



Checking In Your Order

This module is going to cover checking in your order. This is after you have placed your order with your wholesaler and your products arrive, the processes that we go through to verify that our order was shipped correctly.

Here are the steps that we follow when we receive boxes or packages from a wholesaler that we purchase product from. The first thing we're going to do is we're going to check the boxes for external damage. The reason we do this is if the boxes are damaged, we're going to want to take pictures of those, because what happens a lot of times is they are able to file for insurance or whatever with the shipping company to get refunds on your behalf. They will refund you typically, but they are able to get reimbursed for damages caused by the shipping company. So if there are damage, like I said, we're going to take pictures of that damage and just go ahead, after we do that, and the next thing we do is verify that we received all of the boxes.

When you receive multiple box shipments, what it's going to say is like "box 1 of 4." If you've received boxes 1, 2, and 4, you're missing box 3, so we're going to note that we're missing box 3 specifically. We're going to check and see if they sent us a tracking number. If they didn't, we're going to contact them and let them know that box 3 was missing, specifically that one, so that they are able to check their internal records to verify the tracking information and see if it's simply just at a different facility or something like that. A lot of the times, we actually receive boxes like this all the time where for some reason or another, the missing box just didn't get on the Fed Ex truck in time or the UPS truck in time and it's simply sitting back at the hub, and they bring it out the next day. But that's one thing that you're going to want to do is verify that you've received all of the boxes.

After those two external checks are complete, the next thing we're going to do is open the boxes and find the packing list, and then we're going to compare that with the product on hand. First, we're going to compare quantities. If it says we ordered 80 of this item, we're going to want to verify that we did in fact receive 80 units of that particular item. Then we're going to note any damaged products. If there are damaged products, we're simply going to set those aside, and we're going to take pictures at another point just a bit later on. It's very important that you check your packing list versus what you receive to make sure that you did, in fact, receive the correct amounts.

The next thing we're going to do is we're going to check our packing list versus what we actually ordered. Let's say we placed our order with a company and we ordered four different products, and three of the products were received in the correct amount. We're going to note that there is a discrepancy on one of the items. A lot of times what happens is they'll move an item to backorder because it wasn't available or whatever, and that's not going to go directly on the packing list because it wasn't packed. So anytime there's a discrepancy, either damaged products, products you didn't receive, products you received too many, we're going to note those discrepancies, and we'll follow up with them and contact them.

If you didn't receive all of your product, what should you do? Like I said, go through all the checks. Verify that you've received the boxes. Verify that everything is intact before you contact them. You don't want to contact them and just find the product in a different box at a later point. It makes you appear unprofessional. So we're going to do all of the checks that we need to do to make sure that the product should have been there. Then, if it's not, bear in mind if they shorted you some amount of product or something like that, there's generally no malice involved. It's not their intention. So contact them calmly, make sure you're professional, and just mention that product was missing. Typically, the way we're going to do it is we tell them, "Hey, we were missing this product," or "We received 60 out of the 80 units that we ordered. Can you please check your inventory to verify and maybe figure out what's going on?" That's how we typically do it, because even if they pulled the order, if there was an error, they're generally going to be able to identify that based on their inventory, and to me it comes across as less offensive. We don't want to accuse them of wrongdoing.

One of the memories that I have that was really awkward was we received a product, and it was a real expensive product. I believe it was \$200 a unit or something like that. We ordered a few cases, and we were missing ... one of the cases came with ... they were six-pack cases, and it came with only two units inside. So we contacted them, and they were like, "No, it was pulled correctly." We took pictures and all of the things. Ultimately, what happened was somehow somebody had removed product from a case before they had shipped it and didn't mark it correctly on their end. We suggested that they check their weights, if all the boxes had the same weight identified to them. They were able to contact UPS and figure out that one box was lighter than the other one. We were flexible in working with them, and we didn't accuse them of wrongdoing. We didn't accuse them of anything like that. Ultimately, it was able to get resolved to our satisfaction, and they were able to identify a problem within their own company and be able to shore that up for future orders. Like I said, when you contact them, do so with ... know that generally the intentions were positive. They're not going to try to rip you off or anything like that. So we try to appear professional at all times.

If you receive damaged product, like I said, the product is usually damaged in shipping. That's why we're going to want pictures, and we're going to go ahead and take pictures of the boxes. We're going to go ahead and take pictures of the product itself. The first thing we ask them is, "Do you guys accept returns? If you don't, we donate the product." We do that

because most of them actually don't want returns, but in the same token, they don't want to give you new product and have you just essentially doubling up on the product you get. They don't want to set the precedent that that's possible. But we do let them know that we regularly donate and that's our intention, but are more than happy to return it with an RMA or whatever they can give us. An RMA is just a return merchandise authorization. So after you contact them, just let them decide how they want to proceed, and ultimately, a lot of the time it's just going to be a standard policy that they adhere to.

Nine out of 10 don't make us ship the product back. They simply are happy that we do donate it. One time we started selling a pet product, and we asked if they had any in mind because that's not somebody we regularly donate to, but we would like to donate it to a company or anything like that. They simply told us if we had a local animal shelter, to donate the products there. That's what we like to do is we like to let them know if a product was damaged that we do intend to donate it if they don't need us to return it.

That's the process that we adhere to whenever we receive a package, and it goes through rather seamlessly. Our goal is efficiency. Our goal is to make sure that we received what we ordered, and if we had an issue, to have a process internally in place to make sure that we're able to correct the order as quickly as possible.