

## RESPONSIBILITIES OF A WAREHOUSE KEEPER

A warehouse keeper must be capable of managing a variety of logistics tasks. They must have extensive knowledge of, for example, the operation of various forklifts, work machinery, automation equipment, telematics systems, and information systems.

A warehouse keeper's basic tasks include the receipt, storage, picking, packaging and shipment of goods, and the management of warehouse documents. The warehouse keeper is also responsible for stock and inventory management, and they must have good knowledge of different stock management methods and technical solutions.

The warehouse keeper must also manage stock records, and understand the cost structure of warehousing and the impact of purchase and sales activities on warehousing operations and the company's finances.

Internal logistics refers to the internal management and development of material and information flows in a factory, terminal, or warehouse.

In practice, the operational functions of internal logistics include the receipt, shelving, transfer, picking, packaging, loading, and recycling of goods. These tasks are usually carried out using various forklifts, carriers, and information systems. Various automation solutions, such as automated storage machines, AGV forklifts, mobile robots and picking or pallet robots, may also be used for some tasks. (Logistiikan maailma, 2021)

## HANDLING OF INCOMING GOODS

Goods receipt is one of the most important warehouse operations, since any errors at this stage affect the entire operation of the warehouse. Errors that occur at this stage may have a negative impact on the security of supply, which in turn may decrease customer satisfaction. Errors may also cause extra work, waste, and additional transport costs, among other things.

Goods receipt includes the receipt and inspection of incoming goods. At the point of receipt, the goods are transferred to the storage facilities and the quantity and condition of the received goods are checked. The received goods are recorded in the stock records and moved to their designated warehouse location. No additional measures are usually required during storage.

The receipt of goods requires careful operation, and the recipient must be familiar with the company's products and units of measure. The recipient must be able to read and interpret various transport and shipping documents, check the quantity and condition of incoming goods, and report any deviations in the consignment. Good IT and problem-solving skills are also often required, as the consignment note may contain incomplete

information about the content of the consignment. Stock reports must usually be checked to solve the problem. The received consignment must also be recorded in the stock records before the goods can be stored or used.

Those working at the point of reception should also have good customer service skills, since customers (usually internal customers) often call the warehouse to inquire about an incoming shipment, especially if an important product is out of stock and needed quickly.