

TITLE OF SOP:			
Number of pages:		Procedure Number	
Prepared by:	Date:	Approved by:	Date:
Designation		Designation	

Handling receiving discrepancies

a. Identify the discrepancy →

1. Quality problem
2. Oversupply or under supply from supplier
3. Inadequate or wrong documentation supplied with the goods
4. Missing items
5. Items not ordered are received

b. Report the discrepancy to →

1. Transporter representative
2. Supplier
3. Head of pharmacy department

c. Investigate the discrepancy →

1. Fully investigate immediately the discrepancy is identified
2. Call the supplier to verify accuracy of documents and goods supplied

d. Record the discrepancy →

1. Endorse discrepancy and resolution on the way bill and driver countersigns
2. Endorse discrepancy and resolution on the packing list and invoice and Head of Pharmacy countersigns
3. Details of discrepancy recorded in the receiving register
4. Complete complaints form

e. Claim losses or replacement stock →

1. Claim replacement stock from supplier within the claimable period stated on the invoice or way bill
2. Request for credit note for items not to be replaced

Review Date:					
Date Reviewed:					
Signature:					

