

F&Y Furniture Manufacturers CC – Reg No: 2003 / 029145 / 23

**Furniture Manufacturers & Importers of Quality Furniture**

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**GRV SOP**

**Introduction:**

The following process provides guidance and instructions to store GRV clerks in respect of how to correctly GRV stock coming into the branch.

**Scope:**

This process applies to all store managers and GRV clerks who play a role in monitoring the daily and weekly delivery of goods.

**Standard Operating Procedure:**

1. Invoice received from either head office or from supplier.
2. The manager or GRV clerk will GRV according to delivery note or tax invoice.
3. When goods are GRV’d please ensure the below:
   1. The date for GRV should be the date is processed by the store.
   2. The invoice number is entered as per invoice received (GRV Number).
   3. The cost prices are changed as per items on the invoice received.
   4. The totals of invoice and GRV should match.

A picture containing diagram

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Graphical user interface, text

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1. If items do not match:

Example: 1. Pricing does not match stock received

GRV must be processed accordingly and a “Goods Returned Note” to be processed to Head Office and await a new invoice which will be processed and sent through with the correct pricing. The store will thereafter GRV as per normal.

2. Goods received but not on the invoice.

Head Office to be contacted and invoice to be processed accordingly. Once amended invoice is received the store will thereafter GRV as per normal.

3. Goods Invoiced but not received.

GRV to be done as per invoice, “Good’s Return” to be processed to Head Office, Logistics department to process credit to respective store.

1. After GRV completed all relevant documentation including store paperwork and examples as per below, must be sent to the admin team no later than 10:00am the following morning.
2. **Delivery Note:**

Must have a Goods Received stamp as well as the GRV stamp with information completed accordingly.

Graphical user interface

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1. Goods Received Voucher

Must have a Goods Received stamp as well as the GRV stamp with information completed accordingly.

Graphical user interface, application

Description automatically generated

1. **Goods Returned:**

Store stamp must be used on the “Goods Return” document.

Graphical user interface

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1. **Direct Delivery from Supplier:**

Store Goods Received Stamp and GRV Stamp

Graphical user interface, application, Word

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**APPROVED BY:**

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| --- | --- | --- | --- |
| **Name** | **Designation** | **Signature** | **Date** |
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