STANDARD OPERATING PROCEDURE

Incoming Shipment Inspection & Receiving

Fictional company sample · For illustration and customization

Document ID	OPS-REC-01	Version	1.0
Process owner	Receiving Lead	**Approver**	Operations Manager
Effective date	July 1, 2026	**Review cycle**	Annual or when process changes

1. Purpose

Provide a consistent, traceable way to receive incoming non-hazardous workshop supplies, compare them with the purchase order, and record discrepancies before stock is put away.

2. Scope & responsibilities

Role	Responsibility
Receiving associate	Inspect cartons, count items, record results, and isolate discrepancies.
Purchasing lead	Resolve supplier or purchase-order discrepancies and confirm next steps.
Receiving lead	Review the log and ensure accepted stock is stored in labeled locations.

3. Before you begin

- Open purchase order and expected delivery record
- Receiving log or approved electronic entry
- Camera or device for documenting visible damage
- Clear, designated inspection area

4. Procedure

Match the shipment

Compare the delivery reference and supplier name with an open purchase order. If no matching order is found, pause acceptance and contact the purchasing lead.

Inspect the cartons

Check the outside of each carton for visible damage, moisture, or signs of tampering. Photograph any concern before opening.

Count and compare

Count the cartons and items. Compare item descriptions and quantities with the packing slip and purchase order.

Record the result

Enter the date, supplier, purchase-order reference, quantities received, and the receiver's name in the receiving log.

Separate exceptions

Keep damaged, short, excess, or mismatched items in the designated hold area. Record the discrepancy and notify the purchasing lead.

Store accepted items

Label accepted items and move them to their assigned shelf or storage location. Update the stock record using the accepted quantity.

Close the receipt

Attach the packing slip and photos, if any, to the receiving record. Confirm the record is saved and the work area is clear.

5. Final check

☐ Purchase order or exception reference recorded

☐ Counts and visible condition documented

☐ Discrepancies isolated and sent to purchasing lead

☐ Accepted items labeled and stored

☐ Receiving record saved with supporting documents

6. Escalation & records

Pause and contact the receiving lead when the shipment cannot be matched, a discrepancy remains unresolved, or an item appears unsafe to handle. Retain the receiving record and supporting documents according to the company's records schedule.

This example is a fictional, general business procedure. Each organization should review and adapt it to its actual roles, systems, requirements, and applicable rules.

Revision history

Version	Date	Change
1.0	July 1, 2026	Initial fictional sample