

<b>Title</b>	<b>Receive and process inwards and returned goods 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 and process inwards goods; and process returned goods.
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<b>Classification</b>	Retail, Distribution, and Sales > Stock Control
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<b>Available grade</b>	Achieved
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### Guidance Information

- All tasks are to be carried out in accordance with organisational procedures.
- Definitions  
*Distribution facility* refers to a workplace where the primary focus is on storage and distribution of stock.  
*Organisational procedures* 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.
- 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.

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### Outcomes and performance criteria

#### Outcome 1

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

#### Performance criteria

- Delivery date and time are scheduled with supplier and/or carrier.
- 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.
- Documents received in advance are verified, processed, and recorded.

1.4 Identification labels are prepared.

## Outcome 2

Receive and process inwards goods in a retail or distribution facility.

### Performance criteria

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.

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.

### Performance criteria

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 is not limited to – product details, dispatch details, reason for return, quantity.

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<b>Replacement information</b>	This unit standard replaced unit standard 11960, unit standard 12001, and unit standard 19582.
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<b>Planned review date</b>	31 December 2027
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	31 December 2024
Review	2	8 December 2016	31 December 2025
Review	3	26 January 2023	N/A
Revision	4	25 July 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.