

Textbook Receiving (NEW)

Effective Date: August 6, 2026

As of August 6, 2026, the Textbook Receiving process has been updated. These changes are designed to provide the Textbooks team with a better understanding of how the Warehouse receives and processes textbook shipments.

The updated process introduces a more organized receiving workflow and includes an additional verification step, allowing a second team member to review and confirm the received shipment. This helps improve accuracy, reduce receiving errors, and ensure textbook inventory is entered correctly before it is processed for sale or distribution.

All employees involved in the Textbook Receiving process should follow the updated procedures outlined in this guide.

Textbook Receiving (NEW)

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Checking In Textbooks

The textbook receiving process follows many of the same steps used for General Merchandise (GM) orders. When receiving textbooks, you should:

- Date each carton upon arrival.
- Check the shipment into **FileMaker**.
- Print the receiving log in **Room 301**.

Identifying a Textbook Order

Textbook purchase orders (POs) can be identified by their PO number. Unlike General Merchandise orders, which begin with "**GM**", textbook purchase orders end with "**TX-1**."

Example:

- PO-123456TX-1

Depending on the vendor, the shipping label may also indicate the carton number, such as:

- **Carton 1 of 10**
- **Carton 4 of 10**
- **Carton of #**

These labels can help you verify that all cartons in the shipment have been received.

If the Purchase Order (PO) Is Missing

If a shipment arrives without a visible purchase order, open the carton and look for an **invoice**, **packing slip**, or other shipping documentation. Some shipments may contain **mixed purchase orders**, meaning multiple orders have been packed into the same carton.

If you can locate the documentation, you may be able to identify the correct purchase order using the following information:

- ISBN (XREF)
- Vendor name
- Invoice or packing slip details

If you are unable to determine the correct purchase order or have any uncertainty, **do not guess**. Bring the shipment upstairs and ask **Kevin** or **Michelle** for assistance.

Important: Textbook inventory is closely monitored, and stock-on-hand quantities must remain accurate. Receiving a shipment under the wrong purchase order can create inventory discrepancies that are difficult to correct.

Receiving Textbooks

The **Textbook Receiving Log** is completed similarly to the General Merchandise (GM) Receiving Log. Before you begin, ensure you are using a **pencil only**.

Important: Pens are NOT permitted when completing the Textbook Receiving Log. If corrections are needed, they must be made neatly in pencil.

Step 1: Complete the Receiving Log

Before opening the shipment, fill out the following information on the receiving log:

- Date
- Your name
- Bill of Lading (BOL)
- Invoice Enclosed (*this can be completed after opening the carton if necessary*)

Step 2: Carefully Open the Carton

Open the carton with caution to avoid damaging the textbooks inside.

- Cut the tape at an **angle** rather than straight down.
- Many textbook shipments **do not contain protective padding or cardboard** between the top of the carton and the textbooks.

Important: Textbooks are often positioned directly beneath the top of the box. Cutting straight down may pierce or damage the books.

Remember that some textbooks may arrive with existing damage from shipping. However, **we must never be the cause of additional damage.**

[See here: Textbooks directly under incision:](#)



Step 3: Remove the Contents

Carefully remove the textbooks from the carton.

- Only process **one carton at a time**.
- Avoid bending, folding, or wrap textbooks.
- Separate **new** and **used** textbooks.
- Group identical textbooks together to make counting and verification easier.

Step 4: Locate the Invoice or Packing List

Find the **invoice** or **packing list** inside the shipment.

- Attach the document to the receiving log using a **paper clip**.
- **Staple** the documents together.

If the shipment does **not** include an invoice or packing list:

- Write "**No**" or "**N/A**" in the **Invoice Enclosed** section of the receiving log.

Why do we use staples?

Unlike General Merchandise paperwork, which typically moves between **Receiving** and **Accounting**, textbook receiving paperwork is routed between **Receiving** and the **Textbooks Department** upstairs. Using a staple helps prevent important documents from being lost or damaged.

Step 5: Document Shipment Information

In the blank section below the listed items on the receiving log, record the following information for each carton:

- **Box Number**
 - Example: *Box 1 of 2*
- **Tracking Number**
- **Quantity received**
- **Condition of the textbooks**
- **SKU(s)**

Examples

- **Box 1 of 2**
 - Tracking #: 1ZXXXXXXXXXXXX
 - SKU 46251798 — **2 Used**
 - Total Received: **8 Used, 2 New**
 - Condition: **No Damage**
- **Box 2 of 2**
 - Tracking #: 1ZXXXXXXXXXXXX
 - Total Received: **4 Used**
 - Condition: **No Damage**
- **Box 3 of 3**
 - Tracking #: 1ZXXXXXXXXXXXX
 - Total Received: **5 New**
 - Condition: **No Damage**

See here: Below is a reference of an actual textbook receiving documentation

Receiving Document - Separate Locations
Location: BRONCO BOOKSTORE

PO Number: PO-034316TX-1

PO Date: 07/31/2026
 Date Printed: 8/7/26 12:21 pm
 Vendor: INGRAM PUBLISHER
 Comment: SERVICES/JACKSON(B37174)

Received	Who	Invoice Enclosed	Bill of Lading
8/10/26	ER	NO	UPS

Text Books

Out Qty	Qty	Author Title	ISBN	SKU	BD	ED	CP	Cost	Retail
10	10	KEATOR DESIGNING CALIFORNIA'S NATIVE GARDENS	978-0-520-25110-6	11613794 2026SPOM	PA	07	\$0.00	\$38.95	

Department: LA Course: 6441 Section: 02 Instructor: Fisher, Sarah

Out Qty	Qty	Author Title	ISBN	SKU	BD	ED	CP	Cost	Retail
5	5	RUNDEL INTRO TO PLANT LIFE OF SOUTHERN CALIFORNIA	978-0-520-24199-2	12846986 2026SPOM	PA	05	\$0.00	\$26.95	

Department: LA Course: 6441 Section: 02 Instructor: Fisher, Sarah

Box 1

#1228853 F032781564
 11613794 : 10 used
 12846986 : 5 used
 0 damages

Evaluating Used Textbooks

When receiving textbooks used, cosmetic wear is generally acceptable. As a general guideline:

Kevin's Rule: *"As long as the book isn't completely falling apart."*

Books with normal signs of use such as light shelf wear, small creases, or cover wear can typically be received. However, if a book has severe damage (such as missing pages, significant water damage, detached covers, or is falling apart), stop and ask **Kevin**, **Michelle** or even a **lead** before processing it.

Preparing Used Textbooks

Before continuing to **Step 7**, every textbook used must be properly identified and labeled.

Each used textbook should have:

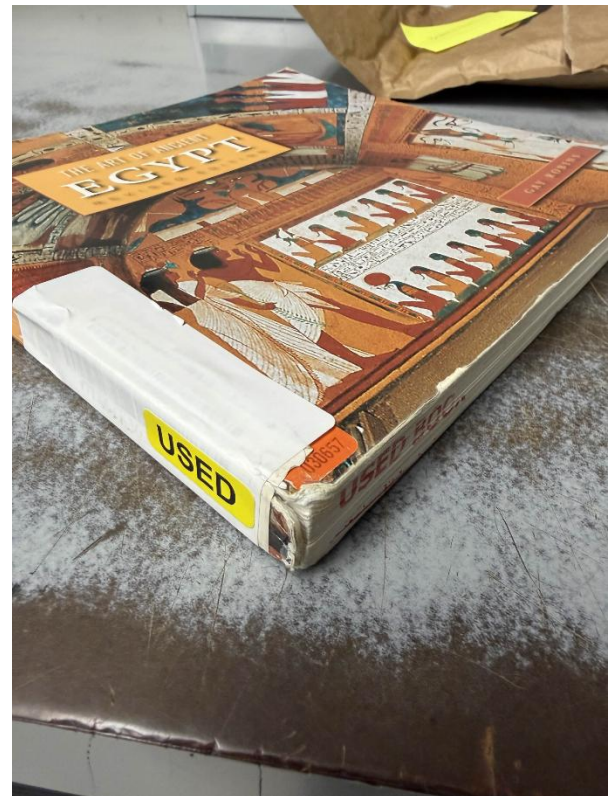
- A **yellow "Used" sticker** placed on the **side (spine)** of the book.
- A **red "USED" stamp** on the **bottom edge** of the textbook.
- A **Used price label** placed on the **back cover** with the correct **XREF/ISBN**.

Important: Used and New textbooks have different inventory records and selling prices. Always verify that the correct **Used** XREF/ISBN label is applied before proceeding.

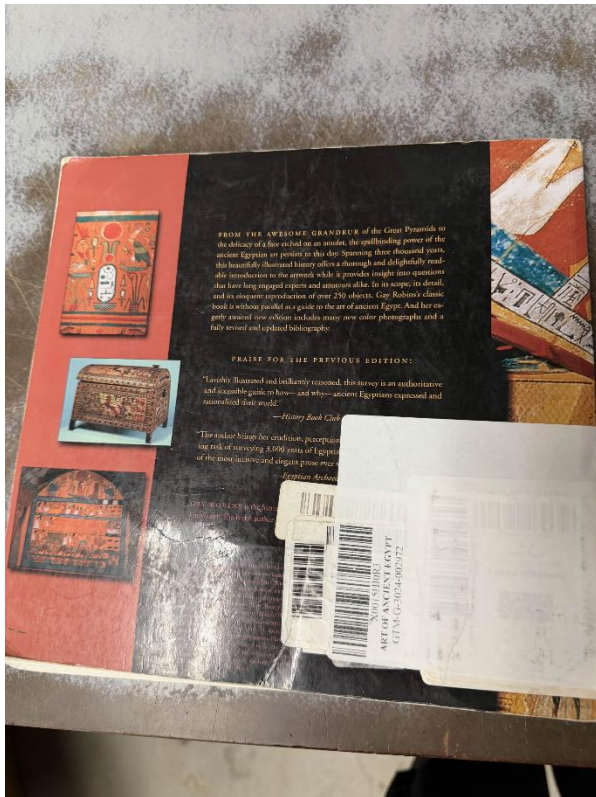
Before



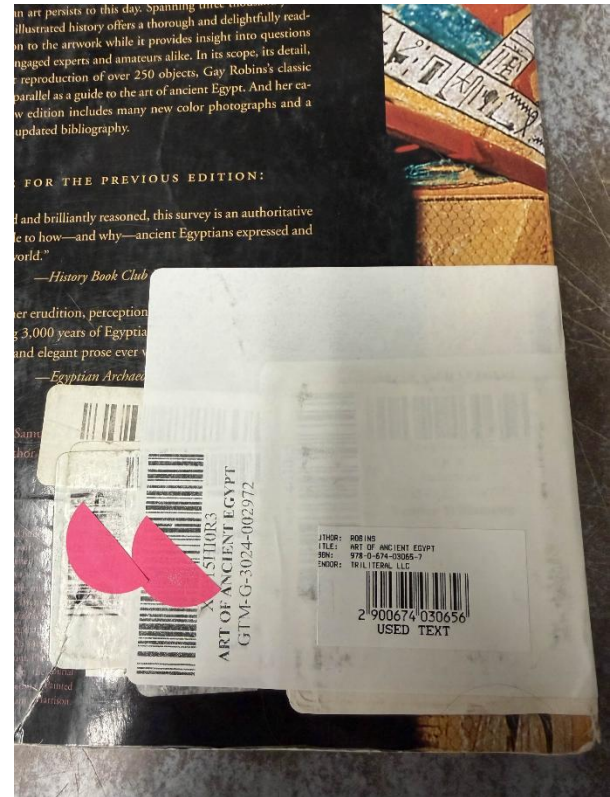
After



Before



After



New Textbook Criteria & Receiving Procedures

Criteria for New Textbooks

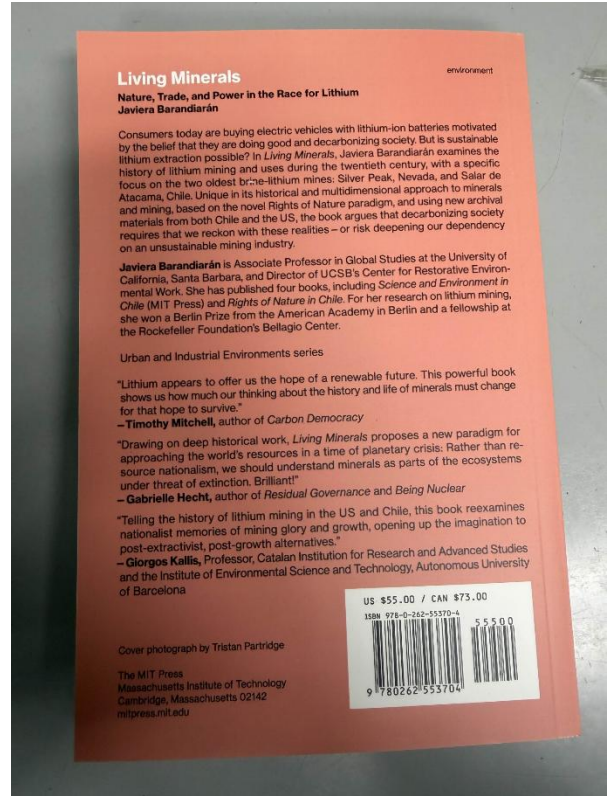
A **new textbook** should be received only if it meets the following standards:

Acceptable Condition (No Damage)

- Near-perfect condition
- No tears or rips
- No water damage
- No bent or missing pages
- Flip through the pages to check for printing errors, deformities, or other defects

Before continuing to **Step 7**, verify that the **XREF/ISBN** on the textbook matches either:

- The Receiving Log, or
- The textbook information in **Win Prism**



Important: Always verify the correct XREF/ISBN before receiving inventory. Receiving the wrong textbook or incorrect edition can create inventory discrepancies.

Textbook Special Orders

Textbook Special Orders are less common than standard textbook shipments but follow a similar receiving process.

If the Receiving Log contains a **bold comment** listing a customer's name or special description, the shipment is a **Textbook Special Order**.

Special Order Textbook Receiving Procedure

1. Receive the shipment using the normal textbook receiving procedures.
2. Complete all documentation as you normally would.
3. Before taking the textbooks upstairs, locate the **metal Special Orders box** in the Receiving area.
4. Inside the box, Kevin will have organized customer receipts alphabetically by the **author's last name**.
5. Find the matching receipt.
6. Place the receipt inside the textbook.
7. Bring the textbook directly to **Kevin** after it has been received.

Handling Damaged Textbooks

If you discover damaged textbooks while receiving them, return to **Step 5** and accurately document the condition of each item.

Example Documentation

- 8 Used — No Damage
- 1 Used — Damaged (pages detached from the spine)
- 2 New — No Damage
- 1 New — Damaged (cover punctured)

Also document any damage to the shipping carton.

Example: Box has a hole on the side.

Photograph the Damage

Take clear photos of the following:

- Damage to the textbook
- Damage to the shipping carton (if applicable)
- The shipping label showing the tracking number

Report on the Damage

Email **Teresa McGraw** at tamcgraw@cpp.edu with a brief description of the damage.

Include the following information:

- Purchase Order (PO) Number
- Box Number
- Tracking Number
- Book SKU (XREF/ISBN if applicable)
- Photos of the damage

Example Subject

Damaged Textbook Receiving - PO XXXXX

Including

- Description of the damage
- Number of damaged textbooks
- Attach all photos

Note: Damaged textbooks are still received in Win Prism (301) during Step 7, but they must also be reported.

See here: Below are email examples

PO-033809TX-1 One Textbook New Damaged [Summarize](#)



To: Teresa Ann McGraw



4 attachments (13 MB) [Save all to OneDrive - Cal Poly Pomona](#) [Download all](#)

Hello Teresa,

Here are the details.

Shipment

1 of 1 PO-033809TX-1: 1Z899E690327692770
SKU: 1219994 ARCHITECTURE OF HEALTH by MURPHY
3 New Units Sent; 1 Damaged

Damaged Textbook

Bent front cover, visible tearing of front cover on inside.

Box

No visible damage

Best,

[Redacted]

PO-033940TX-1 Additional Damages [Summarize](#)



To: Teresa Ann McGraw



[Show all 4 attachments \(10 MB\)](#) [Save all to OneDrive - Cal Poly Pomona](#) [Download all](#)

Hello Teresa,

I previously sent an email about the same PO. This is another damage within that same PO.

PO: PO-033940TX-1
Tracking: 1Z 241 24X 03 1043 7909
Box 3 of 20

2 units damaged with holes along the box. SKU: 12897070

Attached are photos.

Thanks,

[Redacted]

Continue Receiving; Repeat **Step 5** for every carton in the shipment.

Do **not** proceed until every carton associated with the purchase order has been opened, counted, documented, and inspected.

Step 7: Passing the Shipment to a Second Team Member

In the event Michelle is unable to process the receiving log, once all cartons have been counted, documented, and prepared, pass the shipment to another team member for verification.

The purpose of this step is to provide a second set of eyes to verify that all textbook quantities, conditions, and documentation are accurate before the inventory is finalized.

The second team member should:

- Verify the quantities that are counted.
- Confirm the condition of the textbooks.
- Ensure that the Receiving Log has been completed correctly.
- Verify that the correct XREF/ISBNs have been documented and labeled.
- Identify any discrepancies before the inventory is received in Win Prism.
- Sign off on the Receiving Log using initials
 - Ex: Received in 301 by BB (Billy Bronco)
- Use a different color pen
- Use the “RECEIVED” stamp (if available) on Michelle’s desk.
- Add an indicator that you have counted the number PER for each SKU.
 - Ex: Circling the numbers, adding a check mark or creating or creating a new section near the counts displaying each SKU with its number:
 - Ex: 11104567: 5 qty

Below are picture examples of the second team member, as well as before and after:

Receiving Document - Separate Locations
Location: BRONCO BOOKSTORE

PO Number: PO-034252TX-1

PO Date: 07/31/2026
Date Printed: 8/10/26 8:36 am
Vendor: AMAZON (Invoice Not 300(B3331))
Comment: CLASSES START ON AUGUST 20, 2026

Qty	Author	Title	ISBN	SKU	ED	CP	Cost	Retail
4	DONNA	LIVING AND WORKING	978-0-262-54351-4	1296020	PA	22	\$0.00	\$59.95
4	MONTAGU	TURKISH EMBASSY LETTERS(USED)	978-1-85381-679-6	12349296	PA	94	\$0.00	\$12.00
3	HOPKINS	INTRO TO PLANT PHYSIOLOGY(USED)	978-0-470-24766-2	11539667	WILEY	09	\$0.00	\$237.00

Department: ARC
Course: 4940
Section: 02
Instructor: Jones, Victor

Department: INA
Course: 5120
Section: P01
Instructor: Svoboda-Spanbeck, Cathryn

Department: EDU
Course: 5400
Section: 04
Instructor: Flores, Nirmala

Department: EDU
Course: 5400
Section: 02
Instructor: Flores, Nirmala

Department: EDU
Course: 5400
Section: 04
Instructor: Flores, Nirmala

Department: EDU
Course: 5400
Section: 02
Instructor: Flores, Nirmala

Box 1
945514010161300252763
12966158 (used)
0 damages

Receiving Document - Separate Locations
Location: BRONCO BOOKSTORE

PO Number: PO-034252TX-1

PO Date: 07/31/2026
Date Printed: 8/10/26 8:42 am
Vendor: ABE BOOKS(ABE001****PP)
Comment:

Qty	Author	Title	ISBN	SKU	ED	CP	Cost	Retail
4	DONNA	LIVING AND WORKING	978-0-262-54351-4	1296020	PA	22	\$0.00	\$59.95
4	MONTAGU	TURKISH EMBASSY LETTERS(USED)	978-1-85381-679-6	12349296	PA	94	\$0.00	\$12.00
3	HOPKINS	INTRO TO PLANT PHYSIOLOGY(USED)	978-0-470-24766-2	11539667	WILEY	09	\$0.00	\$237.00

Department: ARC
Course: 4940
Section: 02
Instructor: Jones, Victor

Department: INA
Course: 5120
Section: P01
Instructor: Svoboda-Spanbeck, Cathryn

Department: EDU
Course: 5400
Section: 04
Instructor: Flores, Nirmala

Department: EDU
Course: 5400
Section: 02
Instructor: Flores, Nirmala

Box 1
E1353 348705 AU
11539667-1
0 damages

Receiving Document - Separate Locations
Location: BRONCO BOOKSTORE

PO Number: PO-034318TX-1

PO Date: 07/31/2026
 Date Printed: 8/10/26 9:00 am
 Vendor: MBS TEXTBOOK EXCHANGE(B03128)
 Comment:

Received	Who	Invoice Enclosed	Bill of Lading
11/11/16	CO	YES	UPS Ground

RECEIVED by mg

Out Qty	Author Title	ISBN	SKU Term	BD ED JCP Imprint	Cost	Retain
1	FONG CONTEMPORARY ASIAN AMERICAN EXPERIENCE(USED)	978-0-13-185061-3	11342793 2026SPOM	PA 3 08 PH	\$0.00	\$90.00
7	HALL WAKE(USED)	978-1-982115-19-7	12771240 2026SPOM	PA S&S	\$0.00	\$15.00
1	SHKLA AMERICAN CITIZENSHIP	978-0-674-02216-4	12769476 2026SPOM	PA HARVARD	\$0.00	\$45.00
5	SHKLA AMERICAN CITIZENSHIP(USED)	978-0-674-02216-4	12769483 2026SPOM	PA HARVARD	\$0.00	\$33.75

Department Course Section Instructor

EWS 3315 01 Coson, Murniz

HST 3340 02 Hill, Rachael

HST 3340 01 Kumar, Aishwary

HST 3340 01 Kumar, Aishwary

HST 3340 01 Hill, Rachael

Box 1

126712150392357854
 11342793: ① used ✓
 12771240: ⑦ used ✓
 12769483: ⑤ used ✓
 12769476: ① New ✓
 8 damages
 Report ID: 10000670

11342793: 1
 12771240: 7
 12769483: 5
 12769476: 1

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Why is this important? Textbook inventory must remain highly accurate. Having a second person verify the shipment helps reduce counting errors, prevent inventory discrepancies, and ensure that all received textbooks are processed correctly before being brought upstairs.

Completing the Receiving Process

After inventory has been updated in **Win Prism (301)** and all textbook procedures have been completed:

1. Bring the textbooks upstairs.

2. Place the completed Receiving Log in **Teresa McGraw's mailbox** located in the Main Office.

Remember

- Textbook Receiving Logs **do not** go to accounting.
- They should **only** be placed in **Teresa McGraw's mailbox**.
- All paperwork should be **stapled** not paperclipped
- Textbooks **must be received in Win Prism (301)** before being brought upstairs.

Damaged Textbooks

If the shipment contains damaged textbooks:

- Bring the damaged textbooks **and** the completed Receiving Log directly to **Kevin**.
- Kevin will provide further instructions regarding the damaged inventory.