Standard Operating Procedure (SOP): Order Receipt and Verification Procedures

This SOP details the **order receipt and verification procedures**, encompassing the systematic process for receiving incoming orders, verifying order accuracy against purchase requests or contracts, checking quantities and specifications, documenting receipt details, and addressing discrepancies. The procedure ensures that all orders are accurately recorded and verified to maintain inventory integrity and support efficient supply chain operations.

1. Purpose

To outline standard procedures for receiving, inspecting, and verifying all incoming orders to ensure order accuracy and maintain inventory integrity.

2. Scope

This procedure applies to all staff involved in receiving, inspecting, and documenting incoming orders at [Facility/Department Name].

3. Responsibilities

- **Receiving Personnel**: Responsible for checking deliveries and completing documentation.
- **Inventory/Procurement Staff**: Reconcile received items with procurement records; address discrepancies.
- **Supervisors/Managers**: Oversee process compliance and resolve issues.

4. Procedure

1. **Preparation for Receiving**
   - Review relevant purchase orders and contracts before receiving shipments.
   - Prepare appropriate receiving documents and inspection tools.
2. **Receiving Orders**
   - Physically receive the delivery at the designated area.
   - Inspect the packaging for visible damage or tampering.
3. **Verification of Order Accuracy**
   - Match delivery documents (packing slip, bill of lading) against purchase order or contract.
   - Check quantities, product codes, and specifications for accuracy.
4. **Inspection of Goods**
   - Inspect items for damage, expiration dates, and compliance with specifications.
   - Note any discrepancies or damages for further action.
5. **Documentation**
   - Record details of items received, including date, quantities, and condition, using the receiving log or inventory management system.
   - Obtain signatures from receiver and delivery personnel as required.
6. **Addressing Discrepancies**
   - Report mismatched quantities, wrong items, or damages immediately to the supervisor and procurement staff.
   - Document discrepancies and coordinate returns, replacements, or credits as appropriate.
7. **Storage of Received Goods**
   - Move verified and accepted goods to designated storage areas.
   - Update inventory records accordingly.

5. Documentation

Document Name	Description	Retention Period
Receiving Log/Form	Records all relevant details of received orders	3 Years
Packing Slip/Bill of Lading	Supplier delivery documentation	3 Years
Discrepancy Report	Details of order mismatches or damages	3 Years

6. References

- Purchase Order Policies
- Inventory Management Guidelines
- Contractual Agreements with Suppliers

7. Revision History

Version	Date	Description of Change	Approved By
1.0	[Insert Date]	Initial SOP Release	[Name]