PURPOSE 目的

The receiving guidelines define the responsibilities of the staff ensuring that the delivery/ receipts of goods and services required by the hotel are in accordance with the purchase request or market list in terms on quality, quantity, price etc.
收货程序定义相关员工的工作职责，确保酒店需要的送货/收货同采购申请或是清单在质量，数量，价格等方面一致。

POLICY 程序

The receiving function includes the following:
收货功能包括下列内容：

- Food & Beverage.
  食品及酒水
- Tobacco and Cigarettes.
  烟草及香烟
- Printing & Stationeries.
  印刷品及文具
- Office Supplies.
  办公室用品
- Sundries.
  杂项
- Housekeeping Supplies.
  客房部用品
- Engineering Supplies.
  工程部用品
- Furniture & Fixtures.
  家具及装置
- Operating Equipment.
  运营设备
- Others.
  其他

1. RECEIVING FORMS CONTROL 收货单控制

- In order to facilitate the processing of accounting records and to substantiate the receipt of all goods / supplies, the following accounting forms / reports must be duly completed:
  为了便利会计记录的处理并且证实所有的物品/供应的收据，下列会计表格/报告必须及时完成：

  - Receiving Record.
    收货记录
  - Goods Return Note.
    退货记录
  - Daily Receiving Report.
    每日收货报告
  - Meat Tag.

肉类标签

RECEIVING RECORD 收货记录

- The Receiving Record is pre-numbered, comes in five copies and is used in recording the details of received item as per supplier's invoice or delivery order / receipts. (For hotel has Inventory / Cost System the Receiving Record will generate by system).
  收货记录要事先编号，要同时有五联，按照供应商提供的发货单或者运单/发票收据来详细记录收到的物品的信息。（如果酒店有存货/成本及收获系统的话就采用系统）。

The Receiving Record requires the following details:
收货记录要求包含下列细节：

- Date.
  日期
- Department.
  部门
- P.R or Market List No.
  采购申请编号或者市场订单编号
- Receiving No.
  收货编号
- Name of Supplier.
  供应商名称
- Quantity.
  数量
- Unit.
  单位
- Description of items.
  物品细节描述
- Unit Price.
  单价
- Amount.
  金额
- Received by.
  收货人

The Receiving Record (5 copies) are distributed as follows:
收货记录（五联单）按照下列要求分发：

- Original- attached to the original invoice will be forwarded to the Accounts Payable section via Cost Control section.
  原件- 附带原始发票将会通过成本控制环节送至应付账款环节。

- 1st Copy- Receiving.
- 第一份复印件-收货部

- 2nd Copy- Purchasing.

第二份复印件-采购部

- 3rdCopy- Accompanies merchandise to the store or requisitioning department.
  第三份复印件-连同申购物品一同送至发起部门

- 4thCopy- Handed out to supplier for future payment reference.
  第四份复印件-递交给供应商用作后期付款参考

GOODS RETURN NOTE物品退货单

- The Goods Returned Note is pre-numbered, comes in five copies and is used to substantiate the goods returned to suppliers (for hotel has Inventory / Cost System the Goods Returned Note will generate by system).
  物品退货单是事先编号，五联单并且用作证实物品已经退给供应商（对于酒店有存货/成本系统的情况下退货记录从系统中取得）

The following information is required:
下列信息必须被包含：

- Date.
  日期
- Supplier.
  供应商
- Reference (Supplier/Receiving Record No. / Purchase Requisition No.)
  相关资料（供应商/收货记录编号/采购申请编号）
- Descriptions.
  细节描述
- Quantity.
  数量
- Unit Price.
  单价
- Amount.
  金额
- Received By / Signature.
  收货人/签字
- Name (in full) - person receiving the returned goods / supplies.
  名字（全称）-收到退回货物/用品的人员
- Receiving Clerk Name / Signature.
  收货员姓名/签字

The Goods Return Note (5 copies) are distributed as follows:
退货记录（五联单）按照下列要求分发：

- Original- forwarded to Accounts Payable section via Cost Control
  原件- 通过成本控制送至应付账款

- 1st Copy- Cost Control.

第一份复印件- 成本控制

- 2nd Copy- Store or requisitioning department.
  第二份复印件- 仓库或者发起申请部门

- 3rd Copy - Supplier.
  第三份复印件- 供应商

- 4th Copy - Receiving.
  第四份复印件- 收货部

DAILY RECEIVING REPORT 日常收货报告

- This report, in three copies, is used to summarize the Receiving Record and distribute the Daily Receipts of Goods to the respective storeroom or user department.
  在报告要分三份，用来总结收货记录并分发日常物品收货汇总到相应的仓库或者使用部门。

- The following information is required:
  下列信息需要被包括：

  - Date.
    日期
  - Receiving Record Number.
    收货记录编号
  - Name of Suppliers.
    供应商名称
  - Total Amount.
    总金额
  - Deposit / Container.
    储存/货柜
  - Storeroom Purchases.
    仓库备货采购
  - Direct Purchase.
    直接采购
  - Distribution (Direct).
    分发（直接）
  - Remarks.
    备注

MEAT TAG 肉类标签

- This form is pre-numbered and used to identify the receipts and issuance of meat and seafood.
  这项表格要编号并且用作确认肉类和海鲜类食品的收货与发放。

The Meat Tag which is divided into three parts contains the following information and needs to be completed by the Receiving staff at the time of actual receipts of the food items:
肉类标签分为三个部分，下列信息需要由收货员在实际收到此类食品货物时完成：

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- Date (Date of Receipts).
  日期（收货日期）
- Item (Type / Cut).
  物品（品种/切割）
- Weight (Total net Weight as purchased / received).
  重量（采购及实际收货的总净重）
- Unit Price.
  单价
- Total Amount.
  总金额
- Supplies.
  供应商

- The top portion of the meat tag must be attached to the carton or hung to the corresponding food item. Once the item is issued, the tag is clipped to the Requisition and forwarded to the Cost Control Section for matching/recording.
  肉类标签的顶部必须附加上包装或者悬挂在对应的物品上。一旦物品被发放，标签会被撕下来粘贴到申请单上并送至成本控制环节做记录。

- The middle portion of the meat tag shall be forwarded to the storeroom and retained bythe Storekeeper to reconcile the issuance and receipt of meat and seafood.
  肉类标签的中部应该送至库房并且被仓管员对发放和收到的肉类及海鲜进行调节记录。

- The bottom portion of the meat tag must be clipped to the respective invoices and receiving record to be attached to the Daily Summary and forwarded to the Cost Control Section for further processing.
  标签底部必须撕掉粘贴在相应的发票/发货单，并且附加日常汇总，再交至成本控制环节待进一步处理。

RECEIVING OPERATING GUIDELINES收货操作指导

- In general, the receiving procedures are established to ensure that the hotel is obtaining the right quality and quantity of goods and services in accordance with the purchasing terms and receiving criteria set by the hotel.

In receiving goods, the following criteria must be strictly adhered to without exception:
通常情况下，收货程序的建立是确保酒店能够获得按照其规定的采购条款和收货原则，获得正确的数量和质量的物品和服务。在收货时，下列原则必须被严格遵守，没有例外：

- The weighting scales used must be checked and calibrated regularly.
  磅秤必须被使用并且时常校对。

- A record of standard weight of various empty containers must be maintained to facilitate checking of the net weight of goods received.
  各种空瓶.及容器必须经常称重来测量收到货物的净重。

- To ascertain the quality, a criteria list must be made on goods received (especially for food items). If necessary, consult the user department for quality inspection and uniformity.

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为保证质量，一份标准清单必须被制定（特别是食品类货物）。如果有必要的情况下，咨询使用部门特别要求的质量和标准。

- The Receiving Staff must weigh, count and check every item delivered and received in order to ensure that the goods conform to the quantity ordered andsupplier invoice / delivery order.
  收货员必须称重，清点和检查每一个送达的货物，并且要确保物品跟订单和供应商提供的发货单/发票中的信息一致。

- The Receiving Staff must ensure that all deliveries of ordered hotel supplies are substantiated or supported with the corresponding purchase documents.
  收货员必须确保所有送达酒店的货物都是有证据或者是有相应采购单据支持的。

- For immediate follow up and further reference, the Receiving section must file copies of the Market List or Purchase Request accordingly
  作为立即跟进和进一步的参考资料，收货环节必须将记录附在日常市场清单或者采购申请上

- Ensure that the delivery is in accordance with the terms and conditions of the Purchase Request/Market List.
  确保送货是按照采购申请/日常市场清单的相关规定及条款。

When the deliveries are in order, affix the "Receiving Stamp" on the supplier's invoice / delivery order which contains the following information:
当物品抵达，加盖"收货印章"在供应商发票/发货单上，要包括下列内容：

  - Date Received.
    收货日期
  - Received By (Signature of the Receiving Staff).
    收货人（签字）

- Ensure to record receipts of goods to the Receiving Record.
  确保将收据记录在收货记录上

- Attach the corresponding invoice / delivery order to the Receiving Record for further processing.
  附加相关发票/发货单在收货记录上，用作进一步处理

- At the end of each day, summarize the receiving records by preparing the summary of Daily Receiving Report.
  每一天结束前，通过比对日常收货报告来总结收货记录

- Ensure that the Receiving Record/Invoice/Delivery Order/Goods Return Note etc. are attached together with the Daily Receiving Report. The total Purchases must tally with the distribution accounts and other breakdown of purchases.
  确保收货记录/发票/送货单/物品退货单等等一起附加在日常收货报告中。采购总数必须和分发账户及其它明细采购的总数相符。

- Forward the original copy of the Daily Receiving Report to the Cost Control section with the following attached documents:
  将日常收货报告的原件送至成本控制环节，要附加下列单据：

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- Receiving Records.
  收货记录
- Supplier's Invoices or Delivery Orders.
  供应商开具的发票或者发货单
- Goods Return Note.
  退货单
- Others as applicable.
  其他使用的单据

- Before the end of the day, to follow up with the Purchasing Manager for all undelivered goods / supplies for proper action.
  在每日结束前，跟进采购经理所有未送达的物品/用品

- All file copies of Receiving Forms must be filed in numerical or date sequence by the user department.
  所有收货表格都要复印存档，按照连续编号或者使用部门编制的按日期排列的顺序。