

PRAIRIE STAR CREAMERY

Inventory Operations — Internal Notice

TO: All Inventory Operations Analysts — Houston DC · Shreveport DC
FROM: Operations Management
DATE: April 14, 2026
REF: Notice IN-2026-001

SUBJECT: Interim Procedure Updates — Overdue Delivery Follow-Up and Inbound Receiving Log Standardisation

An updated version of the Inventory Operations Analyst SOP is currently being prepared and will be distributed in the near future. In the meantime, the following procedural changes are effective immediately. Please read this notice carefully and apply these instructions in your daily work from today's date forward.

1. Overdue Delivery Follow-Up

If no dock report has been received within 3 hours of a scheduled inbound delivery — whether a Waco transfer or an outside vendor shipment — send a Slack direct message to @a.nguyen using the following format:

"Hi Alicia — [Manifest # or PO #] was scheduled for [time] and I haven't received a dock report. Can you confirm status or ETA?"

This applies during Alicia's shift hours (06:00–15:00 CT). For deliveries where the 3-hour window falls after 15:00, use your judgment and document the outstanding item in the end-of-shift reconciliation (Section 20.3).

2. Inbound Receiving Log — Standardised Column Entries

To improve consistency and auditability across both DCs, the following standard values are now required in two columns of **inbound_receiving_log.xlsx**. Please apply these from your next receipt onward.

Column Q — Damage Notes

If the dock crew reports no damage, enter exactly:

No damage

If damage was reported, summarise the dock crew's description (damage class, location, and extent) as usual. No change to damaged-receipt entries.

Column S — Disposition

Use one of the following four values only, based on the current state of the receipt:

Accepted

Receipt closed, product put away, no issues.

Open

Receipt is open.

Quarantined

Product held in H-Q or S-Q pending assessment.

Rejected

Full or partial rejection.

*Do not use free-text variations. If you are unsure which value applies, default to **Open** and clarify with your DC Manager.*

These changes take effect immediately. The updated SOP, when issued, will incorporate all of the above as formal procedure. If you have any questions in the meantime, contact your DC Manager.

Operations Management

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