# *Error in Shipping*

LifeStyles STORES, INC.

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|---|---|---|---|
| Date: | | Tracking / PRO# | |
| Vendor: | | Item # | |
| Freight Carrier: | | PO# | |
| Submitted by: | | | |

Comments

*Check the box that applies.*

**SHORT SHIP** *for items listed on the packing slip but missing from the delivery.*

- Receive into Mylee the items checked off the packing list that match our PO.
- Backorder the item(s) on the PO that were not received.
- Contact the freight carrier and request a search for the product. Follow-up with carrier in 24 hours.
- If the product later arrives, receive it as normal.
- If the freight carrier confirms the item(s) missing, email the buyer the vendor, PO, and items missing.

**MIS-SHIP** *for items that arrive but are not on our PO or Packing Slip.*

- Receive into Mylee the items checked off the packing list that match our PO.
- Backorder the item(s) on the PO that were not received.
- Email the buyer the item(s) not listed on the PO or Packing Slip and the buyer will add the itme(s) for receipt by the warehouse receiving personnel.
- Shelve the item(s) with regular stock. If the item(s) is a special order vendor, put the item(s) in the RGA are and attach this form.

**REFUSED due to DAMAGE** *for items refused at the door due to obvious freight damage.*

- Receive into Mylee the items checked off the packing list that match our PO.
- Backorder on the PO item(s) that was refused due to damage.
- Email the buyer the item number, vendor and PO number of the items refused.

**RECEIVED DAMAGED** *are items that are damaged but were not REFUSED due to DAMAGE (above).*

- Receive into Mylee the items checked off the packing list that match our PO.
- Email the buyer the damaged item's vendor, item number, quantity and PO number.
- Place the item(s) in the RGA area for processing.
- Attach a copy of this form to the item(s).

**LONG SHIP** *is an order that arrives with more of an item than listed on our PO.*

- Receive into Mylee the items checked off the packing list that match our PO.
- For items that are long shipped, increase the quantity on our PO to match the actual quantity received.
- Shelve all items, including the long ship items with regular stock.
- If the long ship items are from a special order vendor, place the items in the RGA area for processing and attach a copy of this form to the items.
- Email the buyer the item number, vendor and PO number of the items that were long shipped.

**Always send completed paperwork and this form to the accounting department.**