	<p>QUALITY MANAGEMENT SYSTEM ISO 9001:2015</p>	Document No.:
		Issue Date:
		Revision No.:
		Page No.:
		Approved by:
<p>Document Title:</p> <p>WAREHOUSE DEPARTMENT BUSINESS PROCESS FLOW</p>		

## 1. PURPOSE

### 1) Accurate Inventory Control

- Know **what items** are in stock
- Know **where** they are located
- Know **how many** are available

### 2) Smooth Receiving Process

- Proper checking of items from suppliers
- Quality and quantity verification
- Correct recording into the system (e.g., Receipt in Odoo)
- Avoid errors like receiving as delivery

### 3) Correct Dispatch / Delivery

- Ensure only approved orders are released
- Proper documentation (Delivery Order, DR, Invoice)
- Real-time deduction of inventory

### 4) Traceability of Items

- Track movement from **supplier → warehouse → customer**
- Easy to trace problems, returns, or damages

### 5) Proper Handling of Returns

- Correct return process without affecting received quantities
- Avoid double counting in Purchase Orders or Sales Orders

## 2. SCOPE

The scope defines what activities are covered by the warehouse management process from start to finish.

### 1) Inbound (Receiving from Suppliers)

- Purchase Order (PO) coordination
- Receiving / Receipt of items
- Inspection (quality & quantity)
- Recording items into the system

### 2) Inventory Management

- Real-time stock balance
- Lot/serial number tracking (if applicable)
- Inventory adjustments

### 3) Outbound (Serving Customers)

- Sales Order (SO) processing
- Delivery Order and dispatch
- Updating inventory after delivery

### 4) Documentation & System Recording

- PO, Receipt, Internal Transfer, DO, DR
- Accurate system entries (e.g., in Odoo)
- Traceability of all stock movements

### 5) Reporting & Monitoring

- Stock reports
- Movement history

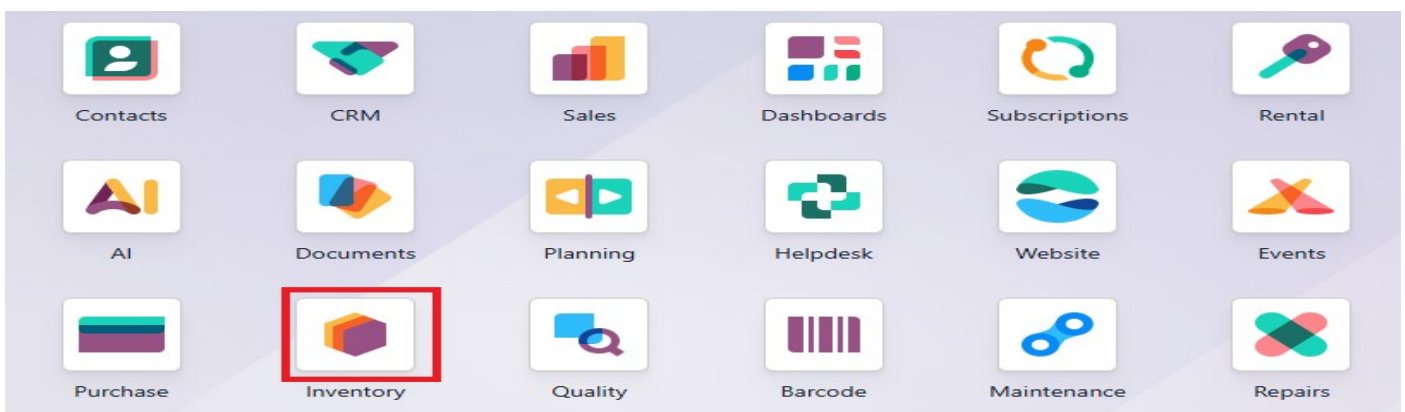
## 3. RESPONSIBILITIES

Role	Responsibility
Checkers/Receiver	Check items vs Purchase Order (PO) and Delivery Receipt (DR) Inspect quantity and quality Report damages or discrepancies
Warehouse In-charge	Approve accepted items Decide action for damaged/short items
Warehouse Helper	Help unload deliveries from trucks Count items and assist the checker during inspection Separate damaged items

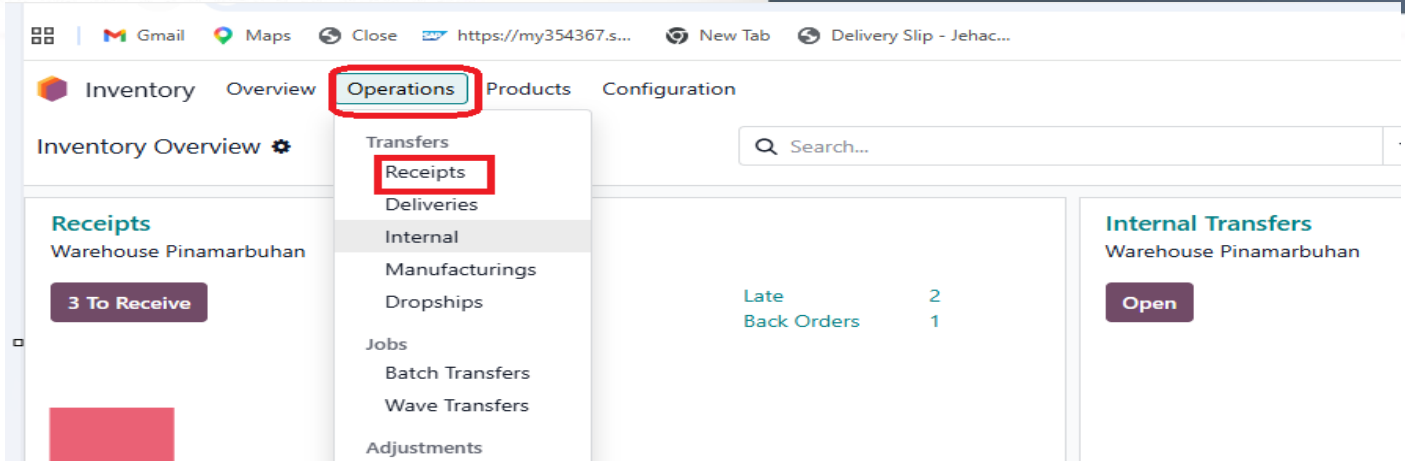
## 4. PROCEDURES

### Receiving

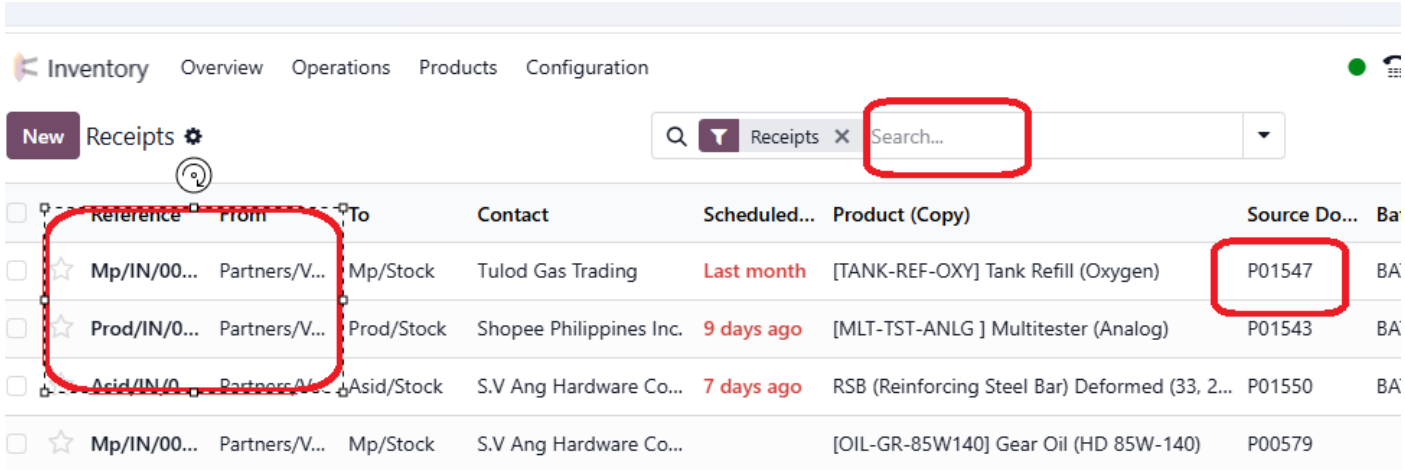
1. Go to Odoo Menu and select Inventory



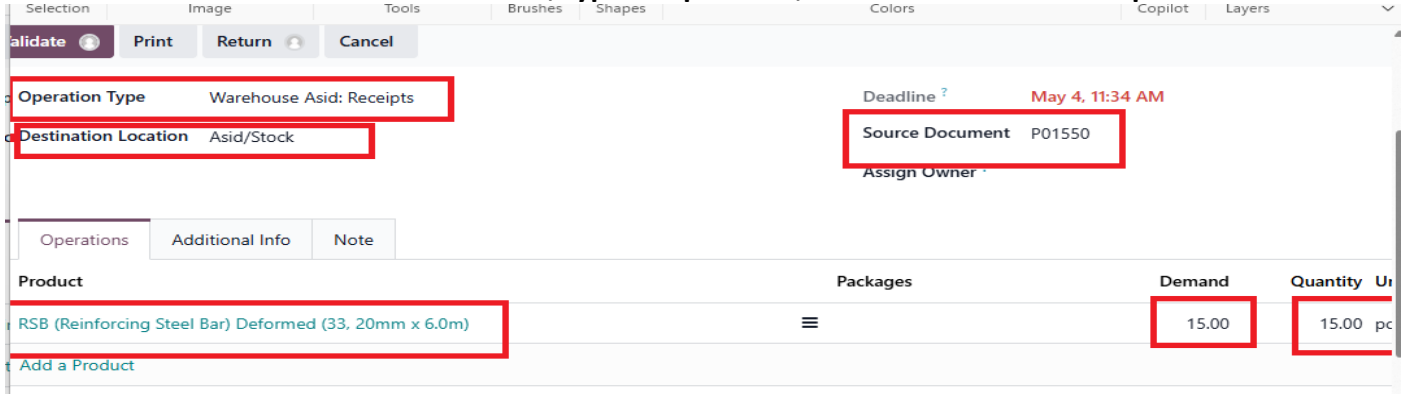
2. Click Operation and go to Receipt



### 3. Search PO # and check warehouse location



### 4. Click PO and check the demand, type of operation, location and Item description.



## 5. Confirm the quantity and Validate

Selection | Image | Tools | Brushes | Shapes | Colors | Copilot | Layers

**Validate** | Print | Return | Cancel

Operation Type: Warehouse Asid: Receipts | Deadline: May 4, 11:34 AM  
 Destination Location: Asid/Stock | Source Document: P01550  
 Assign Owner ?

Operations | Additional Info | Note

Product	Packages	Demand	Quantity
RSB (Reinforcing Steel Bar) Deformed (33, 20mm x 6.0m)	≡	15.00	15.00

Add a Product

6. For partial received input actual quantity, upon validation use create backorder. Create backorders appears upon validation.

**Validate** | Print | Return | Cancel

**Create Backorder?**

You have processed less products than the initial demand.

Create a backorder if you expect to process the remaining products later. Do not create a backorder if you will not

**Create Backorder** | No Backorder | Discard

## 7. After Validation Click Print to create Receiving copy. Sign and attach needed documents

Selection | Image | Tools | Brushes | Shapes | Colors | Copilot | Layers

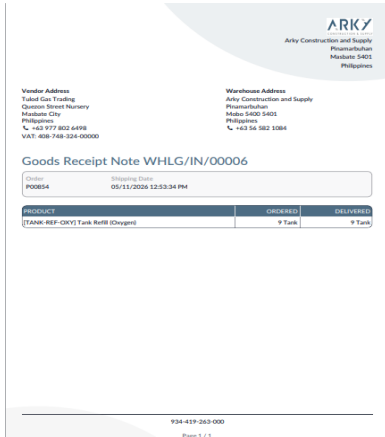
New Receipts WHLG/IN/0006 | Moves | Batch | Barcode

**Validate** | **Print** | Return

Operation Type: Warehouse Logistic: Receipts | Effective Date: May 11, 12:53 PM  
 Destination Location: WHLG/Stock | Source Document: P00854  
 Back Order of: WHLG/IN/00005 | Assign Owner ?

Operations | Additional Info | Note

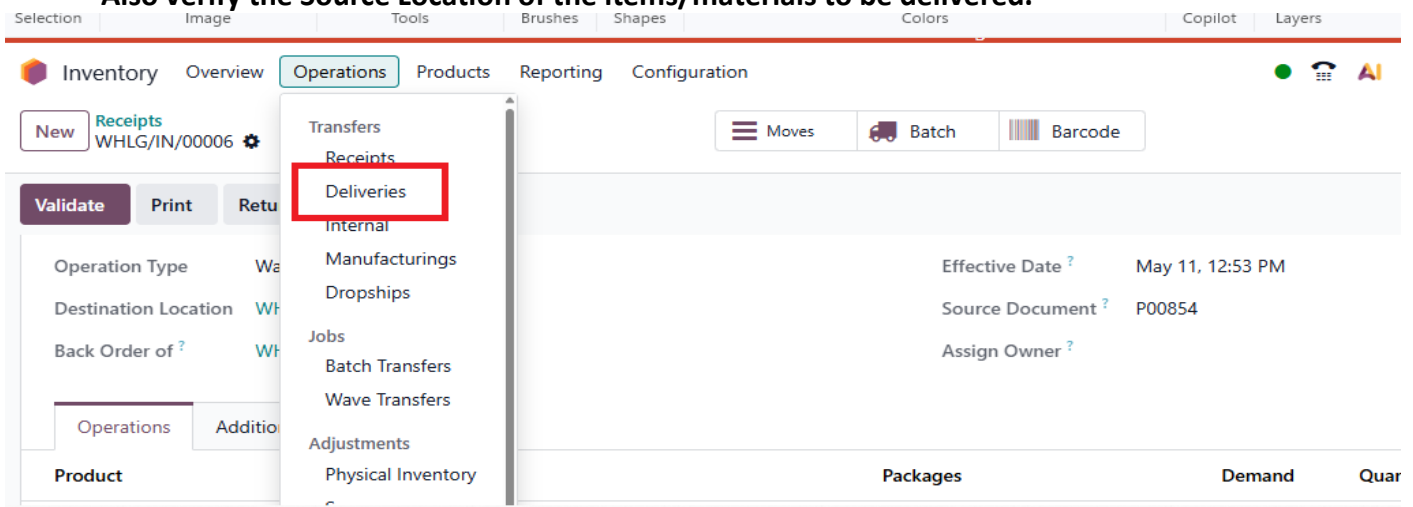
Product	Packages	Demand	Quantity
[TANK-REF-OXY] Tank Refill (Oxygen)		9.00	9.00

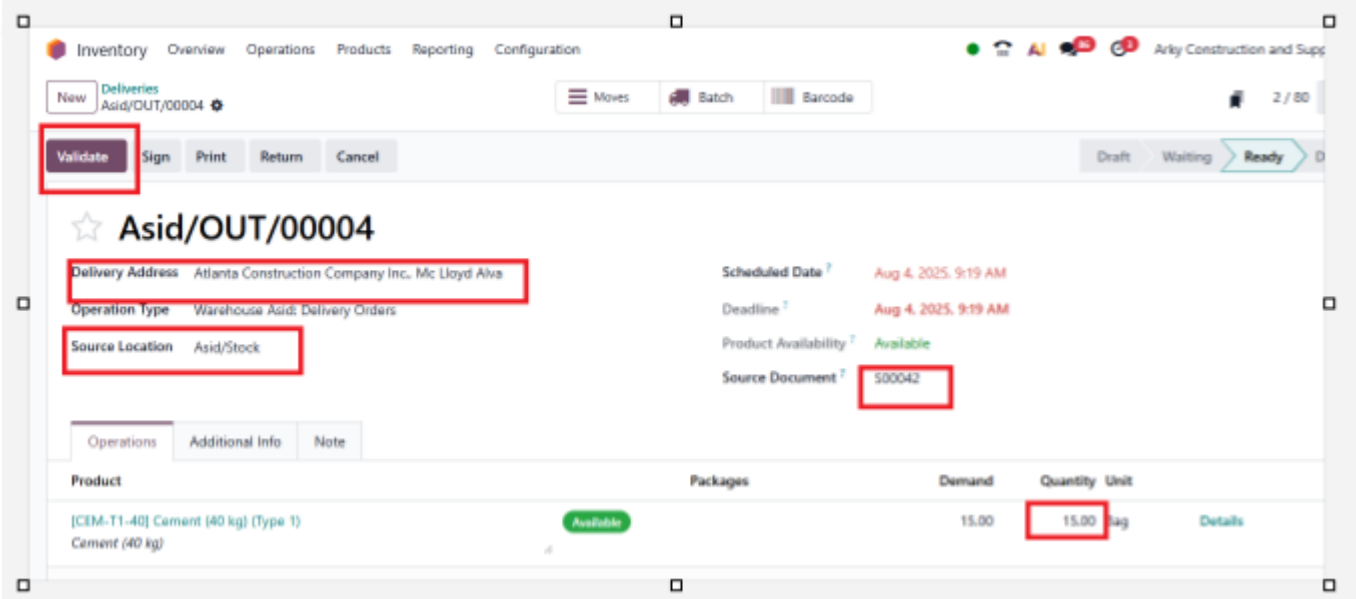


## Delivery

**1. Under Inventory, go to Deliveries, select the related Sales Order (SO), and confirm the demand quantity.**

**Also verify the Source Location of the items/materials to be delivered.**

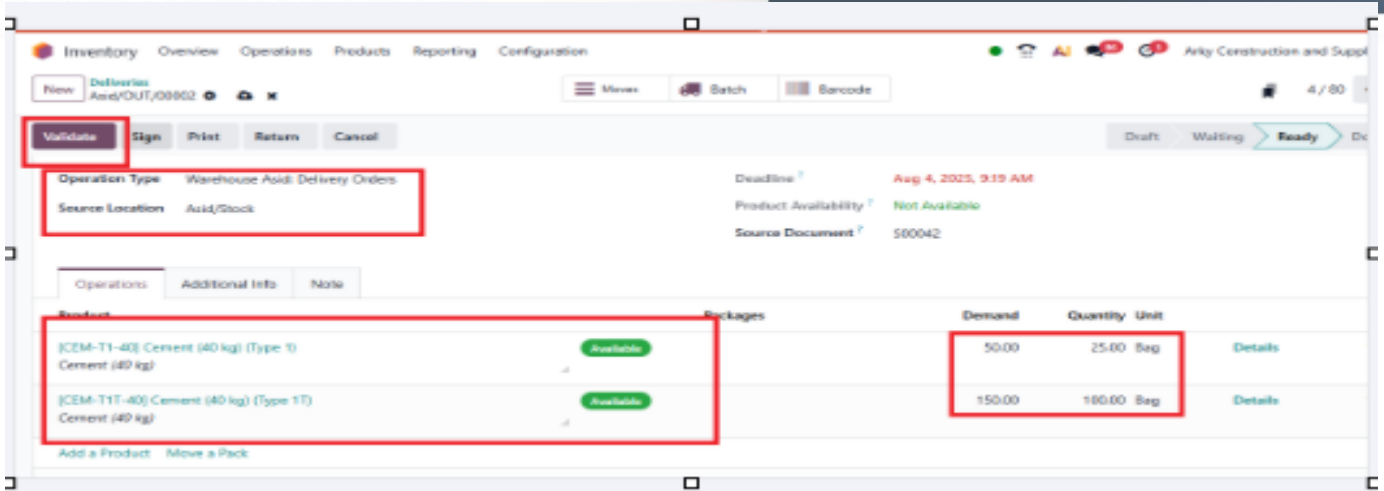




2. Validate the transfer and print the Delivery Note (DN) for the client's signature. Attach the signed Delivery Note and request the Sales Invoice (SI) before releasing the items. Check Sample of signed DN below



3. In case of partial delivery, create a Backorder upon validation to ensure the remaining quantity will be delivered later



## PICK- UP PROCESS

### 1) Create the Sales Order (SO)

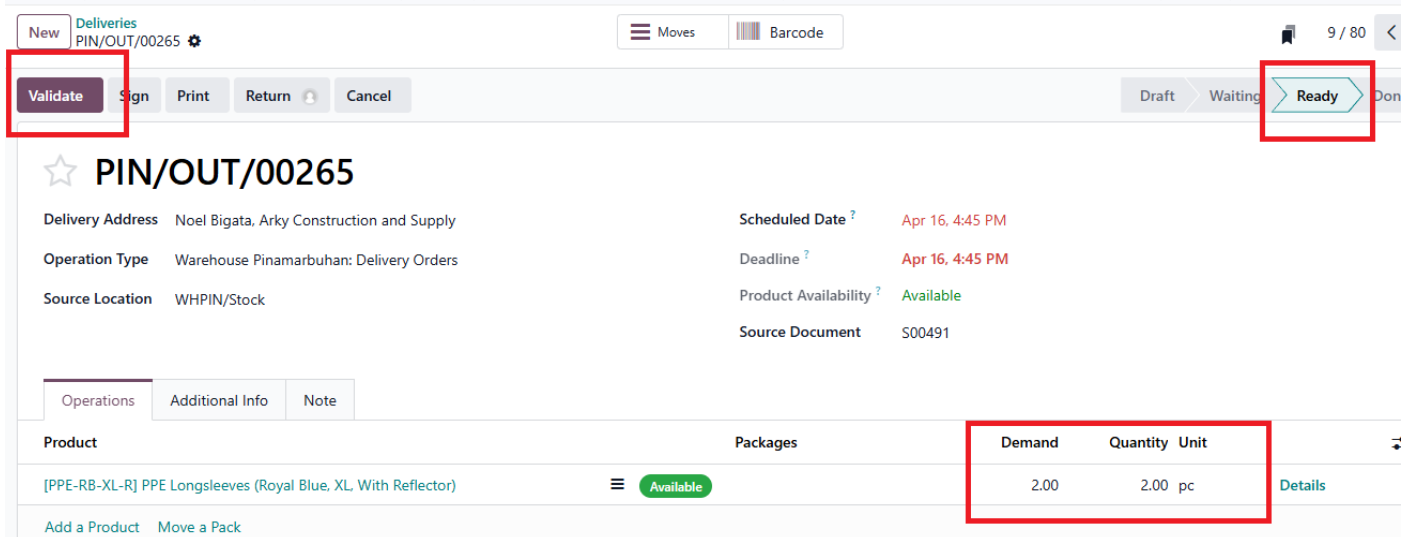
- Go to Sales → Orders → Quotations
- Create quotation → add items → Confirm

Result: Odoo automatically creates a Delivery Order (DO).

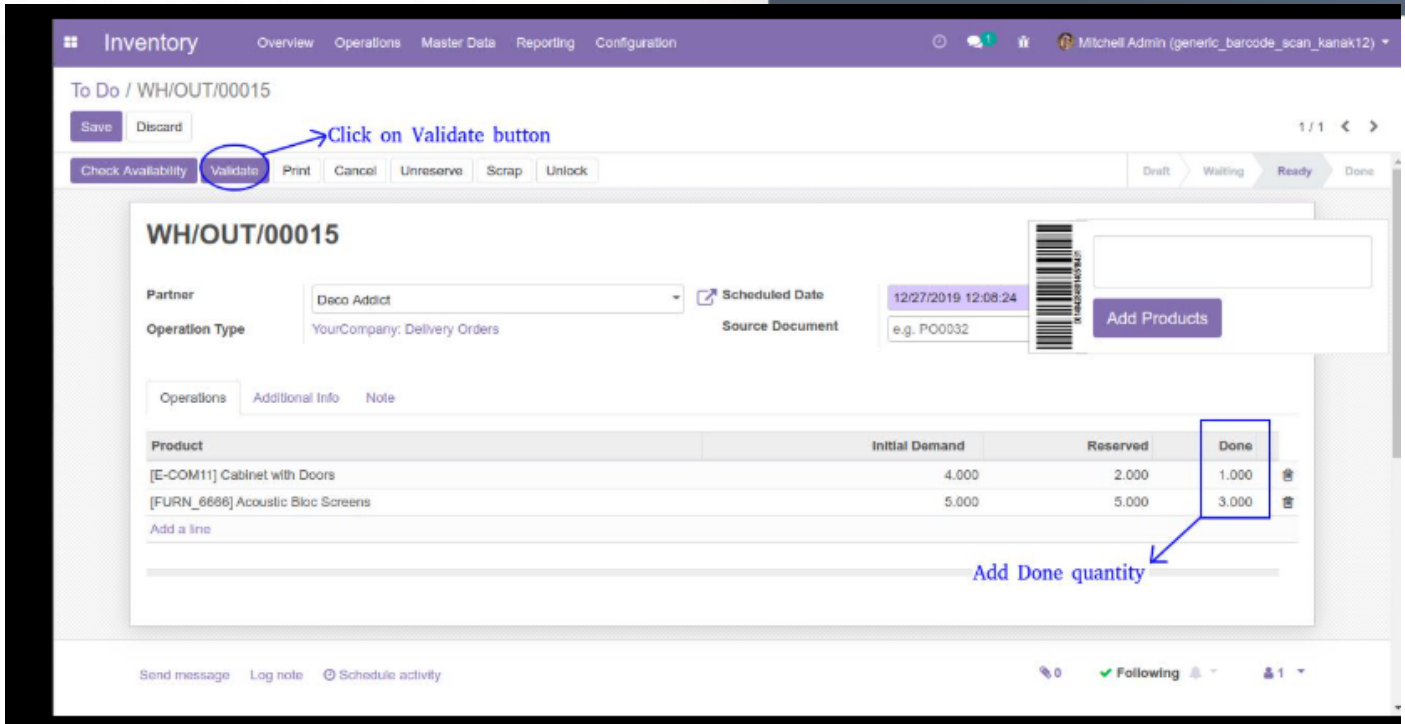
### 2) Open the Delivery Order

- Go to Inventory → Operations → Deliveries
- Open the DO linked to the SO

At this point, status is Ready (if stock is available).



### 3) Prepare the Items (Pick)



- In the Operations tab:
  - Put the actual quantity in Done
- This is the picking step (warehouse prepares items for release)

#### 4) Customer Arrives → Validate (Release Items)

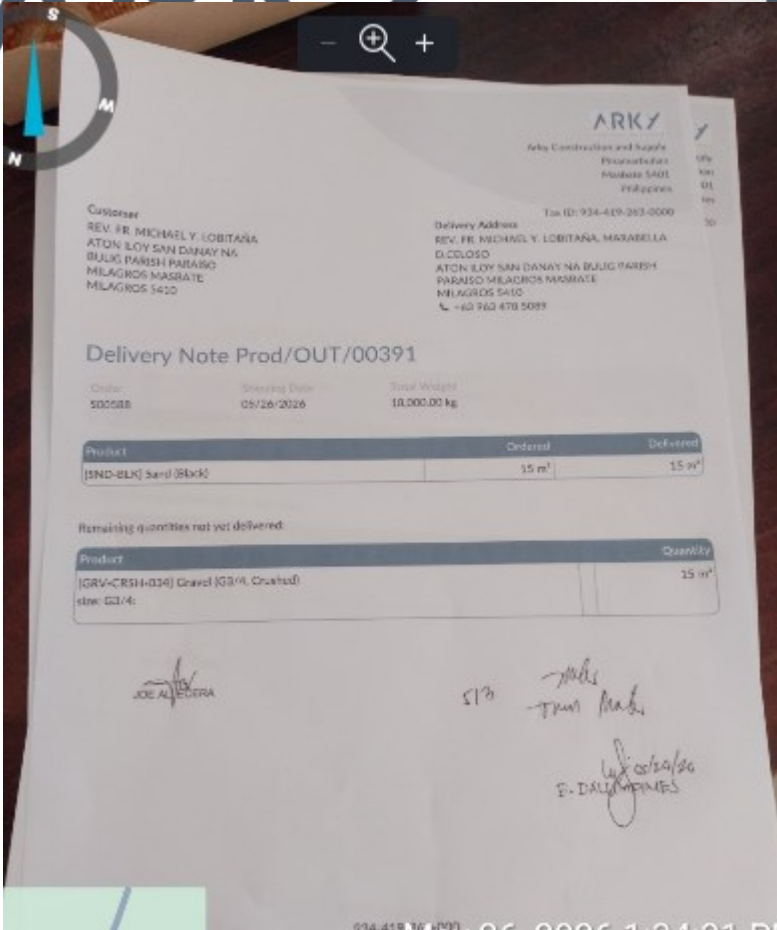
- When the customer is physically present:
  - Click Validate

#### 5) Print & Sign Documents (Very Important)

After validation:

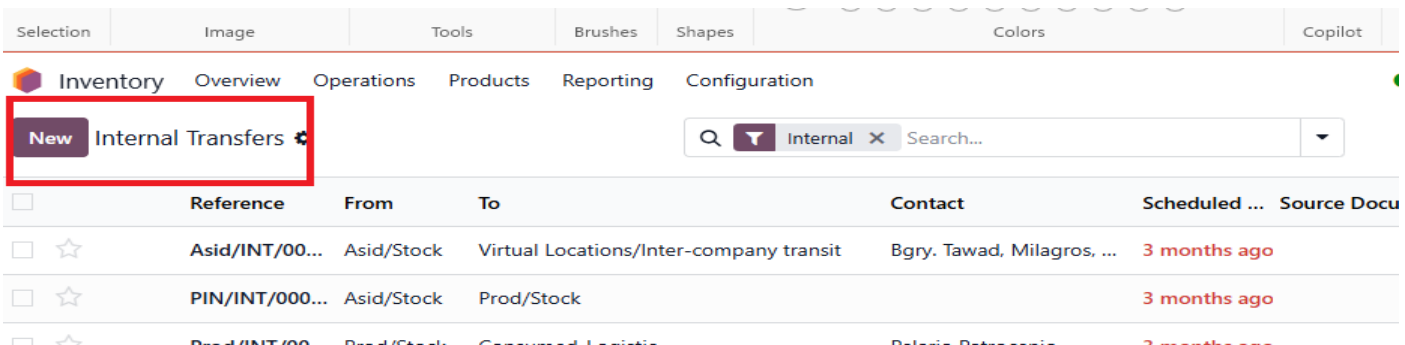
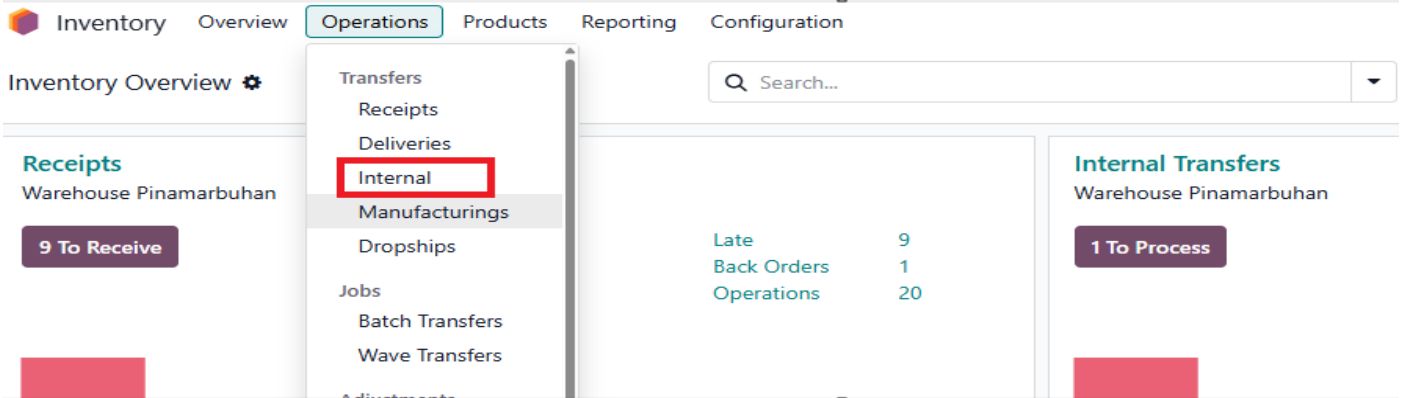
- Print Delivery Slip
- Let customer sign
- Attach signed copy to documents

This is your proof of pick-up.



## Internal Transfer

1. Go to Inventory → Operations → Internal Transfers and create a new transfer.



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## 2 Select the Source Location and Destination Location.

Add the items and confirm the quantity to transfer.

1. Click Validate to process the transfer
2. Print the Internal Transfer Slip (if required) and attach it to the documents for proper monitoring and traceability.

## 5. RECORDS

### 1. Inventory Transactions Records

Go to:

**Inventory** → **Reporting** → **Stock Moves**

- Shows all movements (receipts, deliveries, internal transfers)
- Best for full history and audit trail

### 2. Internal Transfers Records

Go to:

**Inventory** → **Operations** → **Internal Transfers**

- Displays all created internal transfer documents
- You can filter by status (Draft, Waiting, Done)

New Internal Transfers

Internal Search...

Reference	From	To	Contact	Scheduled...	Product (Copy)	Source Do...	Batch Tran...	Status
Asid/INT/...	Asid/Stock	Consumed-Logi...	Jolan Alianza		Diesel	SALE/LOGI...		Done
Mp/INT/0...	Mp/Stock	Consumed-MP	Dexnevien ...	3 days ago				Draft
Asid/INT/...	Asid/Stock	Consumed-Logi...	Brgy Asid, ...		Diesel	MOTORPO...		Cancelled
Asid/INT/...	Asid/Stock	Consumed-Logi...	Brgy Asid, ...	2 days ago	Diesel	MOTORPO...		Ready
Asid/INT/...	Asid/Stock	Virtual Location...	Labo, Cam...		[STL-FRM-GRV-0.28] Steel Form (With Groove, 0...			Done
Asid/INT/...	Asid/Stock	Consumed-Logi...	Francis Me...	Today	Diesel			Ready
Prod/INT/...	Prod/Stock	Physical Locatio...	Sitio Samp...		[FILL-MAT] Filling Material			Done
Prod/INT/...	Prod/Stock	Physical Locatio...	Sitio Samp...		[FILL-MAT] Filling Material			Done
Prod/INT/...	Prod/Stock	Physical Locatio...	Sitio Samp...		[FILL-MAT] Filling Material			Done
Prod/INT/...	Prod/Stock	Physical Locatio...	Sitio Samp...		[FILL-MAT] Filling Material			Done
PIN/INT/0...	WHPIN/St...	Prod/Stock	Mark Viter...		[SND-BLK] Sand (Black)			Done

### 3. Delivery / Incoming Records

Go to:

- Inventory → Operations → Deliveries (Outgoing)

New Deliveries

Deliveries Search...

801-847 / 847

Reference	From	To	Contact	Scheduled...	Product (Copy)	Source Do...	Batch Tran...	Status
Asid/OUT/...	Asid/Stock	Partners/C...	Armolinda Capellan Ogaya		[CEM-T1T-40] Cement (40 kg) (Type 1T)	S00552	BATCH/Asi...	Done
PIN/OUT/...	WHPIN/St...	Partners/C...	Jean F. Guarino	5 days ago	[UNI-F-S] Uniform Polo Shirt (Female, S)	S00553		Ready
Asid/OUT/...	Asid/Stock	Partners/C...	Bgry. Tawad, Milagros, Ma...		Diesel	PID239 - ...	BATCH/Asi...	Done
PIN/OUT/...	WHPIN/St...	Partners/C...		4 days ago				Draft
Asid/OUT/...	Asid/Stock	Partners/C...	Bgry. Tawad, Milagros, Ma...		Diesel	PID239 - ...	BATCH/Asi...	Done
PIN/OUT/...	WHPIN/St...	Partners/C...	Power Dimension Inc.		[SND-BLK] Sand (Black)	S00554	BATCH/Pro...	Done
Asid/OUT/...	Asid/Stock	Partners/C...	Labo, Camarines Norte		Diesel	TAGKAWAY...	BATCH/Asi...	Done
Asid/OUT/...	Asid/Stock	Partners/C...	Bgry. Tawad, Milagros, Ma...		Diesel	SALES/LOG...		Done
Asid/OUT/...	Asid/Stock	Partners/C...	Labo, Camarines Norte		Diesel	TAGKAWAY...	BATCH/Asi...	Done
Asid/OUT/...	Asid/Stock	Partners/C...	Vaemar Construction and ...		Cement (1 Ton) (Type 1, Apo)	S00556	BATCH/Asi...	Done
PIN/OUT/...	WHPIN/St...	Partners/C...	Jean F. Guarino, Arky Cons...		[UNI-F-S] Uniform Polo Shirt (Female, S)	S00530		Cancelled

- Inventory → Operations → Receipts (Incoming)

New Receipts

Receipts Search...

321-396 / 396

Reference	From	To	Contact	Scheduled...	Product (Copy)	Source Do...	Batch Tran...	Status
Mp/IN/00...	Partners/V...	Mp/Stock	B and B Truck Parts Tr...	Last month	[RAD-CLNT] Radiator Coolant	P01361	BATCH/Mp...	Ready
Prod/IN/0...	Partners/C...	Prod/Stock	DWC Construction		[RMC-3000-1] Ready Mix Concrete (3000 P...	Return of P...		Done
PIN/IN/00...	Partners/V...	WHPIN/St...	Lazada Philippines		Grinding Disc (4")	P01435		Cancelled
Prod/IN/0...	Partners/V...	Prod/Stock	Tulod Gas Trading		[TANK-REF-OXY] Tank Refill (Oxygen)	P01443	BATCH/Pro...	Done
Prod/IN/0...	Partners/V...	Prod/Stock	Shopee Philippines Inc.		Capacitor (250/450VAC, 200uF)	P01366		Done
Asid/IN/0...	Partners/V...	Asid/Stock	Tulod Gas Trading		[TANK-REF-OXY] Tank Refill (Oxygen)	P01474	BATCH/Asi...	Done
Asid/IN/0...	Partners/V...	Asid/Stock	Lim Enterprises, Inc., ...		[ELECWIRE-PDX-3C-3.5MM] Electrical Wire ...	P01368	BATCH/Asi...	Done
Prod/IN/0...	Partners/V...	Prod/Stock	Lazada Philippines		Fittings (Pneumatic Solenoid, 4mm, Straight)	P01478	BATCH/Pro...	Done
Mp/IN/00...	Partners/V...	Mp/Stock	Shopee Philippines Inc.		Gasket Maker (Liquid)	P01468	BATCH/Mp...	Done
Mp/IN/00...	Partners/V...	Mp/Stock	Shopee Philippines Inc.		Grinding Disc (4")	P01468	BATCH/IN/...	Done
Mp/IN/00...	Partners/V...	Mp/Stock	Shopee Philippines Inc.		Mighty Bond (pioneer, 3g)	P01468		Done

## 4. Product-Level Records

Go to:









**Inventory → Products → Products → (Select item) → Inventory tab**

- Shows stock history per product

New Products

Goods Search...

1-80 / 817

<p>★ Cement (1 Ton) 8 Variants Price: 0.00 ₱ On hand: 67.40 Ton</p> 	<p>★ GI (Galvanized Iron) Pipes 16 Variants Price: 3,282.10 ₱ On hand: 61.00 pc</p> 	<p>★ Polycarbonate Sealant Price: 0.00 ₱ On hand: 0.00 pc</p>
<p>★ Roofing 360 Variants Price: 0.00 ₱ On hand: 6.00 pc</p> 	<p>☆ Concrete Cutter Blade [CON-CB-14] Price: 0.00 ₱ On hand: 9.00 pc</p> 	<p>☆ 2T (Two-Stroke) Engine Oil 3 Variants Price: 0.00 ₱ On hand: -2.00 L</p> 
<p>☆ 6883_MARCH 1-7,2026 Price: 1.00 ₱</p>	<p>☆ 6884_MARCH 1-7,2026 Price: 1.00 ₱</p>	<p>☆ 6885_MARCH 1-7,2026 Price: 1.00 ₱</p>
<p>☆ 6886_MARCH 1-7,2026 Price: 1.00 ₱</p>	<p>☆ 6887_MARCH 1-7,2026 Price: 1.00 ₱</p>	<p>☆ 6889_FEBRUARY 1-28,2026 Price: 1.00 ₱</p>
<p>☆ 7 Way Socket Connector 2 Variants Price: 1.00 ₱ On hand: 0.00 pc</p> 	<p>☆ 7- Pin Connector Price: 1.00 ₱ On hand: 0.00 pc</p> 	<p>☆ AC Compressor 2 Variants Price: 1.00 ₱ On hand: 1.00 pc</p> 

## 6. RISKS & CONTROLS

Risk	Possible Effect	Control / Mitigation
Wrong item received from supplier	Inventory mismatch, payment issues	Check vs PO & DR, 100% counting, report discrepancy before receipt posting
Damaged items upon arrival	Loss of value, customer complaints	Physical inspection during receiving, segregate and document damages
Incorrect system encoding (e.g., wrong receipt/delivery)	Stock quantity errors in system	Trained encoder, supervisor review before validation, follow correct document flow
Theft / pilferage	Inventory loss	Restricted access, regular cycle count, accountability per area
Poor stacking / improper storage	Product damage, safety hazard	Follow stacking standards
Incomplete documents during dispatch	Delivery disputes, audit issues	Dispatcher checklist, required signatures before release
Lack of regular inventory count	Undetected variances	Scheduled cycle count and annual physical inventory