

BOP D.05.A01

Effective – 2/1/2010

Revision: 1

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Document Title:

Publications Sales & Inventory Control

Approval Authority:

Bureau Chief

A. PURPOSE AND SCOPE

This operating procedure defines the process of sales, distribution and inventory of OSH publications. This procedure applies to ETTA employees who manage the sales, distribution and inventory of publications.

B. ACTION STEPS

1. Processing assistants receive requests for publications by telephone, mail, walk in, e-mail and fax,
2. In-house requests from other areas of the Department of Labor are received by fax, walk in and e-mail. These orders are filled by the processing assistants.
3. Invoices are created using the QuickBooks software program for each item with a sales value. In-house distribution items are also shown by invoice with a sales value of zero (\$0).
4. Credit Card orders are processed through the Common Payment Service, which is administered by the State Information Technology System.
5. Check payments received are stamped for deposit and forwarded to the NCDOL Budget Division.
6. Cash payments are not accepted.
7. Purchase orders are processed and a copy is sent to the NCDOL Budget Division, along with the invoice.
8. QuickBooks and an access database are used to track all publications orders.
9. The processing assistants process all orders and they are delivered to customers by mail, Federal Express, or are picked up at the ETTA office.
10. Monthly QuickBooks reports are created to ensure accuracy in sales and distribution activity.
11. Quarterly physical inventories are completed by the processing assistants to ensure accuracy and adequate levels of stock.
12. Supervisor's monthly report tracks publications inventory and projects out-of-stock status.

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C. REFERENCES

1. QuickBooks users' manual
2. Access database users' manual
3. Common payment service procedures
4. Quarterly physical inventory
5. Supervisor's monthly report

D. ATTACHMENTS

None

E. REVISIONS

Revision 1: Updates sales procedures and deletes references to the e-store 2/1/2010