

SOP Template: Stocking and Restocking Merchandise Guidelines

This SOP details **stocking and restocking merchandise guidelines** to ensure efficient inventory management, proper product placement, and timely replenishment. It covers the procedures for receiving goods, inspecting and organizing stock, maintaining accurate inventory records, and following safety protocols during handling. The guidelines aim to optimize product availability, enhance store presentation, and improve customer satisfaction through consistent and effective merchandise restocking practices.

1. Purpose

To outline the standard operating procedures for stocking and restocking merchandise, ensuring accuracy, safety, and optimal presentation for customers.

2. Scope

This SOP applies to all employees involved in receiving, stocking, and maintaining inventory in the store.

3. Responsibilities

- **Store Associates:** Follow stocking and restocking procedures, report discrepancies, and ensure safety compliance.
- **Supervisors/Managers:** Oversee inventory processes, train staff, and ensure SOP adherence.
- **Inventory Clerk:** Maintain accurate inventory records and coordinate with suppliers.

4. Procedures

4.1 Receiving Goods

- Verify incoming shipments against purchase orders and delivery notes.
- Inspect goods for damage or discrepancies; report any issues to the supervisor.
- Sign off on deliveries only after inspection and verification are complete.

4.2 Inspecting and Organizing Stock

- Sort merchandise by category, type, and expiration date (if applicable).
- Store products according to designated store planograms and rotation methods (e.g., FIFO – First In, First Out).
- Remove damaged or expired items from sales floor and storage areas.

4.3 Stocking and Restocking

- Replenish shelves promptly as merchandise is sold.
- Ensure product labels face forward and are clearly readable.
- Do not overstock shelves; maintain organized, tidy displays.
- Follow merchandising guidelines for product placement and promotional displays.

4.4 Inventory Records

- Update inventory management systems after receiving and restocking merchandise.
- Perform regular stock counts and reconcile with inventory records.
- Document and report inventory discrepancies, damages, or losses to management.

4.5 Safety Protocols

- Use appropriate equipment (e.g., ladders, pallet jacks) when handling heavy or bulky items.
- Wear required PPE (Personal Protective Equipment) as needed.
- Keep aisles and emergency exits free from obstructions at all times.

5. Documentation

Document	Responsible Party	Retention Period
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Receiving Logs	Inventory Clerk	1 year
Inventory Records	Inventory Clerk	2 years
Discrepancy Reports	Store Manager	1 year

6. Review & Revision

This SOP will be reviewed annually or as needed to ensure continued effectiveness and compliance.