Receiving Cargo

Receiving cargo is the act of telling RITA that cargo has physically arrived and should now be counted toward stock on hand at the current site.

This chapter explains how to receive cargo (either from a customer or from another warehouse) and store it in a warehouse within the Current Site.

The 'Receive from a site/customer' screen is broken into several key parts:

1. Receive.
2. Receive History.
3. Lost or Not Sent Items.

- If you are looking for a consignment in the "**Receive**" screen and can't find it, go to the "**Consignment**" screen and check the Consignment's status.
- Only consignments with a status of "**Accepted**" or "**In-Progress**" (if there is still outstanding cargo to be received) will be visible here.
- If the consignment you want to Receive has a status of "**New**," "**On-Hold**," or "**Cancelled**," you must first change the status to "**Accepted**" and then return to this screen to receive the cargo.

Receive

The "**Receive**" screen displays all the cargo that has been accepted and has physically arrived on site toward stock on hand.

The receiving screen is broken into two key parts:

- Internal Transfers.
- Customer Deliveries.

The operators can expand/collapse menus in the "Receives" screen to make management easier

Internal Transfers

Internal transfers refer to consignments dispatched within RITA and expected to arrive at a designated location. When the cargo arrives from another site tracked by RITA, we know the vehicle load composition and the transporter details. The composition of a vehicle load is determined as part of the Dispatch process. Such consignments are listed under "Internal

Transfers.” listed by Destination and by Journey (Vehicle ID, date and waybill number)

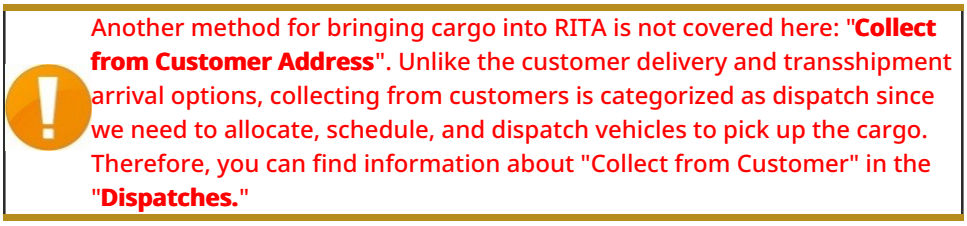
Customer Address: Users should click on “Customer Address” to get the details of the consignment arriving at the customer's address.

Storage: Users should click on “Storage” to get the details of the consignment arriving at the warehouse.

Transshipment Point: Users should click on “Transshipment Point" to view the details of the consignment arriving at a transit location, such as ports or airports.

The operator will see the mode of transport, dispatch date, and waybill number in the box. Clicking on the lines will show the nested information on the waybill: consignment number, agency, item category, item name, quantity, weight, and cargo volume.

If you have the journey waybill number, you can receive multiple consignments during the journey. Click on the "**Receive Waybill**" button. The operator must confirm the quantity received and the condition in which it was received, declare losses in transit (if any), and click on the “**Receive”** button to confirm the receipt of goods.



Customer Deliveries

These are items that the Customer will deliver. When the customer delivers the cargo, it is entering the RITA system for the first time, and so the operator normally doesn’t know what the composition of the vehicle load will be.

Storage: Users should click on ‘**Storage**” to get the details of the consignment arriving at the storage.

Transshipment Point: Users should click on ‘**Transshipment Point**” to get the details of the consignments arriving at the transit location, such as an airport or port.

Receive: After physically inspecting the items, the operator should click on “Receive” to receive the cargo.

Show Disposition: It provides the RITA operator with the status and information regarding consignment line items.

Cancel Pending: The users may either deliver part of the items initially requested and cancel the remaining delivery or unsent the request. The operator can select the "**Cancel Pending**" option during such instances. These items will be listed as "Will Never Arrive" in the section "Lost or Not Sent Items" in the "**Receive**" tab.

"Cancel Pending" cancels the pending items in the consignment. The operator can provide a reason for the cancellation. The consignment will be "**In progress**, " but only for the quantity received.

Remember, when dispatching to a location belonging to another RITA site, the consignment details will appear in the Incoming Transfers screen for the reporting RITA site.

Confirming Arrival of Shipments

Acknowledgment of received goods:

Upon physical inspection of the items, operator has two choices:

- Click on "**Receive Waybill**" to receive all the consignments of a single waybill.
- Click on "**Receive**" to receive per consignment.

Show Disposition: It provides the customer with the status and information regarding their consignment line items.

Receive: When the cargo is physically received at the destination, it is inspected for any damages or losses before entering it in the system. To receive the consignment in RITA, operators have two options:

Method 1:

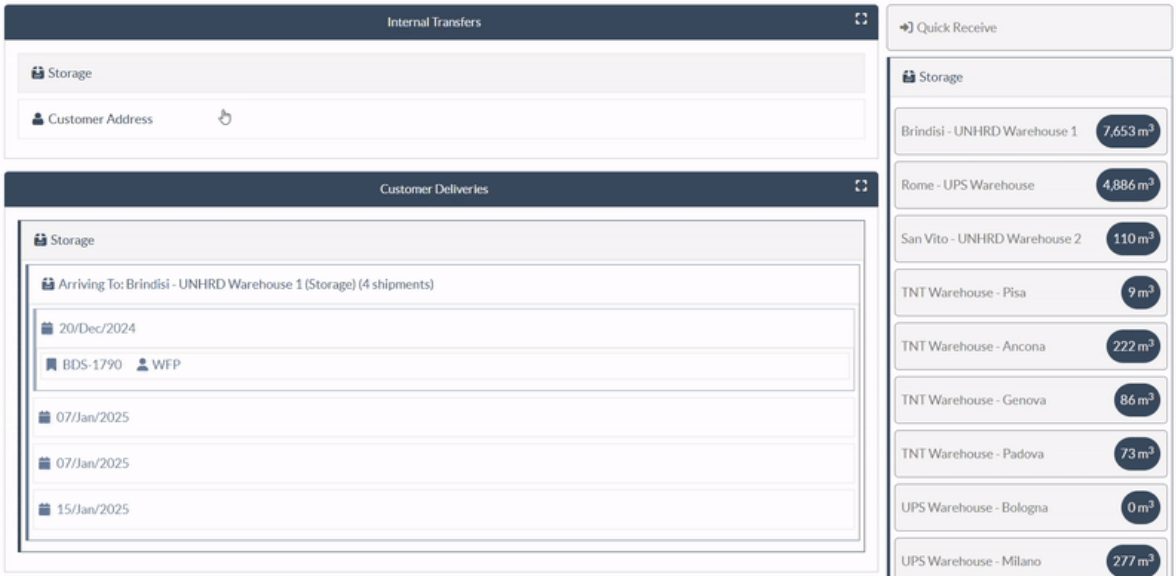
The operator clicks on "**Receive**" and a window appears that allows the operator to confirm the Receiving Location, Actual Date of Receipt, Transport Documentation Number and Quantity of the items received.

Method 2:

The operator can "drag and drop" consignments directly from the either the expected "**Internal Transfer**" section or the anticipated "**Customer Deliveries**" section to the desired storage location. Storage locations are indicated in a list on the left-hand side of the screen. For the drag and drop feature:

- Dragging a consignment to "Quick Receive" will receive the cargo items into the planed warehouse.

- Dragging a consignments to any other area will assign the received items to that new location.



Received in Good Condition: If all the items received are in good condition, the operator enters the quantity of items received in the column "**Received in Good Condition**". The operator can switch between Handling Unit and Inventory Unit to input the quantity.

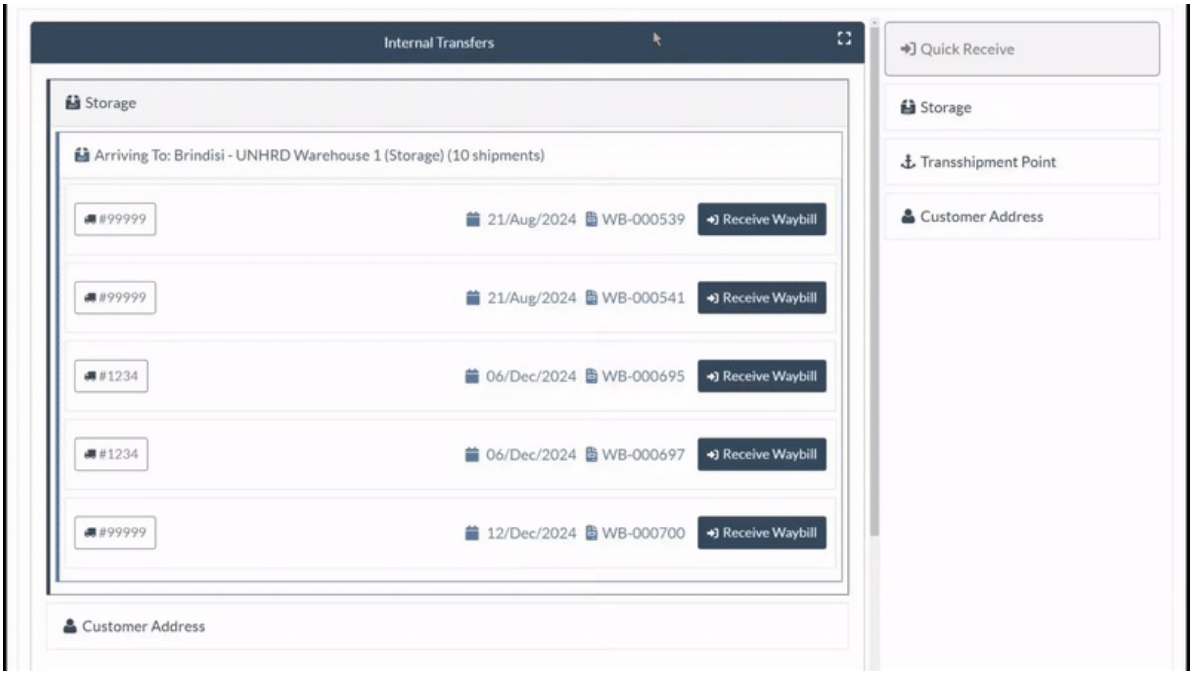
Received in Damaged Condition: When items are received at the designated location, the operator can inspect and record any damages or losses observed and enter any comments required. To record items damaged during transit, the operator must enter the quantity under "**Received in Damaged Condition**" The operator can switch between Handling Unit and Inventory Unit to input the quantity.

Consignments that comprise of items received in good or damaged condition will be listed under "**Receives in Stock**" section of the "**Receive from a site/customer**"

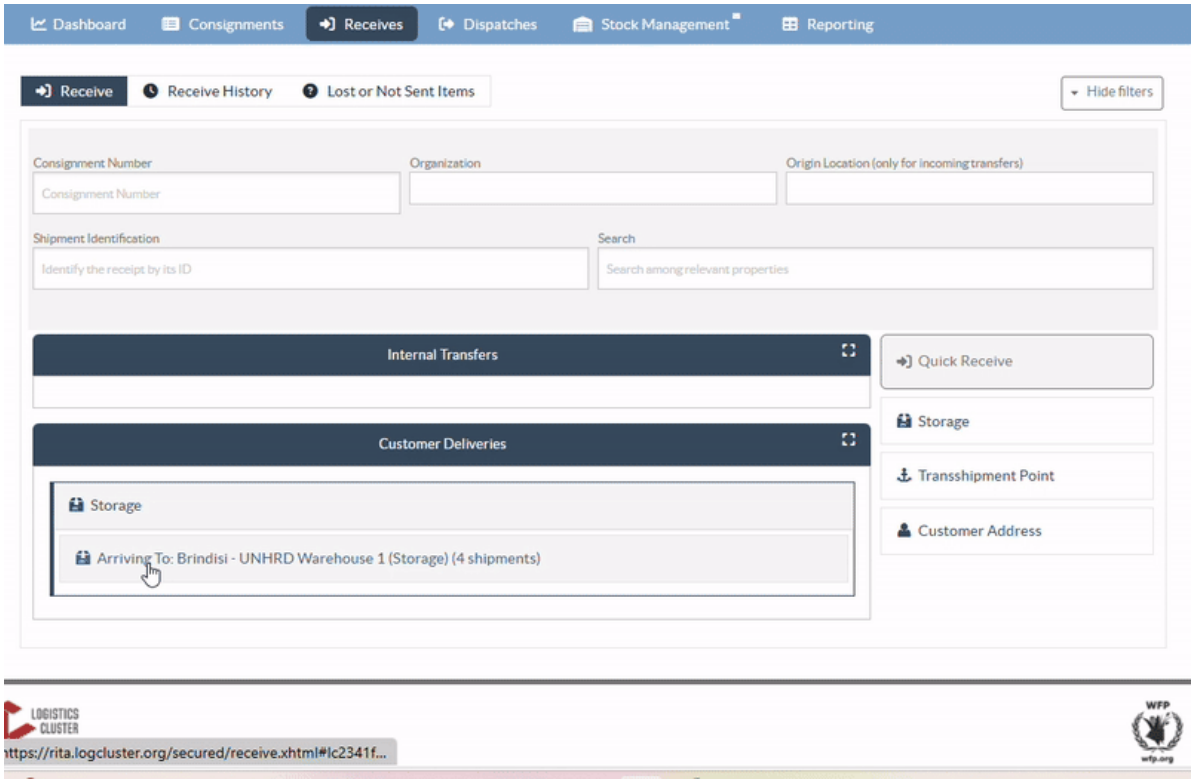
Lost in Transit: Like the above paragraphs, if any items are lost during the transit, the operator can record the quantity lost in the section "**Lost in Transit**" The operator can switch between Handling Unit and Inventory Unit to input the quantity.

When a consignment comprises of items recorded as “**Lost in transit**”, they are listed under the section “**Lost or Not Sent Items**” inside the tab “Receive from a site/customer”

When items are recorded as lost in transit, operators will be asked to provide an explanation for the loss. Users will also have the option of generating a loss report directly from the receives screen. Loss reports can also be generated after the fact through the "**Lost or Not Sent Items**" tab.



Remaining: There are cases where all the items requested for storage do not arrive at once. In such cases the users must only enter the quantity received. The outstanding cargo to be received will be displayed in the column referred to as "**Remaining**".



Add Attachment: The operator can attach supporting PDF or image files, such as waybills, packing lists, GRNs, or other relevant documents received from the requestor. Users can also take photos using the RITA mobile interface and upload them directly as attachments. For details on how to upload attachments, refer to “Consignment Attachments” under Uploading SRFs.

Details of Transportation (Pallet Receipt):

The Details of Transportation option within the Receive screen allows operators to build, configure, and confirm pallets at the point of reception. This ensures that incoming cargo is accurately structured and recorded within RITA.

Method 1: Configure Pallets at Reception: When receiving a consignment, operators can configure pallets directly from the Receive screen:

Step 1: Click on Details of Transportation.

Step 2: Select Add Transport Unit and choose the pallet type (Air Pallet, Warehouse Pallet, or Wooden Crate).

Step 3: Drag and drop the consignment into the pallet details and specify the unit quantity per pallet.

Step 4: Click on Receive to confirm receipt of the consignment.

Method 2: Confirm Pallet Configuration: If pallets are already pre-configured in the system, operators can confirm and validate them during receipt:

Step 1: Click on Details of Transportation.

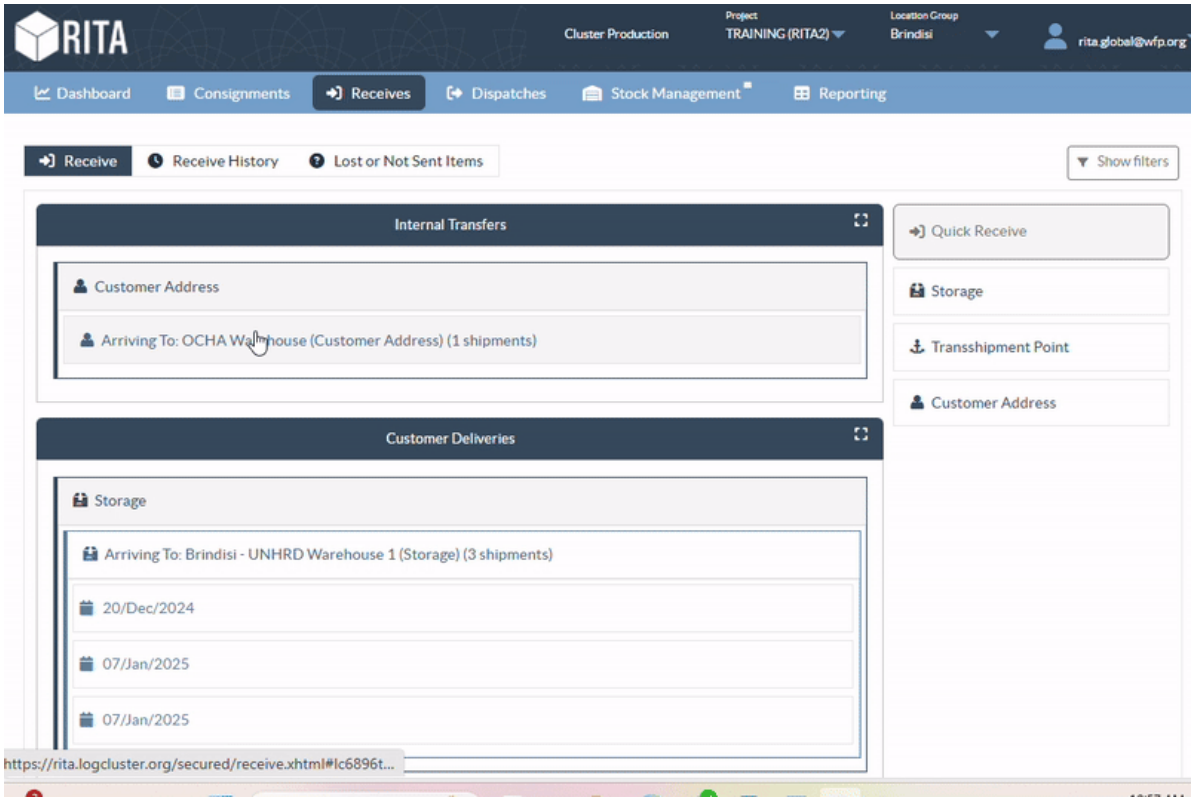
Step 2: Review the pre-configured pallets and verify the units against the received cargo.

Step 3: Confirm or adjust the pallet configuration if discrepancies are found.

Receive and Release Option

Receive and Release

For the consignments listed under "**Internal Transfer**", operators can choose to receive and release the items to the final customer at the same time. First, input the received items according to the instructions provided in the above paragraphs. Then, click on the "**Receive and Release**" option to release them to the final customer.



Print Goods Received Note

RITA operators can automatically generate a goods received note for the consignment by selecting the option "**Print Goods Received Note**".

Goods Received Notes will contain all relevant information for the received items, as indicated by the RITA operator.

After cargo has been successfully received, warehouse managers should still use paper stock cards – please reference the section "**Print Stock Card**" for further instructions on how to fill the stock card.

Dangerous Goods Warnings for Storage and Transport

If RITA operators are accepting DG items or planning transport with DG items, RITA will alert the operators managing storage/transport of possible harmful or dangerous chemical interactions based on the DG UNID number specified.

RITA Users can also generate automatic Goods Received Note from "**Receive History**" tab in the Stock Management screen.

RITA sends automatic email notifications to partners and cargo owners when cargo items are received at the warehouse.

Receive History

When the operator receives cargo in RITA, partially or in full, the consignments are listed under "**Receive History**."

Receive History has the following options:

- Shipment Details
- Add comment to shipment
- Upload Attachment
- Show Disposition
- Pring Goods Received Note
- Print Packing List
- Cancel

Shipment Details

The operators can view the details of the received consignment by selecting the '**Shipment Details**" option.

Add Comment to Shipment

This option allows users to add any missed comments when receiving the cargo. Updated comments can be found under the "**Additional Comments**" box in the shipment details.

Upload Attachment

RITA operators can upload attachments after the receiving process by selecting the attachment option under “Receive History.”

Step 1: Click on "**Options**" and select "**Upload Attachment**"

Step 2: Attach the respective document and select the document type. The operator can either click “**Add Attachment**” or use the drag-and-drop feature to upload the file directly into the drop zone.

Step 3: Click “Save.”

Once saved, the attachment will stay associated with that specific journey throughout all its subsequent activities.

See GIF below:

Step 4: Mobile Camera Upload:

The attachment upload function also supports integrated photo capture. Using the RITA mobile interface, users can take photos of cargo or scan completed documents and upload them directly as attachments.

Step 5: RITA operators can view the attached documents by selecting “Attachments” as an option

To view the Attachments, users must ensure that the “Attachment” option is enabled under Customized Columns.

Show Disposition

Refer to chapter Consignments for the details on show disposition.

Print Goods Received Note

RITA operators can automatically generate goods received notes for the consignment by selecting the option "**Print Goods Received Note**." For details on the Goods Received Note, refer to the "**Receive"** page.

Print Packing List:

Refer to the "**Print packing Lists and Waybills**" section in the chapter "**Dispatches**."

Cancel Receive

RITA allows the operator to cancel the receipt made in the consignment. By choosing the "**Cancel**" option in the "**Receive History**" screen, the selected receipt will be canceled, and the consignment will return to the “**Receive**” screen awaiting confirmation of receipt from the operator under “**Incoming Transfer**” or “**Customer Deliveries & Transshipments**.”

Reversals must follow the order in which the consignment was processed. Actions performed later (e.g. Release or Dispatch) must be reversed before earlier actions (e.g. Receive). Therefore, not all received consignments will have the option to cancel.

Steps to cancel the receipt:

Step 1: Go to the show filter option and filter by the details of the consignment to find the consignment that requires reversal.

Note: A clock icon displayed next to the Journey Type (e.g. Internal Transfer or Customer Delivery) indicates that the consignment is reversible (cancellable).

To view the clock icon, users must ensure that the '**Cancellable**" option is enabled under Customized Columns. If this option is not selected, the clock icon will not be visible, even if the consignment is eligible for reversal.

Step 2: Click on the "**Options**" icon towards the right end of the consignment the operator wants to reverse.

Step 3: A drop-down menu appears. Select "**Cancel**" to cancel the receipt.

Step 4: From the box, the operator must confirm the details and click "Delete" to confirm the cancellation of receipt for the selected consignment.

To reverse or cancel any consignment that comprises Lost or Not Sent Items, the operator must find them under the section "**Lost or Not Sent Items**"

Lost or Not Sent Items

If cargo is lost in transit or cargo is unsent by the customer, the consignment is listed under "**Lost or Not Sent Items**".

Cancel Lost or Not Sent Items

When an operator needs to reverse or cancel any consignments containing Lost or Not sent items, the following steps need to be followed. ing the found report number and provide details about the quantity of the found item. Additionally, any comments regarding the found items can be added to the loss report.

Step 1: Go to the "**Show filters**" option and filter by consignment number to find the consignment that requires reversal.

Step 2: Click on the "**Options**" button towards the right end of the consignment and select "**Cancel Loss**" from the list of dropdown menu.

Step 3: Within the comment box, enter the reason for cancellation and click on "**Cancel Loss"** to confirm the cancellation.

Step 4: Click the "**Print Loss Report"** option and the loss report will be printed. Details on loss report explained in paragraph below.

Print Loss Report

Operators of RITA can generate loss reports for items lost in transit under the

Step 1: Go to the "**Show filters**" option and filter by consignment number to find the consignment that requires reversal.

Step 2: Click on the "**Options**" button towards the right end of the consignment and select "**Print Loss Report Form**" from the list of dropdown menu.

A PDF loss report will automatically be generated, and available to download. Loss reports for items lost in transit will be specific to each journey, and have information relating to:

- The route (destination and origin of the vehicle).
- The Waybill Number.
- The Transport Company.
- Any Vehicle Registration Numbers.