

**Key Point**

# Delivery Notes



A delivery note states the contents of the package so the person receiving the delivery can check the correct items have been enclosed.

## **Completing the document:**

### **Every Delivery Note needs to include:**

1. Name and address which were on the purchase order
2. Delivery address, if it is different to which the account is to be sent.
3. Date delivery note completed.
4. Customers order number.
5. Despatch date (when goods were actually sent).
6. Delivery method (e.g. special delivery?)
7. Invoice Number.
8. Item Code (as is in the catalogue).
9. Quantity (How many were actually ordered)
10. Description (should be similar to catalogue description)
11. The received box (customer describes how the package has been received).

## **Look out for the following mistakes**

- Copying the order number
- Copying the customer account number – ensure it matches the customers' records.
- Sending wrong goods or wrong quantities.

