

Store Operations Manual

DSD Vendor Error Log

Primary Contact: Operations

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- Store management and backroom certified associate to maintain the *DSD Vendor Error Log*
- Associates certified to check-in DSD vendors must document any errors discovered upon checking DSD deliveries.
- Identify the Vendor name, Date of discovery, Driver's Name, retail value of error, brief description of product, brief description of the error
- Store management or backroom manager must transmit vendor error log to the network every Saturday by 12 pm
- The DSD Vendor Error Log for the current week must be kept in the backroom binder.
- Once DSD Vendor Error Log is transmitted store management retains *DSD Vendor Error Logs* in file for 2 years.

Standard Operating Procedures:

1. Maintain DSD Vendor Error Log in backroom binder in receiver's desk
2. Start a fresh log for each week
3. Retain logs for 2 years in DSD ERROR file in manager's office
4. Document error's overages/shortages on log upon discovery
5. Complete DSD company name and date of error
6. List driver's name first and last
7. List number of items invoiced
8. List number of items delivered
9. Determine retail value of error
10. List brief description of item(s)
11. Use the drop down menu to list description of the error. For example: over, short, short but retrieved from truck, expired product, etc. If an option is not listed please explain in the comments section of the log.