive inwards good in a retail or distribution facility</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are, in a retail or distribution facility, able to: prepare to receive, and receive inwards goods; and process returned goods.
----------------	--

<b>Classification</b>	Retail, Distribution, and Sales > Stock Control
-----------------------	---

<b>Available grade</b>	Achieved
------------------------	----------

---

### Explanatory notes

- 1 All tasks are to be carried out in accordance with organisational procedures.
- 2 Definitions  
*Distribution facility* refers to a workplace where the primary focus is on storage and distribution of stock.  
*Organisational procedures* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; Government and local body legislation.  
*Retail facility* refers to a workplace where the primary focus is on customers purchasing goods or services.
- 3 Legislation relevant to this unit standard includes but is not limited to: Health and Safety at Work Act 2015 and Health and Safety in Employment Regulations 1995.

---

### Outcomes and evidence requirements

#### Outcome 1

Prepare to receive inwards goods in a retail or distribution facility.

#### Evidence requirements

- 1.1 Delivery date and time are scheduled with supplier and/or carrier.
- 1.2 Deliveries are scheduled to optimise use of resources required to receive inwards goods.  
  

Range	resources may include but are not limited to – unloading bays, personnel, equipment.
-------	--
- 1.3 Documents received in advance are verified, processed, and recorded.

1.4 Identification labels are prepared.

## Outcome 2

Receive inwards goods in a retail or distribution facility.

### Evidence requirements

2.1 Documentation and labels received with goods are verified, and receipt of inwards goods is recorded.

Range may include but is not limited to – goods documentation, labels, driver's documentation.

2.2 Measures to identify discrepancies between inwards goods and accompanying documentation are carried out, and any required corrective action is taken.

Range discrepancies may include but are not limited to – incorrect goods, incorrect description of goods, quantity of storage-cases, quantity of goods, quality of goods, presentation of goods, pallet configuration, date code;  
corrective actions may include but are not limited to – returning goods, separating goods, storing goods for return, notifying supervisor, generating credit note;  
evidence is required for a corrective action for four discrepancies.

2.3 Inwards goods are unloaded and moved.

2.4 Inwards goods are stored in accordance with specific requirements and organisational procedures.

Range specific requirements may include but are not limited to – temperature, light, fragility, humidity, security, identification.

2.5 Record of receipt of inwards goods is completed.

## Outcome 3

Process returned goods in a retail or distribution facility.

### Evidence requirements

3.1 Reason for return of goods is identified and recorded.

3.2 Returned goods are verified against dispatch records.

3.3 Plan for treatment of returned goods is communicated to interested parties.

Range interested parties may include but are not limited to – store, carrier, supplier, customer.

3.4 Details of returned goods are recorded and stock control records are updated.

Range may include but are not limited to – product details, dispatch details, reason for return, quantity.

<b>Replacement information</b>	This unit standard replaced unit standard 11960, unit standard 12001, and unit standard 19582.
--------------------------------	--

<b>Planned review date</b>	31 December 2021
----------------------------	------------------

#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	N/A
Review	2	8 December 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0225
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

#### Comments on this unit standard

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.