



## **DEPOT QUICK HELP**

Depots should use this document as a quick reference guide for end of day procedures.

If any reports do not reconcile please contact United Crate immediately

### **1. STOCK TAKE**

- Perform a stock take towards the end of the day – this must consist of only crates that are currently in the yard.
- Each type of crate should be totalled separately. Colours must be separated i.e. Mustard 22 litre crate and brown 22 litre crates are seen as two types of crate.

### **2. STOCK RECONCILIATION**

Each day at approx. 5:01 pm each depot receives an email detailing their stock levels in United Crates, Crate Management System (CMS).

- This stock report should reconcile with the manual stock take performed in item 1.

If the individual crate totals do not reconcile please check the grand total count. If the grand total reconciles it's more than likely that the incorrect crate type was entered on a transaction (a common error). This would cause the mustard 22 litre total to be 120 crates short though brown 22 litre total will have 120 crates more.

Should the stock not reconcile please pay extra attention to the transaction reconciliation report (item 3) as one of the following errors have occurred:

- Incorrect crate type/quantity has been entered
- Internet error occurred and the transaction was not processed in CMS
- Stock has been misplaced

### **3. DAILY TRANSACTION RECONCILIATION**

Each day at approx. 8:50 pm each depot will receive 2 emails detailing the days transactions (issues and returns) recorded in CMS.

The transaction dockets (that are signed by the customer) must be reconciled with this report.

Once reconciled:

- staple all dockets to the back of the reconciliation report
- date and sign the report to indicated it has been reconciled
- file in date order

Any queries please contact United Crate immediately as stock levels are much easier to maintain when kept up to date on a daily basis.