

# Standard Operating Procedure (SOP)

## Product Receiving and Verification Procedures

### 1. Purpose

This SOP describes **product receiving and verification procedures**, including the systematic process of inspecting incoming goods, verifying order accuracy against purchase documents, checking product quality and quantity, documenting discrepancies or damages, and ensuring proper storage or handling after receipt. The goal is to maintain inventory accuracy, prevent errors, and uphold quality standards for efficient supply chain management.

### 2. Scope

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

### 3. Responsibilities

- **Receiving Staff:** Inspect, verify, and document incoming goods.
- **Warehouse Manager/Supervisor:** Oversee receiving process; resolve discrepancies.
- **Procurement Team:** Provide purchase documents and support discrepancy resolution.
- **Quality Control:** Perform quality checks as needed.

### 4. Procedure

- 1. Preparation**
  - Ensure appropriate personnel and equipment (scanners, PPE, etc.) are ready.
  - Obtain relevant purchase orders (PO), packing slips, and delivery documentation.
- 2. Receiving Goods**
  - Physically receive goods at designated area.
  - Check for correct supplier and delivery documentation.
- 3. Verification and Inspection**
  - Verify delivery against PO and packing slip for item, quantity, and part number/description.
  - Physically inspect packaging for damage or tampering.
  - Open packages as necessary and inspect product for quality and accuracy.
  - Check expiration dates or lot numbers, if applicable.
- 4. Documentation**
  - Complete receiving report/log with product details, quantities received, and condition status.
  - Note any discrepancies (shortages, overages, wrong items) or damages on receiving documents.
  - Take photographs of damages (if any) for records.
- 5. Reporting Discrepancies**
  - Immediately report discrepancies or damages to Warehouse Manager/Supervisor and Procurement.
  - Quarantine questionable goods as required until resolved.
- 6. Storage and Handling**
  - Properly label accepted items with date received and other relevant info.
  - Store items in appropriate location following inventory/stocking procedures.
  - Update inventory records/system promptly.
- 7. Follow-Up Actions**
  - Coordinate return or replacement with supplier if required.

- Close out receiving documents when discrepancies are resolved.

## 5. Documentation and Records

- Receiving logs and reports
- Copies of purchase orders and packing slips
- Photographic evidence of damages (if any)
- Discrepancy reports and correspondence
- Inventory system updates

## 6. References

- Purchase Order Policy
- Inventory Management Policy
- Supplier Quality Agreements
- Health and Safety Procedures

## 7. Revision History

Version	Date	Description of Change	Prepared by	Approved by
1.0	[DD/MM/YYYY]	Initial version	[Name]	[Name]