SOP: Stock Receiving, Verification, and Storage Protocols

This SOP details **stock receiving, verification, and storage protocols** to ensure accurate inventory management and proper handling of goods. It covers procedures for inspecting delivered items, confirming quantities and quality against purchase orders, documenting discrepancies, and systematically storing stock in designated locations. Adhering to these protocols helps maintain inventory integrity, prevent losses, and streamline warehouse operations.

1. Purpose

To establish a standard procedure for the receipt, verification, and storage of stock to ensure accuracy and accountability in inventory management.

2. Scope

This SOP applies to all staff involved in the receipt, inspection, documentation, and storage of goods within the warehouse or stockroom.

3. Responsibilities

- **Receiving Staff:** Responsible for unloading, inspecting, and documenting received goods.
- **Warehouse Supervisor:** Oversees receiving operations and approves documented discrepancies.
- **Inventory Controller:** Updates inventory records and maintains documentation.

4. Definitions

- **Purchase Order (PO):** Official request for goods sent to a supplier.
- **Delivery Note:** Document accompanying delivered goods, listing items and quantities.
- **Discrepancy:** Any mismatch between the PO, delivery note, and received goods.

5. Procedure

1. **Preparation for Receiving**
   - Designate a receiving area for unloading deliveries.
   - Ensure relevant personnel and equipment (e.g. pallet jacks, checklists) are ready.
2. **Receiving Goods**
   - Match incoming shipments with the corresponding Purchase Orders (POs) and Delivery Notes.
   - Carefully unload goods, checking for visible damage or tampering.
3. **Inspection & Verification**
   - Check received items against the PO and Delivery Note for type, quantity, and unit of measure.
   - Inspect items for quality, damage, expiration dates (if applicable), and compliance with order specifications.
4. **Documentation**
   - Record all received items on the receiving log or digital system.
   - Document and photograph any discrepancies or damages; notify the Warehouse Supervisor.
   - Obtain signatures of both receiver and delivery personnel on the Delivery Note.
5. **Discrepancy Handling**
   - Report any missing, excess, or damaged stock to the Inventory Controller and supplier.
   - Follow up to resolve discrepancies according to company policy.
6. **Storage**
   - Label received goods with relevant information (date received, batch/lot number if applicable).
   - Store stock in designated locations, following FIFO (First-In, First-Out) or FEFO (First-Expire, First-Out) as required.
   - Update stock records in the inventory management system immediately after storage.

6. Documentation & Records

Document Name	Responsibility	Retention Period

Goods Received Log	Receiving Staff	3 Years
Delivery Notes	Inventory Controller	3 Years
Discrepancy Reports	Warehouse Supervisor	3 Years

7. Health, Safety & Environment

- Use appropriate PPE during unloading and inspection.
- Adhere to safe lifting, stacking, and storage guidelines.
- Report and isolate any hazardous spills or damaged packages immediately.

8. Review & Revision

This SOP will be reviewed annually or whenever significant changes to product types or procedures occur.