

STANDARD OPERATING PROCEDURE

Goods Receipt and Put-Away

Warehouse procedure for receiving inbound shipments

DOCUMENT NO.	VERSION	EFFECTIVE DATE
SOP-WH-003	1.6	1 March 2026

DOCUMENT CONTROL

Document title	Goods Receipt and Put-Away
Document number	SOP-WH-003
Version	1.6
Effective date	1 March 2026
Owner	Warehouse Manager
Approved by	Head of Operations
Review cycle	Every 12 months or when the process changes

Revision History

Version	Date	Description of change	Approved by
1.0	Jan 2024	First issue	Head of Ops
1.6	Mar 2026	Barcode scanning steps added	Head of Ops

Uncontrolled when printed. Always check the shared drive for the latest version.

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01 PURPOSE

To receive inbound goods accurately, record them in the warehouse management system and store them in the correct location quickly and safely.

02 SCOPE

Applies to all inbound shipments at company-operated warehouses.

03 DEFINITIONS

Term	Definition
ASN	Advance shipping notice from the client or supplier
GRN	Goods receipt note
WMS	Warehouse management system
Put-away	Moving goods to their storage location

04 ROLES AND RESPONSIBILITIES

Role	Responsibilities
Gate security	Checks vehicle and documents
Inbound supervisor	Plans unloading and verifies counts
Receiving associate	Unloads, counts and scans
Inventory controller	Resolves discrepancies

05 PROCEDURE

Vehicle Arrival

1. Security checks vehicle number, driver ID and documents against the ASN.
2. Assign a dock and record arrival time.

Unloading and Counting

3. Inspect seals and packaging before unloading.
4. Unload using correct equipment; never exceed load limits.
5. Count and scan each carton against the ASN.
6. Segregate damaged goods and photograph them.

Safety

Wear safety shoes and high-visibility vests in the dock area.

Recording the Receipt

7. Create the GRN in the WMS.
8. Record discrepancies and damages.
9. Share GRN with the client within two hours.

Put-Away

10. Print location labels from the WMS.
11. Move goods to suggested locations.
12. Scan location and item to confirm put-away.

06 RECORDS AND FORMS

Record / form	Kept by	Retention
GRN	WMS	3 years
Damage reports with photos	Inventory controller	3 years
Dock schedule	Inbound supervisor	1 year

07 PERFORMANCE INDICATORS

Indicator	Target	Frequency
Dock-to-stock time	< 4 hours	Daily
Receipt accuracy	99.8%	Weekly
Damage reported within 1 hour	100%	Weekly

08 APPENDIX A: INBOUND CHECKLIST

#	Check	Yes	No	Remarks
1	Documents match ASN	☐	☐	
2	Seal intact	☐	☐	
3	Count matches	☐	☐	
4	Damages photographed	☐	☐	
5	GRN shared	☐	☐	

Prepared by

Checked by

09 APPENDIX B: DISCREPANCY REPORT

Date	
Client	
ASN number	
Item / SKU	
Expected qty	
Received qty	
Remarks	

Prepared by

Checked by

10 ACKNOWLEDGEMENT

I confirm that I have read and understood this document and will follow it.

Name and signature

Date