

# Standard Operating Procedure (SOP)

## Receiving and Handling Deliveries / Checking Inventory

**Purpose:** This SOP details the procedures for **receiving and handling deliveries**, including inspecting incoming goods for accuracy and damage, verifying delivery documents, proper unloading techniques, and secure storage. It also covers inventory checking methods to ensure stock levels are accurate, discrepancies are recorded, and inventory is organized efficiently. The goal is to maintain accurate records, prevent stock loss, and ensure the quality and safety of all received materials.

### 1. Scope

This SOP applies to all personnel involved in receiving, inspecting, unloading, and storing deliveries as well as checking and maintaining inventory records.

### 2. Responsibilities

- Receiving personnel: Receive, inspect, document, and store incoming goods.
- Inventory staff: Check and record inventory levels, report discrepancies.
- Supervisors: Oversee process adherence and address any issues.

### 3. Procedure

#### 1. Preparation for Delivery

- Ensure designated receiving area is clean and free from obstructions.
- Prepare all necessary documentation and equipment (carts, PPE, clipboard, pen).

#### 2. Receiving Deliveries

- Greet delivery personnel and request delivery documentation (packing slip, invoice, bill of lading).
- Inspect delivery for visible signs of damage or tampering before unloading.
- If damage is obvious, photograph and note details on delivery documents. Notify supervisor immediately.

#### 3. Unloading and Inspection

- Use safe lifting techniques and appropriate equipment.
- Unload goods and move to the receiving area for inspection.
- Count and inspect items against delivery documentation for accuracy (correct items, quantities, and condition).
- Record any discrepancies (missing, excess, or damaged items) and inform the supervisor.

#### 4. Documentation

- Sign and date delivery documents after inspection and verification.
- Keep copies of all delivery paperwork for record-keeping and reconciliation.

#### 5. Storage

- Move verified goods to designated storage locations using safe handling procedures.
- Ensure goods are stored securely, labels are visible, and items are organized by product type and date.

#### 6. Inventory Check

- Update inventory management system or records to reflect newly received stock.
- Periodically conduct inventory counts (daily, weekly, or monthly as required).
- Compare physical inventory to records and document any discrepancies.
- Investigate and resolve stock discrepancies in consultation with the supervisor.

### 4. Records

- Maintain signed delivery documents, inspection logs, and discrepancy reports for audit and review.
- Ensure inventory records are updated and securely filed (electronically and/or physically).

### 5. Safety and Quality Standards

- Always use personal protective equipment (PPE) as required.
- Handle all materials according to safety guidelines.
- Immediately report any safety hazard or quality concern.

## 6. References

- Company Inventory Management Policy
- Health and Safety Guidelines
- Supplier Agreements

## 7. Revision History

Date	Revision	Description	Author
2024-06-XX	1.0	Initial SOP Template	Your Name