WAREHOUSE RECEIVING
GUIDELINES
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Our goal at GFR Pharma is to provide products of the highest quality with competitive pricing. To keep our operations running as efficiently as possible and to adhere to GMP (Good Manufacturing Practices), please be aware of the following GFR guidelines.

Only items on GFR Purchase Orders will be accepted by GFR’s Receiving Department.

Receiving Times:
GFR’s Receiving Department is open between the hours of 6:00am and 2:30pm Pacific Time, Monday to Friday, excluding Statutory Holidays. Any deliveries outside these stated hours require pre-approval.

Receiving Appointments:
Delivery appointments are required for all shipments over four (4) skids. Please contact GFR’s Receiving Department to request an appointment by calling 604-460-8440 ext 656, or by emailing receiving@gfrpharma.com.
When requesting an appointment please provide the following:
1. Company originating the shipment
2. Name of the freight company
3. GFR’s PO number
4. Date/Time of delivery request
5. Number of pallets in shipment

Delivery Dates:
All materials must be received no later than GFR’s Required Date shown on the Purchase Order. If for any reason, a shipment will not be delivered by the Required Date, please contact the GFR Buyer of record by email.

Customer Supplied Materials:
Customer Supplied Materials may include, but is not limited to, any Raw Material, Labelling or Packaging Materials supplied by the customer that GFR will use in the production of the customers product.
If Customer Supplied Materials are not received by the required date shown on the GFR PO, the order for which they are required will be removed from the Production Schedule until the required Customer Supplied Materials are received at GFR.
Once all Customer Supplied Material has arrived at GFR, the order will be rescheduled based on the next available slot in the production schedule large enough to complete the order.

Required Documentation:

a) Packing Slip
The Packing Slip must list the following:
- GFR PO number
- Supplier name
- Full product name (including potencies, extraction ratio, etc)
- Supplier product code
- GFR product code (supplied on GFR PO and/or Quotation)
- Lot number(s) for each material supplied
- Manufacturing date for each material supplied
- Expiration date or shelf life for each material supplied
- Any special storage conditions required
- Weight per each raw material
- Total number of containers
b) Certificate of Analysis/Compliance

Raw Materials must come with:
- a Certificate of Analysis and MSDS

Packaging Materials must come with:
- a Certificate of Compliance issued by the manufacturer

The lot number on the Certificate of Analysis (C of A) and the Certificate of Compliance (C of C) must match the lot numbers on the Packing Slip. C of A’s may be sent to GFR electronically prior to shipping but still must accompany the shipment.

c) Commercial Invoice


Raw Material Packaging and Labelling Requirements:
Each different raw material must be packed in a separate bag.
(Multiple raw materials in one container are acceptable, provided they are in separate bags and clearly labeled.)
Each bag/container must be clearly labeled and match the Packing Slip provided.

The Label must state:
- Supplier name
- Full product name
- GFR product code (supplied on GFR PO and/or Quotation)
- Weight for each raw material
- Total number of containers (each container must be labeled “1 of 3”, “2 of 3”, “3 of 3” etc)
- Multiple products in one container must be listed on the label on the outside of the carton/drum.

For customers supplying raw materials, please bear in mind that the GFR PO will require a 3% overage of raw material(s); and an additional 400 g for sampling and testing procedures.

Labelling Materials Requirements:
- The label roll direction must follow GFR’s Label Specifications.
- The quantity supplied must not exceed ten percent (10%) overage/underage of amount ordered.
- All labels are to be numbered on the back of the webbing.

Condition of Shipments:
All products shall be delivered to the facilities on clean, sound 48” x 40” four-way pallets with no broken boards or runners. Cartons must be placed so they do not overhang the edges of the pallet. Pallet loads shall be properly secured to ensure stability during transit.

Damaged Goods:
a) Visible: Severely damaged shipments may be rejected at the loading dock at time of receipt and inspection. Visible water damage, contamination as a result of unsanitary conditions and/or insect infestation will result in rejection of affected pallet(s). Product in these categories will not be off-loaded from carrier vehicle.
b) Concealed: Once identified, Shipper will be notified within 24 hours of the presence of concealed inbound freight damage to the products, and whether the affected items have been accepted or rejected.

Refrigerated Shipments:
The Customer must provide a bill of lading to the transport provider that is clearly marked with the temperature requirements that must be met during transportation. Temperature monitor strips may be placed throughout the load at time of shipment. These will be retrieved and processed upon receipt. If these indicate that temperatures during transport have drifted outside the temperature range requested, the goods received may be rejected at the loading dock at time of receipt and inspection.