

# Receiving Process

## Checking In Boxes

### Step 1: Open FileMaker Pro

Open FileMaker Pro on the computer.

The application icon should look like the example shown below.

→ It should look like this:



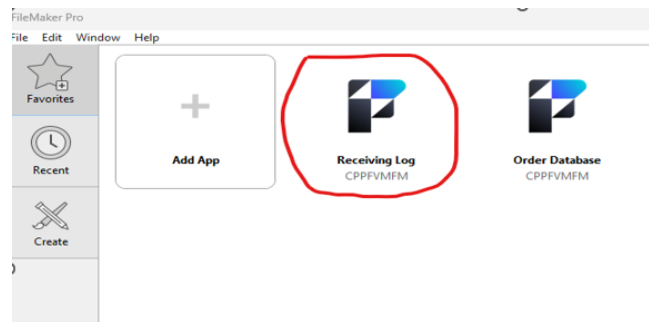
### Step 2: Click Receiving Log.

Once FileMaker Pro opens, click on **Receiving Log**.

We use the Receiving Log because it is the system the **back/warehouse team** uses to:

- Check in boxes
- Track deliveries
- Complete consolidations when working with merchandising

(You will typically see two main options when FileMaker opens; select **Receiving Log**.)



### Step 3: Enter in account name/password and log into FileMaker Pro

Enter your FileMaker account name and password, then log in.

If you forget your login information:

- Contact a manager or supervisor
- Do not guess or attempt multiple logins

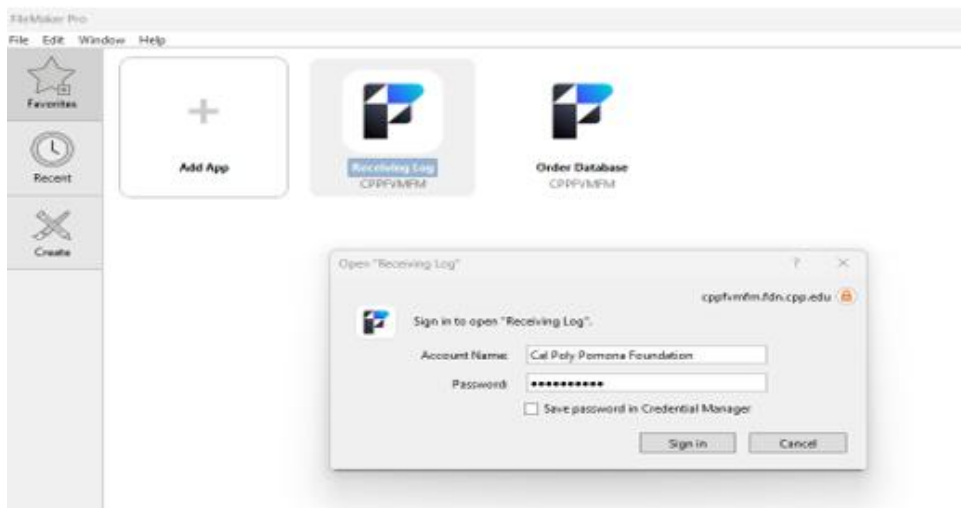
#### Important:

FileMaker Pro and Win PRISM use different usernames.

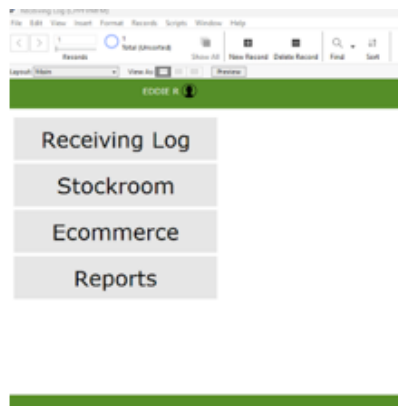
- FileMaker username example:
  - “Billy B” or “Chris P”
- Win PRISM username example:
  - “BillyB” or “ChrisP”

They are not the same, so do not confuse the two.

(Below is an example of how the login looks)



(How it looks once you are logged into FileMaker Pro)



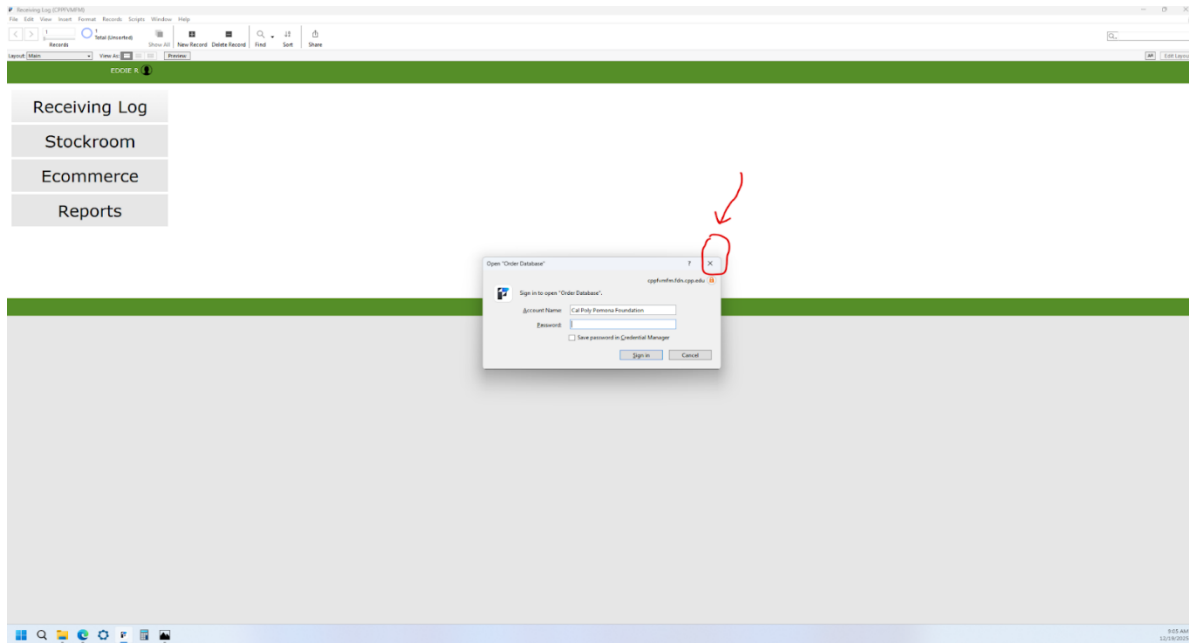
## Step 4: Access the Receiving Log Tab

After logging in, click on the **Receiving Log** tab.

Occasionally, the system may prompt you to log in again.

If this happens, **close the prompt** and continue, you should still be able to access the Receiving Log.

Once inside, you are ready to begin checking in boxes.



NICE! Now you are logged in and ready to start checking in some boxes below is how the “Receiving Log” tab looks like

The screenshot shows the main interface of the 'Receiving Log (CPPFVFM)' application. The top navigation bar includes 'Main', 'NEW RECEIVING', 'FIND RECEIVING', 'SWITCH USER', and 'REPORTS'. The 'REPORTS' button is highlighted. The main area is divided into a left sidebar and a central table. The sidebar contains input fields for 'Receive Date' (12/19/2025), 'Receive Time' (9:11 AM), 'Vendor', 'Shipping Company', 'PO #' (No PO), 'Ctns Expected', 'Ctns Received', 'Shipment Notes', 'Receiver' (Eddie R), and 'Log #' (51743). The central table has columns for 'Date/Time', 'Tracking', 'Carrier', 'Shipper #', 'Notes', 'Pk', 'Damaged Pic', and 'Pallet'. A red text note at the bottom of the table reads: 'NOTES ARE REQUIRED WHEN NO PO IS ENTERED! OPEN BOX AND DESCRIBE SHIPMENT AND/OR ENTER PO #.'

## Step 5: Now box check in can start

Begin by saying “Hello” to our delivery people **AND** check if the boxes we get on the dock say: “Bronco Bookstore” “Bldg. 66” “Lori Clark” “Keith Grissom” or “Clint Aase” These are just examples of what you would expect but I would like to assume you’ve gotten mail before so we obviously don’t want some else’s mail. **IN THE CASE** we do get someone’s mail. ITS OKAY just let a manager know or type in the team’s chat and we can work it out.

We categorize boxes based off several factors such as,

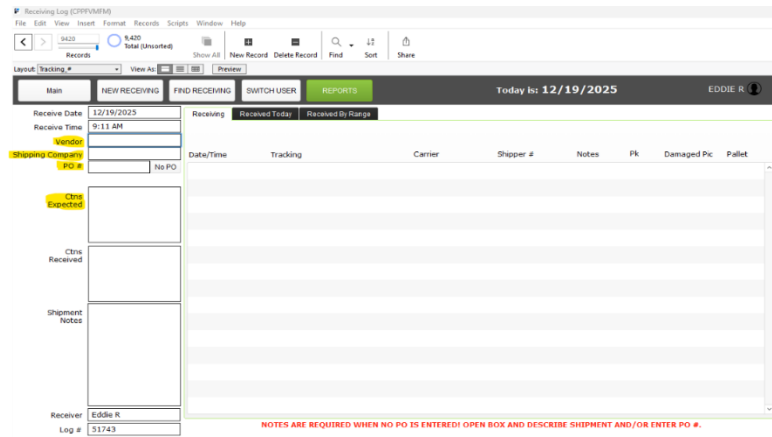
- GM or PO numbers (Example: GM033467, PO-033420TX-1)
- Number of boxes for any specific order (Example: Box 1 of 3)
- Vendor (Example: Wide world, Champion, D&H)

*Some PO or GM numbers may or may not be visible on the boxes themselves, **if that's** the case then you need to look for any kind of invoice attached (Or refer [Option B](#)) to one of the boxes of a specific order, these can be found on the sides of boxes or may be inside a box (If inside a box, usually there will be a label stating such). Occasionally however, there will be no invoice at all nor will the PO or GM numbers be visible, **in the event of that** occurring ask Keith or another manager in store or on teams as someone will be able to assist you or refer to [How to find Orders](#). **While you are organizing the boxes also keep in mind for any obviously damages to any boxes that includes; wet spots, open boxes, anything that you might think “Oh that’s weird” let a team lead know and if anything, take a pic and hold on it till you show a team lead.***

Step 6: Once boxes have been organized, bring them inside from the loading dock to “check in.” **DURING THIS PROCESS BEGIN BY MARKING THE DATE ON THE BOXES; FOR EXAMPLE, IF ITS 01/12 AND YOU ARE CHECKING THE BOXES THAT DAY SIMPLY GRAB A MARKER AND JUST WRITE 01/12, NOT YEAR IS NEEDED.** The reason we do this is so we know what day a certain box came, and it can hold us accountable how fast/slow are verifying/ receiving process is.

***PLEASE GO SLOW IF THIS IS YOUR FIRST TIME. We do not expect you to know everything and anything on your first day. PLEASE ASK QUESTIONS, no question is wrong, we would much have you ask 10000 questions then mess something up trying to figure it out.***

Necessary information will need to be inputted into the Receiving Log first before scanning (Vendor, Shipping Company, PO or GM numbers and Ctns Expected).

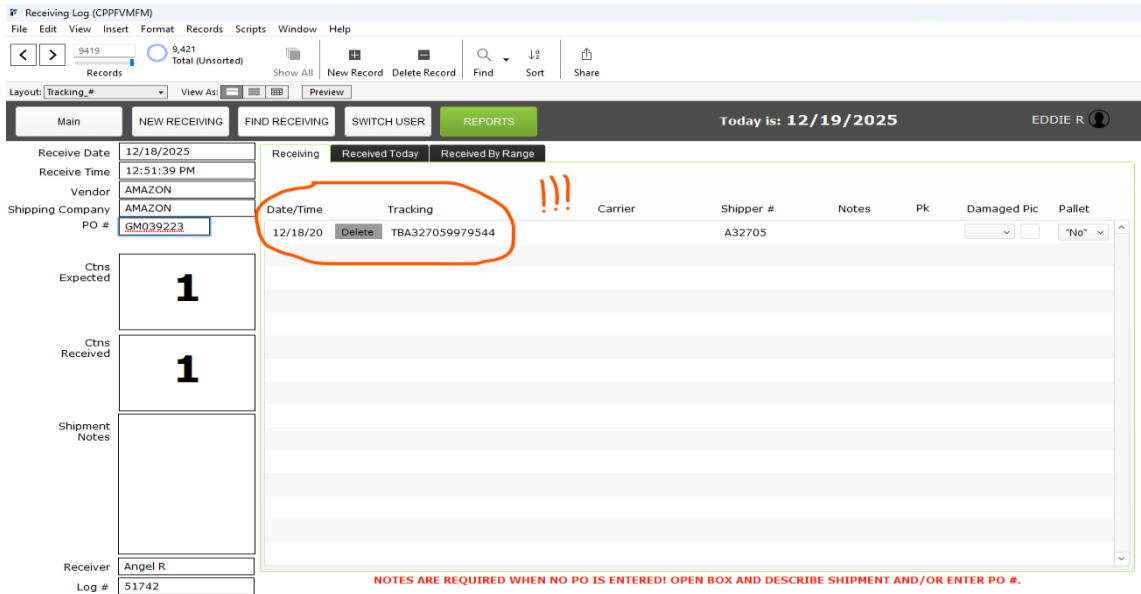


(This is what you will need to put in, most of this can be found on the shipping label for any box of a specific order, if there is a previous receiving order still cataloged, simply click on new receiving to begin a new receiving check in)

Step 7: Once necessary information is entered, begin scanning boxes via tracking number, scanning all boxes of a specific order before moving on. Please note that not all tracking numbers will appear the same depending on the specific shipping company that is delivering them. Most of the time however, the tracking number will always be the bottom barcode on the shipping label. In special cases, the tracking number may be damaged, in this event you may need to manually input each tracking number.




This is an example of what a shipping label looks like while working @ the bookstore.



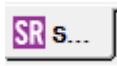
(If neither barcode nor tracking numbers are visible, reach out to a shift lead or any supervisor for assistance)

Step 8: Once all tracking numbers have been scanned for a specific order, **make sure the GM or PO number is saved or written down** (you will need it in the next system).

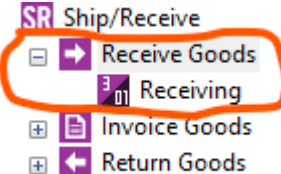
Next, open **Win PRISM**, log in using your credentials, and prepare to complete the final receiving process.

(This Icon Here) → 

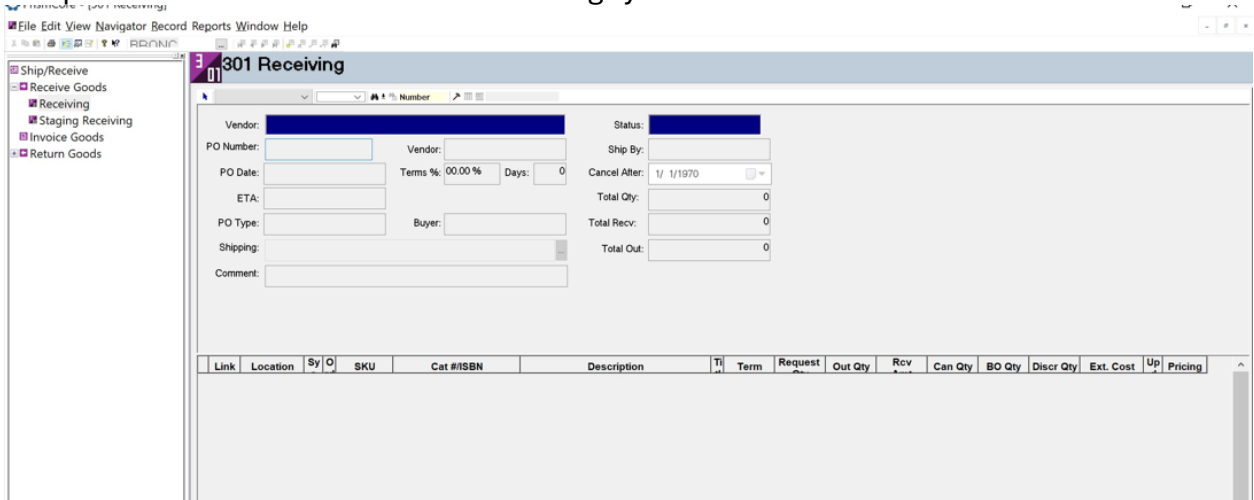
Step 9: Upon opening prism, click on the purple Ship/Receive tab or tab 3 while working here you'll hear a lot of people saying 201 or 301 purple tab is considered 3.

 ← (This Icon Here)

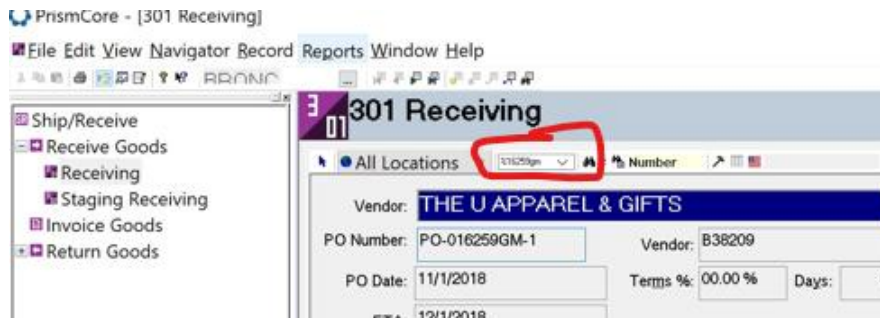
Then Click on the Receive Goods tab and select the 301 options (Hint: Will be the only available option to select)

(This Icon Here) → 

Step 10: Once clicked on 301 or “Receiving” your screen should look like this



Step 11: While checking in the boxes you SHOULD’VE found the GM or PO if you did. Within the same tab you already in there’s a “Search Bar” next to “All Locations” to the right below is an example



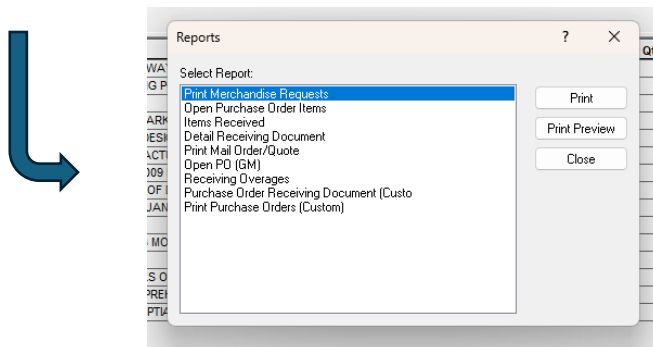
Step 12: Enter the PO you got from checking in the boxes and NOW we are going to print the Receiving Doc to then tape or assign you can say to the specific boxes that have that PO/GM. There are TWO ways to print the Receiving document

Option 1: You can simply click the print icon near the top left corner

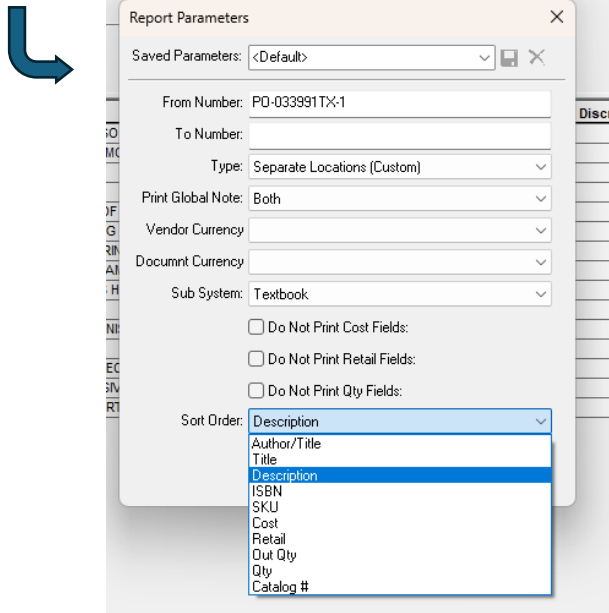
Here is an example:



Once you click on this there should be a prompt:



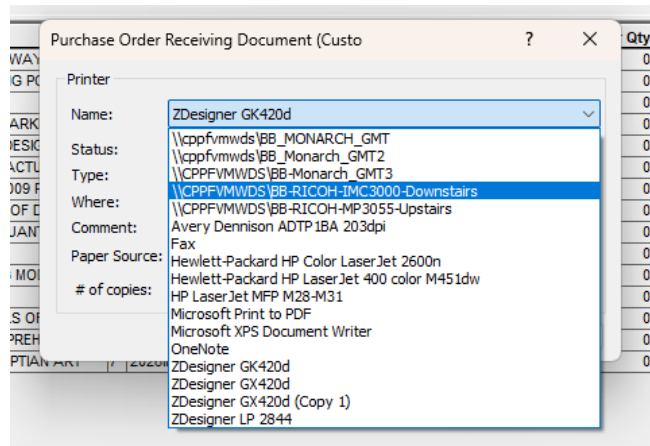
Then you will be given this prompt:



Please change the "Sort Order" area to Description. This is an important step because then when you print out the Receiving Doc it will be in alphabetical order.

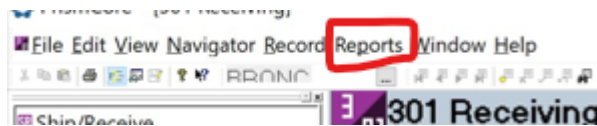
Depending on your location of where the computer you are using is located you will then be given the prompt to print like so:

*For Reference, BB-RICOH Downstairs is in the main room where you will clock in and out*



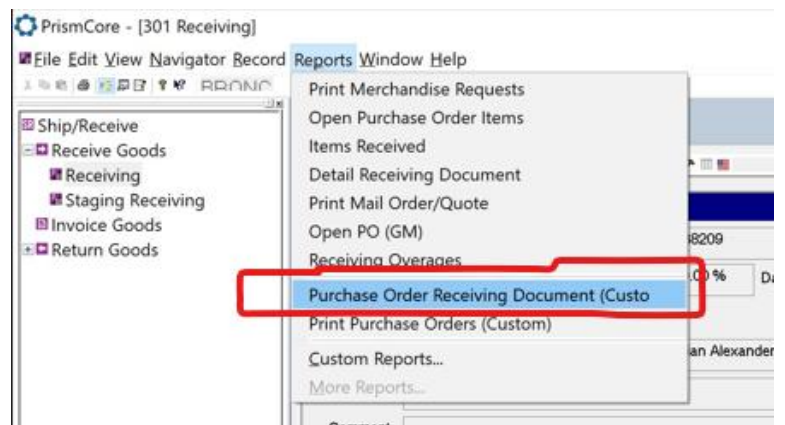
Option 2: You can click on Reports also near the top left corner

Here is an example:







Once clicked on there should be a prompt as well that looks like this:

To then print the "Receiving Doc," click the 2<sup>nd</sup> to last option or "Purchase Order Receiving Document (Custom)"



Step 13: Once you did print out the doc, it should look like the example below; Please ignore the info in the example but RECOGNIZE and ACKNOWLEDGE how the doc would look like:

Receiving Document - Separate Locations																
Location: BRONCO BOOKSTORE																
PO Number:	PO-016259GM-1			<table border="1"> <tr> <td>Received</td> <td>Who</td> <td>Invoice Enclosed</td> <td>Bill of Lading</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>		Received	Who	Invoice Enclosed	Bill of Lading							
Received	Who	Invoice Enclosed	Bill of Lading													
PO Date:	11/01/2018															
Date Printed:	12/21/18 11:30 am															
Vendor:	THE U APPAREL & GIFTS(B38209)															
Comment:																
General Merchandise																
Out Qty	Qty	Catalog Number		Type	SKU	Size	Cost	Retail								
		Pkg Typ	Unt						Description	Term	Color					
	144	1	75200	EA	14+ MUG CERAMIC BARISTI HORSE MARK OVR CPP SCRIPT EST 1938 CREAM W/GREEN ACCENT	12354191 Non-Term	14 OZ CREAM	\$3.68	\$7.99							
TOP RIGHT OF ART PAGE																
	144	1	3310	EA	14+ MUG CERAMIC BARISTI HORSE MARK OVR CPP SCRIPT EST 1938 GREEN	12354184 Non-Term	14 OZ GREEN	\$3.76	\$7.99							
TOP LEFT OF ART PAGE																
	144	1	1559	EA	14+ MUG CERAMIC BISTRO HORSE MARK OVR CPP SCRIPT EST 1938 DARK GREEN	12354177 Non-Term	15 OZ DK GREEN	\$4.59	\$8.99							
CENTER LEFT OF ART PAGE																

You now are done we the processes of “Check in Boxes”

## Next steps after Check In

### Order of Importance

**Order of Importance** refers to which boxes should be worked on **first** after check-in. When you receive multiple boxes (for example, 20–30 boxes mixed between POs and GMs), this order helps you decide where to start to keep operations running smoothly.

**Follow this order unless instructed otherwise:**

#### 1. Food

If **any food items** are present, start with those **first**.

Food is time-sensitive and can expire or spoil, which is why it always takes top priority.

#### 2. Special Orders

If there is **no food**, next check for **Special Orders**.

Special Orders are typically customer-specific and often time-sensitive.

Refer to the **Special Orders Receiving** guide for the full process.

### 3. Clothing / Apparel

Once food and Special Orders are complete (or if none are present), move on to **clothing**.

#### a. Teams Notification (Required)

Before processing clothing, **notify the team via Microsoft Teams**.

Send a simple message such as:

*“GM39473 from Champion has arrived.”*

- If there are **multiple clothing orders**, list each GM/PO.
- Even if **all 10 boxes are clothing**, this message must still be sent.

**Pattelynn (Apparel Manager)** will respond with instructions on which GM/PO should be prioritized.

#### b. Why This Matters

This step helps create a smoother workflow across the bookstore.

For example, if Pattelynn needs a specific GM/PO counted and placed on the floor urgently, your Teams message gives her an early heads-up and prevents delays.

### 4. Textbooks

Once all steps above are complete, proceed with **Textbooks**.

Refer to the **Textbooks Receiving** guide to follow the correct process.

#### **Important Reminder**

This **Order of Importance is not fixed** and may change depending on what is received or based on management direction.

This outline exists to guide you in situations where:

- Multiple shipments arrive at once
- Priority is unclear
- No manager is immediately available

When in doubt, **ask a lead or manager** before proceeding.