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Objective 目的:

- To ensure close quality and cost control is applied in all Bavaria hotels with regard to deliveries of goods purchased.
- 确保有关采购到的物品的发送都达到所有的巴伐利亚酒店要求的质量与成本控制。

APPLICATION应用范围:

The only person authorized to accept deliveries in the hotel is the Receiver. If the Receiver is not at his station at the time of a delivery the Supplier should be instructed to await his return. Receiver should familiarize himself / herself with the quality characteristics desirable in the various types of goods received and the store goods. All goods received must be thoroughly checked prior to signing the receipt of the goods.

酒店中唯一授权收货的人就是收货员。如果货物抵达时收货员不在岗，供应商应该被说明让其等待收货员返岗。收货员应该熟悉不同的货物应有的质量特征。所有收到的货物必须在签收前彻底认真地检查。

STATEMENT OF POLICY规则声明:

Below are guidelines the receiver and purchaser must comply with during receiving of goods:


下方是收货员与采购员在收货时必须遵循的细则:

PURCHASE采购

- Purchases of store items must be consistent at all time in terms of packaging, brand and price. Should there be any inconsistency in the product, irrespective to department head's approval chop, the purchasing department must seek the approval from the user department head first before placing the order.
仓储物品的采购必须在包装，品牌以及价格方面一直保持一致性。如果有不一致，不考虑部门领导的批准，采购经理必须首先在使用部门领导处确认批准，再安排订单。
- If there is a change in unit price, quality or grade, a new purchase request must be raised.
如果在单价，数量或等级上有变动，新的采购申请必须被发起。

QUALITY质量

- Ensure that the quality and conditions of goods are satisfactory and consistent to previous store order. Receiver must check for signs of visible damage. When the Receiver is in doubt as to the acceptability of any item, he should call on the user department / purchasing officer concerned for advice and verification.
确保物品的质量与条件与之前的仓储订单水平一致。收货员必须检查并标明明显的损坏。当收货员质疑任何物品的可用性，他应该通知使用部门/采购经理。
- After verifying the goods at the receiving area, the user department / purchasing officer should sign under the stamp "Authorizing to receive goods" on the receiving record indicating that he has seen the products and authorized the receiver to accept the product.
在收货处核实物品后，使用部门/采购经理应该在收货记录上，在印章“批准收货”下方签字，来表明他看到物品并且授权收货员接受货物。

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- When receiving of food item, a representative from the kitchen department is required to check the quality of the food at the receiving area. There should be no tears on the surface, free from odors, defects or discoloration.
在收货时,厨房部需要派出一名代表在收货处检查食品的质量。物品表面应该没有水汽, 没有异味, 或者是任何的损坏。
- To comply with the nation hygiene regulation, the receiver must ensure that the approved government sticker appear on every item and check the expiring date. The receiver has the right not to accept or prepare the receiving record if these procedures are not properly followed as the Hotel may risk paying heavy penalty if caught by the hygiene inspector.
为了达到国家卫生安全标准, 收货员必须确保物品上贴有相关部门的安全标识, 并且要检查物品的到期日。收货员有权不接受货物或者记录下不适合的物品以防日后酒店会面临支付顾客不满造成的罚金。
- Specialty food items - upon receiving these items the receiver must notify the user department head.
特殊物品-在收货时, 收货员必须通知使用部门领导。
- Fruits and vegetables - Thoroughly inspects contents. Open cases and check entire contents.
水果和蔬菜-彻底的检查。开箱检查全部的食品。

QUANTITY数量

- Quality to be fully checked of the merchandise being delivered, the receiver must ensure that the weight/count complies with the weight/count ordered and with the weight/count invoiced.
在收货时要彻底检查货品的数量, 收货员必须确保送到物品的重量/数量跟订单以及发票上的相吻合。
- Weighing scales should be inspected by the cost controller regularly as to accuracy. Incoming deliveries should be carefully weighed and the physical weight checked against the invoice and the Daily Market Quotation Sheet / Purchase Request / Purchase Order.
成本控制员应该定期检查称重测量方式。应该仔细检查进来的货品的重量, 并且将发票上的重量与日常市场采购表/采购申请/采购订单相对照。
- Care should be taken by removing all excess wrappings, water or ice prior to weighing the merchandise.
当在称重之前拆开外部包装, 水或者冰块时, 应小心操作。

PRICE 价格

- The price on the invoice should be verified with the price quote on the Direct Purchase Request / Daily Market Quotation Sheet / Purchase Request / Purchase Order.
应该核实发票上的价格跟直接采购申请/日常市场采购单//采购采购订单上的价格相符。

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- Any difference should be investigated prior to approving the receiving record for payment. For the Direct Purchase Request and the Daily Market Sheet, should there be any change of price, receiver must fill up the 'Alteration Notice' as follows:
如有任何不符的情况, 应在付款前查明原因。对于直接采购申请和日常市场采购单, 如果有任何和价格上的变动, 收货员必须填写以下的 '表更通知':

"ALTERATION NOTICE" 表更通知

- Form to be filled out and necessary approval to be obtained.
需要填写完整并获得批准。
- Total invoice RMB 1,500 and below - Cost Control approval
总金额小于人民币壹仟伍佰元整, 由成本控制员批准。
- Total invoice above RMB 1,500 - Director of Finance and Controlling or Assist. DOF approval
总金额大于人民币壹仟伍佰元整, 由财务总监或者财务副总监批准。

CALCULATION 计算

- Ensure that the mathematical calculations on the invoice are correct.
确保在发票上的计算都正确无误。

SUPPORT 文件支持

- Ensure that approved Direct Purchase Request / Daily Market Quotation Sheet / Purchase Request / Purchase Order is available to do the receiving.
确保在收货时具备相应的批准的直接采购申请/日常市场采购单/采购申请/采购订单。
- The receiver has the right not to receive any goods if the necessary documents are not available during receiving. However, any deviation from this procedure will need the approval from the cost controller.
在收货时相关单据不齐时, 收货员有权拒绝收货。但是这样的偏离流程的操作需要得到成本控制员的批准。


RETURNING OF GOODS 退货

Due to the unavailability of certain products in the local market, the receiver must always check with the cost controller and the user department heads first before returning or rejecting any goods to the supplier.

对于在当地采购不到的特殊物品需要退货或者换货时, 在这之前收货员应该首先与成本控制员和使用部门核实。

In addition to inspecting deliveries as to price, quantity and quality, the following recommendations are made to improve the efficiency of the receiving process:

在检查价格, 数量和质量之外, 以下流程建议使用来提高收货效率:

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- The Receiver should be ready to receive goods so that incoming merchandise can be handled quickly.
收货员要首先准备好进行收货。
- Maintain a clean and orderly receiving area.
保持收货处整洁，有秩序。
- A ruler or a measuring tool is necessary in order to measure the length of item. Ensuring existing equipment is in working condition.
备好尺子或者其他测量工具以便在收货时测量时使用。确保设备在良好的使用状态。
- A date stamp or alternative method should be used to mark all perishable items with the date of receipt. This will be used to ensure proper rotation of stocks and thus avoid spoilage during storage. This task can be done by the receiver or the store keeper.
所有易腐食品需要有日期印章或者其他方法记录收到的时间。这样来确保存货周转率，以此来避免仓储物品腐蚀。这项工作可以由收货员或者仓管员完成。
- After goods deliveries have been checked, ensure that all goods are stored promptly to minimized spoilage and pilferage; ensuring that proper control is maintained over the deliveries until they reach the point of storage.
在完成收货检查后，确保所有的物品及时仓储，降低过程中的损坏或腐蚀。确保适当的控制直到完成仓储。

PROCESSING PAYMENTS 支付货款

- By the end of each day a Receiving Report should be prepared and together with Delivery Note/Invoices forwarded to the Controller for signature.
每日结束前，一份当日收货报告应该准备好，连同送货单与发票提交到成本控制员处待批准。
- The Receiving Report and Invoice sent to the Accounts Department should accompany all Purchase Requests and Purchase Order copies with relevant approvals:
提交到财务部的所有的收货报告和发票必须连带对应的已授权的采购申请与采购订单。
- The Accounts Department should then verify the Delivery Note/Invoice to against Purchase Request and Purchase and process invoices for payment.
财务部也要随后核实上交过来的送货单与发票是否与采购申请与采购订单相符，然后支付货款。
- The purchasing manager must deliver all petty cash purchases to the receiving clerk who in turn will deliver the goods to the appropriate department.
采购经理必须将所有现金采购送达收货员处，然后由收货员发放到使用部门。