

SOP: Receipt, Verification, and Acceptance of Goods/Services

This SOP defines the procedures for the **receipt, verification, and acceptance of goods and services**, including the inspection of delivered items, confirmation of order accuracy, quality and quantity checks, documentation and record-keeping, handling discrepancies or damages, and formal acceptance protocols. Its objective is to ensure that all received goods and services meet specified standards and contractual requirements to maintain organizational quality and operational efficiency.

1. Purpose

To establish clear procedures for receiving, verifying, and accepting goods and services in accordance with purchase orders, contracts, and organizational expectations.

2. Scope

This procedure applies to all employees involved in the receipt, storage, verification, and acceptance of goods and services at [Organization Name].

3. Responsibilities

Role	Responsibility
Receiving Staff	Physical receipt, inspection, and verification of goods/services.
Procurement/Logistics	Coordination with vendors/suppliers; processing documentation.
End User/Department	Confirming order accuracy and fitness for purpose.
Quality Control	Oversight of quality standards and resolving discrepancies.

4. Procedure

- Preparation for Receipt**
 - Review purchase order and related documents.
 - Schedule and prepare for delivery/arrival.
- Physical Receipt**
 - Receive goods/services at designated receiving area.
 - Check delivery note/shipping document for completeness.
- Inspection and Verification**
 - Inspect for visible damage, discrepancies, or missing items.
 - Verify order against purchase order and delivery documents:
 - Check quantity and type of items/services received.
 - Assess quality as per specifications/standards.
- Documentation & Record-Keeping**
 - Record receipt in inventory or service records.
 - Complete internal Goods Received Note (GRN) or equivalent form.
 - Attach supporting documents (delivery note, inspection report, etc.).
- Resolution of Discrepancies or Damages**
 - Document any discrepancies or damages on the receiving documents.
 - Notify Procurement/Quality Control and contact the supplier as needed.
 - Initiate claims, replacements, or correctives actions as appropriate.
- Formal Acceptance**
 - Sign acceptance documents confirming receipt and inspection.
 - Inform end user/department for additional verification if required.
 - Store goods or confirm service completion as per process.

5. Documentation

- Purchase Order (PO)
- Delivery Note / Packing List
- Goods Received Note (GRN)
- Inspection Report
- Discrepancy/Damage Report (if applicable)
- Acceptance Form/Certificate

6. References

- Procurement Policy
- Quality Standards Manual
- Record Retention Policy

7. Revision History

Date	Version	Description of Changes	Prepared By
[YYYY-MM-DD]	1.0	Initial release	[Name]