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# GOODS RECEIVING

Version 2



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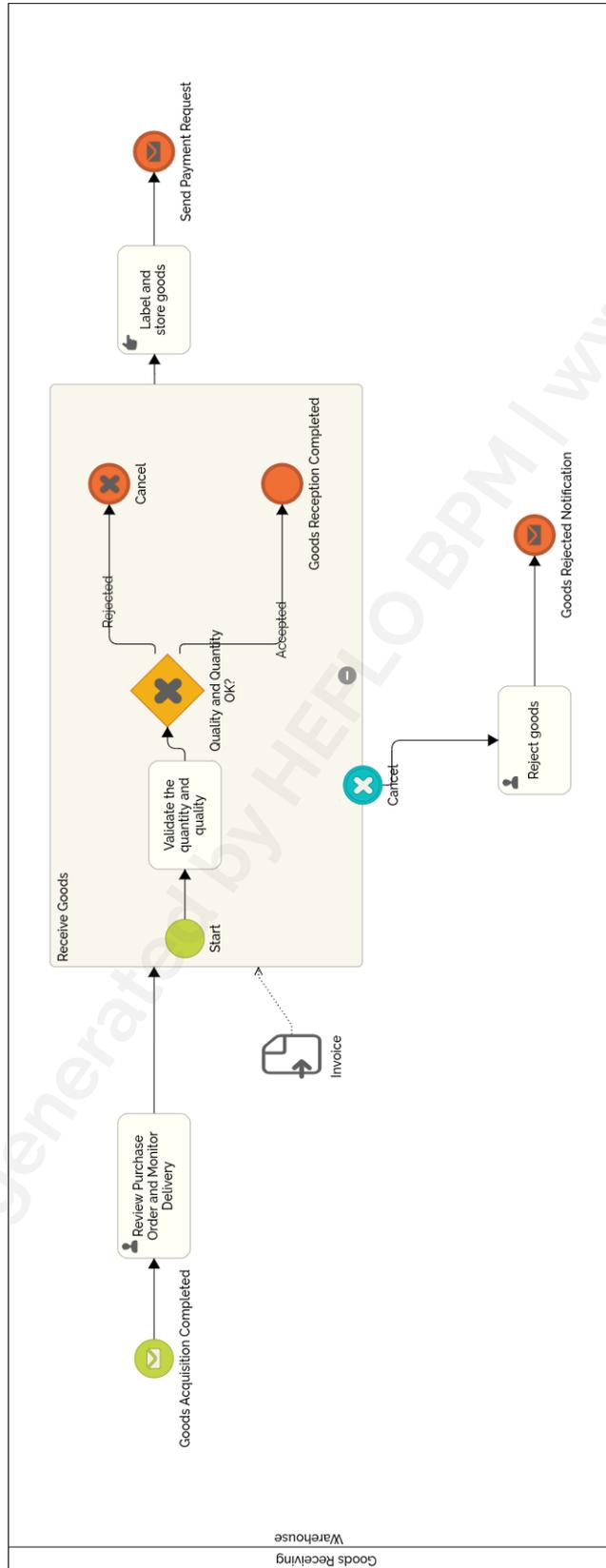
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<b>Name</b>	Goods Receiving
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### Description

The *Goods Receiving* process starts when the procurement process is completed and goods are expected to arrive. The Warehouse team verifies the purchase order, inspects the delivered goods for quantity and quality, and either accepts or rejects them. Accepted goods are labeled, stored, and registered in the inventory system. A message is then sent to Accounts Payable to initiate payment. If the goods are rejected, the reception is canceled and a rejection workflow is triggered. This process ensures the integrity of inventory and controls supplier payments based on actual deliveries.

Diagram



### TASKS AND EVENTS

#### Goods Receiving

The *Goods Receiving* process starts when the procurement process is completed and goods are expected to arrive. The Warehouse team verifies the purchase order, inspects the delivered goods for quantity and quality, and either accepts or rejects them. Accepted goods are labeled, stored, and registered in the inventory system. A message is then sent to Accounts Payable to initiate payment. If the goods are rejected, the reception is canceled and a rejection workflow is triggered. This process ensures the integrity of inventory and controls supplier payments based on actual deliveries.

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#### Goods Acquisition Completed

Performer  
Warehouse

The process starts when a message labeled "**Goods Acquisition Completed**" is received from the *Acquisition of Goods and Services* process. This message confirms that a purchase order has been approved, the order has been sent to the supplier, and the internal procurement workflow is complete. It signals that the goods are now expected to arrive, and the receiving team can prepare for their delivery. Upon receiving this message, the *Goods Receiving* process begins, including preparation for inspection, verification, and storage activities.

#### Expected Input:

- Reference to the approved Purchase Order (PO)
- Delivery schedule and details (if available)
- Supplier information

### Review Purchase Order and Monitor Delivery

Performer  
Warehouse

After receiving the message that the acquisition process is completed, the Warehouse or logistics team retrieves the corresponding **Purchase Order (PO)** and reviews its key details, such as supplier name, delivery location, expected quantity, and scheduled delivery date. This step ensures that the team is properly informed and can plan the upcoming reception.

Once the PO is validated, the team **waits for the physical delivery** of the goods. During this time, the delivery may be **monitored or tracked** if a shipment tracking system is available. No further action is taken until the goods physically arrive at the receiving dock.

#### Expected Input:

- Purchase Order reference (from the triggering message)
- Supplier and delivery data

#### Expected Output:

- Internal confirmation that the PO is ready for reception
- Status: "Awaiting delivery"

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### Receive Goods

Performer  
Warehouse

This subprocess starts when the physical delivery of goods arrives at the receiving dock. The Warehouse team receives the shipment and performs an initial visual check of the packaging to detect any signs of damage.

Once the goods are unloaded, they are matched against the associated **Purchase Order (PO)** and **Delivery Note** to verify:

- Quantities delivered
- Product types and specifications

## GOODS RECEIVING

- Delivery timing and supplier information

Depending on the company's policy, a **quality check** may be performed on selected items. If discrepancies or damages are found, a report is created and the issue is escalated.

Accepted goods are then recorded in the inventory system and moved to their designated storage locations.

### Expected Input:

- Physical goods delivered
- Purchase Order reference
- Delivery Note

### Expected Output:

- Goods Received Note (GRN)
- Updated inventory records
- Rejection report (if applicable)

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### Validate the quantity and quality

Upon delivery, the Warehouse or quality team performs a **physical inspection** of the received items. The goal of this task is twofold:

#### 1. Quantity Check:

The number of units received is compared with the **Purchase Order (PO)** and **Delivery Note** to ensure there are no shortages or over-deliveries.

#### 2. Quality Check:

A visual and/or functional inspection is carried out to confirm that the goods are in good condition, undamaged, and conform to predefined specifications (e.g. size, labeling, expiration date).

If any discrepancies, damages, or non-conformities are found, a **report is issued**, and the affected items are **isolated or returned** based on company policy.

### Expected Input:

- Delivered goods

- Purchase Order (PO)
- Delivery Note
- Quality checklist or product specification

### Expected Output:

- Validation result (pass/fail)
- Inspection report (if issues found)
- Decision to accept, partially accept, or reject goods

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### Cancel

This event is triggered when the goods are rejected due to non-conformities in quantity or quality. It indicates that the reception of goods has failed, and the subprocess (or entire process, if applicable) is cancelled. The cancellation may result in the goods being returned to the supplier, and procurement or quality teams being notified.

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### Goods Reception Completed

This event indicates the successful completion of the *Receive Goods* subprocess. It is reached when the delivered goods have passed the quantity and quality checks and have been accepted by the receiving team. At this point, the reception is considered complete, and control returns to the main process (*Goods Receiving*) for further steps, such as updating the inventory system or initiating invoice validation. No issues were found during inspection, and the goods are ready for internal use or storage.

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### Label and store goods

## GOODS RECEIVING

Performer  
Warehouse

Once the goods have been inspected and accepted, the Warehouse team proceeds to label each item, box, or pallet according to internal logistics rules. This labeling typically includes:

- Item code or SKU
- Description
- Quantity
- Lot or batch number (if applicable)
- Date of reception
- Storage location code (if using WMS or barcode system)

After labeling, the goods are physically moved to their **assigned storage locations** within the Warehouse or facility. This step ensures proper **traceability**, **stock organization**, and **inventory accuracy**.

In some systems, this step may also involve **scanning** barcodes or updating stock levels in the Warehouse Management System (WMS) or **ERP**.

### Expected Input:

- Accepted goods
- Storage instructions (optional)
- Label templates or system data

### Expected Output:

- Goods labeled and stored
- Updated inventory records
- Goods ready for picking or internal distribution

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### Send Payment Request

Performer  
Warehouse

This message end event is triggered once the goods have been successfully labeled and

stored. It notifies the finance or accounts payable department (or an external process) that the goods have been received according to expectations, and that the payment process for the supplier can now be initiated.

The message typically contains:

- Purchase Order reference
- Goods Received Note (GRN)
- Quantity and value of received goods
- Warehouse confirmation
- Date of reception

This step ensures proper integration between the logistics and financial workflows, and guarantees that payments are only issued for received and accepted goods.

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### Cancel

Performer  
Warehouse

This intermediate event is triggered when the transaction subprocess *Receive Goods* is cancelled due to a failure during the goods inspection (e.g., quantity or quality issues). It captures the **Cancel End Event** from within the subprocess and initiates the **exception flow** to handle the failed reception.

Typical actions triggered after cancellation may include:

- Notifying the procurement or supplier team,
- Logging a rejection report,
- Returning the goods to the supplier,
- Closing the order as rejected in the system.

This event ensures that proper follow-up actions are taken after a failed reception and that the main process terminates or redirects flow accordingly.

### Reject goods

Performer  
Warehouse

This task is executed when the goods reception is cancelled due to non-conformities (e.g., incorrect quantities, damaged items, or quality defects). The Warehouse or quality team must now apply the company's rejection protocol.

This may include:

- Moving the rejected items to a quarantine or rejection area,
- Updating the inventory or ERP system to reflect the rejection,
- Completing and storing a **Rejection Report** or **Non-Conformity Report**,
- Informing the supplier or procurement team, and
- Preparing the goods for return shipment if required.

The goal is to ensure traceability of rejected items and to initiate the appropriate corrective actions.

#### Expected Input:

- Rejected goods
- Inspection or rejection decision
- Purchase Order reference

#### Expected Output:

- Rejection record (in system or report)
- Notification to supplier or internal team
- Physical isolation of rejected items

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### Goods Rejected Notification

Performer  
Warehouse

This message end event is triggered after the goods have been officially rejected. It sends a notification to the appropriate stakeholder or external process (e.g., Procurement or Supplier Management) to inform them that the reception has failed due to non-conformities.

The message may include:

- Reference to the Purchase Order
- Reason for rejection (quantity discrepancy, quality issues, etc.)
- Date and time of rejection
- Responsible person or department

This ensures that the downstream process (such as supplier dispute resolution or reordering) can be initiated without delay.

### PERFORMERS

#### Warehouse

The Warehouse lane represents the activities performed by the Warehouse team or logistics department during the goods receiving process. This includes tasks such as unloading deliveries, inspecting the condition and conformity of goods, labeling items, storing them in designated locations, and updating inventory records.

The Warehouse staff plays a key role in ensuring that goods are properly received, handled, and stored according to company procedures. They are also responsible for reporting any discrepancies or damages and initiating the rejection process when necessary.

#### Typical Roles Involved:

- Warehouse Clerk
- Inventory Specialist
- Forklift Operator
- Quality Control Agent (if integrated into Warehouse operations)

GLOSSARY

**Clerk**

The individual responsible for logging and categorizing customer requests and handling basic issue resolutions.

**Warehouse**

The department or team responsible for managing inventory, verifying the availability of materials, and fulfilling requests when items are available. They also play a role in coordinating procurement when materials are not in stock.



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