

# SOP: Receiving and Verifying Deliveries of Food and Supplies

This SOP details the process for **receiving and verifying deliveries of food and supplies**, including inspection of shipment accuracy, assessment of product quality and condition, verification against purchase orders and delivery documentation, proper handling and storage procedures, and recording of discrepancies or damages. The aim is to ensure that all received items meet quality and safety standards, are correctly accounted for, and are stored appropriately to maintain inventory integrity and operational efficiency.

## 1. Purpose

To establish a standardized procedure for receiving, inspecting, verifying, and documenting deliveries of food and supplies to ensure compliance with quality and safety standards.

## 2. Scope

This SOP applies to all staff responsible for receiving and storing food and supplies.

## 3. Responsibilities

- Receiving Staff: Receive, inspect, and document deliveries.
- Supervisors/Managers: Oversee the receiving process and address discrepancies or damages.
- Inventory Staff: Update inventory records accordingly.

## 4. Procedure

- 1. Preparation**
  - Review expected deliveries for the day.
  - Prepare relevant documents (purchase orders, delivery logs).
  - Ensure receiving area is clean and organized.
- 2. Receipt of Delivery**
  - Greet the delivery personnel.
  - Request and collect delivery documentation (invoice, delivery note).
- 3. Verification Against Documentation**
  - Match items delivered against the purchase order and delivery note.
  - Check quantities, product codes, and descriptions.
- 4. Inspection of Goods**
  - Assess the condition of packaging for signs of damage or tampering.
  - Verify temperature of perishable items (as required).
  - Check for signs of spoilage, contamination, or infestation.
- 5. Handling Discrepancies & Damages**
  - Document any discrepancies between order and delivery.
  - Record and photograph any damaged or spoiled items.
  - Report issues to supervisor/manager and supplier promptly.
- 6. Proper Handling & Storage**
  - Transport items to appropriate storage locations promptly.
  - Adhere to FIFO (First-In, First-Out) principles.
  - Ensure storage conditions (temperature, humidity) are correct for each product type.
- 7. Documentation**
  - Update inventory records to reflect received items.
  - File delivery receipts, inspection logs, and discrepancy reports.

## 5. Documentation & Records

| Document                 | Responsible Person | Location         | Retention Period |
|--------------------------|--------------------|------------------|------------------|
| Delivery Receipt/Invoice | Receiving Staff    | Receiving Office | 1 Year           |
| Inspection Log           | Receiving Staff    | Receiving Office | 1 Year           |

|                           |                    |                      |        |
|---------------------------|--------------------|----------------------|--------|
| Discrepancy/Damage Report | Supervisor/Manager | Manager's Office     | 1 Year |
| Inventory Record          | Inventory Staff    | Inventory Office/WMS | 1 Year |

## 6. Review & Revision

This SOP should be reviewed annually or as required to ensure ongoing relevance and effectiveness.

## 7. References

- Food Safety Standards and Regulations
- Company Purchasing and Receiving Policy
- Inventory Management Guidelines