SHOWHOW · SOP

Receiving Deliveries SOP

Most stock losses in small stores and kitchens happen at the back door: a short delivery signed for in a hurry, a damaged box nobody opened, cold goods left sitting in the hallway. This procedure is for anyone who signs for deliveries in a store, café or restaurant. It covers checking the count and condition, handling problems while the driver is still there, and putting stock away in the right order.

What you'll need

- The purchase order or list of what you expect
- Box cutter
- Pen
- Cleared space in the stockroom

Steps

01 **Check that the delivery is for your store and expected today.**

Match the supplier and order number to your list.

02 **Count the boxes or cases against the invoice before the driver leaves.**

Count out loud with the driver if you can.

03 **Check the boxes for damage, crushing or leaks.**

Open any damaged box and check the products inside.

04 **Check refrigerated and frozen items first.**

Get them cold right away. Follow your local food safety rules and record readings if you keep a log.

> **Watch out:** Never leave refrigerated or frozen goods out while you check the rest.

05 **Check the expiration date on anything that has one.**

Refuse items too close to their date to sell, as your store's rules say.

06 **Write every problem on the invoice before you sign.**

Short, damaged, wrong item or out of date. Ask the driver to sign next to your note too.

> **Watch out:** Once you sign a clean invoice, the supplier can refuse to give you credit.

07 **Sign with your name and the time, and keep your copy.**
Take a photo of the signed invoice too.

08 **Put stock away with the oldest in front and the newest behind.**
Check the shelf for older stock and move it to the front.

09 **Use a hand truck for anything heavy.**
Lift with your legs, not your back, and split heavy loads or ask for help.

10 **Break down the boxes and recycle the packaging.**
Keep hallways and emergency exits clear while you work.

11 **Give the invoice and a note of any problems to the manager.**
So the bill gets checked and any credit gets claimed.

How to adapt it

- Add your main suppliers' delivery days and times.
- Keep photos of signed invoices together in one folder.
- Clear stockroom space before delivery day, not during it.
- For high-value items, count every unit, not just the boxes.