

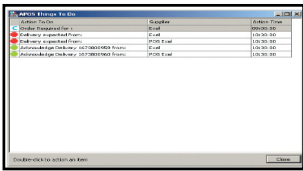
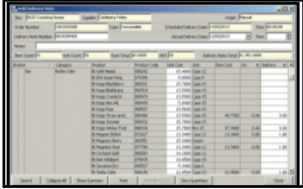
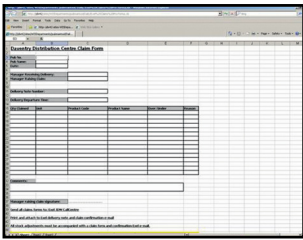
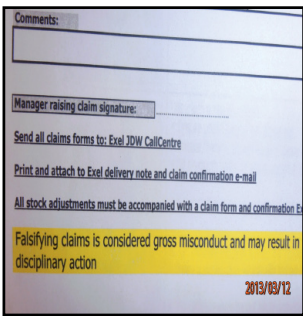
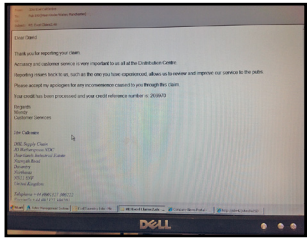



<b>Reference</b>		<ul style="list-style-type: none"> <li>• SOP K0017 - Food quality complaints and product recall procedures</li> <li>• SOP K0008 - Receiving DHL deliveries</li> <li>• SOP OF0082 - Completing and acknowledging a National Distribution Centre (NDC) stock order</li> <li>• SOP OF0107 - Correcting a delivery note error</li> </ul>
<b>Step 1</b>		<ul style="list-style-type: none"> <li>• An NDC claim must be processed if any of the following occur: items delivered out of date, missing cages, incorrect cages, incorrect seal numbers, missing seals or cages rejected due to temperature control failure. Refer to SOP K0008 - Receiving DHL deliveries.</li> <li>• Send an email to <a href="mailto:jdwc.allcentre@dhl.com">jdwc.allcentre@dhl.com</a> to report the issue and request a claim form.</li> <li>• For product quality matters, refer to SOP K0017 - Food quality complaints and product recall procedures.</li> </ul>
<b>Step 2</b>		<ul style="list-style-type: none"> <li>• Where there are missing cages, incorrect cages, incorrect seal numbers, missing seals or cages rejected due to temperature control failure, a full inventory of the products received must be made.</li> </ul>
<b>Step 3</b>		<ul style="list-style-type: none"> <li>• Log on to Aztec with personal username and password.</li> <li>• Select APOS.</li> <li>• Double click the green icon stating 'acknowledge delivery from Exel'.</li> </ul>
<b>Step 4</b>		<ul style="list-style-type: none"> <li>• Check the delivery note number and date are correct.</li> <li>• Issues of items delivered out of date, missing cages, incorrect cages, incorrect seal numbers, missing seals or cages rejected due to temperature control failure during the delivery must be manually adjusted to ensure quantities recorded on APOS align with physical goods delivered to the pub.</li> <li>• Once the claims have been adjusted, select 'Acknowledge'.</li> </ul>
<b>Step 5</b>		<p>Use the claim for provided by the NDC to input the following details:</p> <ul style="list-style-type: none"> <li>• Pub number/name/date.</li> <li>• Manager receiving delivery and raising claim.</li> <li>• Delivery note number/delivery departure time.</li> <li>• Quantity claimed/unit size/product code/product name.</li> <li>• Select drop down box for unit/quantity/reason.</li> <li>• Add in any relevant comments.</li> <li>• Save and print the form.</li> </ul>
<b>Step 6</b>		<ul style="list-style-type: none"> <li>• Open Outlook and email the completed claim form to <a href="mailto:jdwc.allcentre@dhl.com">jdwc.allcentre@dhl.com</a></li> <li>• The claim must be emailed within three hours of the delivery vehicle leaving the pub.</li> <li>• The employee processing the claim must print and sign the claim form.</li> <li>• Attach the claim form to a print out of the corresponding food delivery note email and APOS printout, and retain in the food delivery note box file.</li> </ul>

<b>Step 7</b>		<ul style="list-style-type: none"><li>• Where credit has been agreed, the confirmation of the credit from the NDC will be emailed to the pub.</li><li>• Print and attach to the relevant claim form.</li><li>• Save the confirmation email from the NDC in an Outlook folder titled 'NDC Claims'.</li><li>• Where credit has been refused, a reason will be provided and items must be adjusted back on to APOS. Refer to SOP OF0107 - Correcting a delivery note error.</li></ul>
<b>Step 8</b>		<ul style="list-style-type: none"><li>• Ensure claims are made within three hours of the delivery vehicle leaving the pub. Failure to complete the claim process correctly will result in stock being charged back in at the pub's next retail audit.</li><li>• Any falsification of claims is considered a gross misconduct issue and may result in formal action.</li></ul>