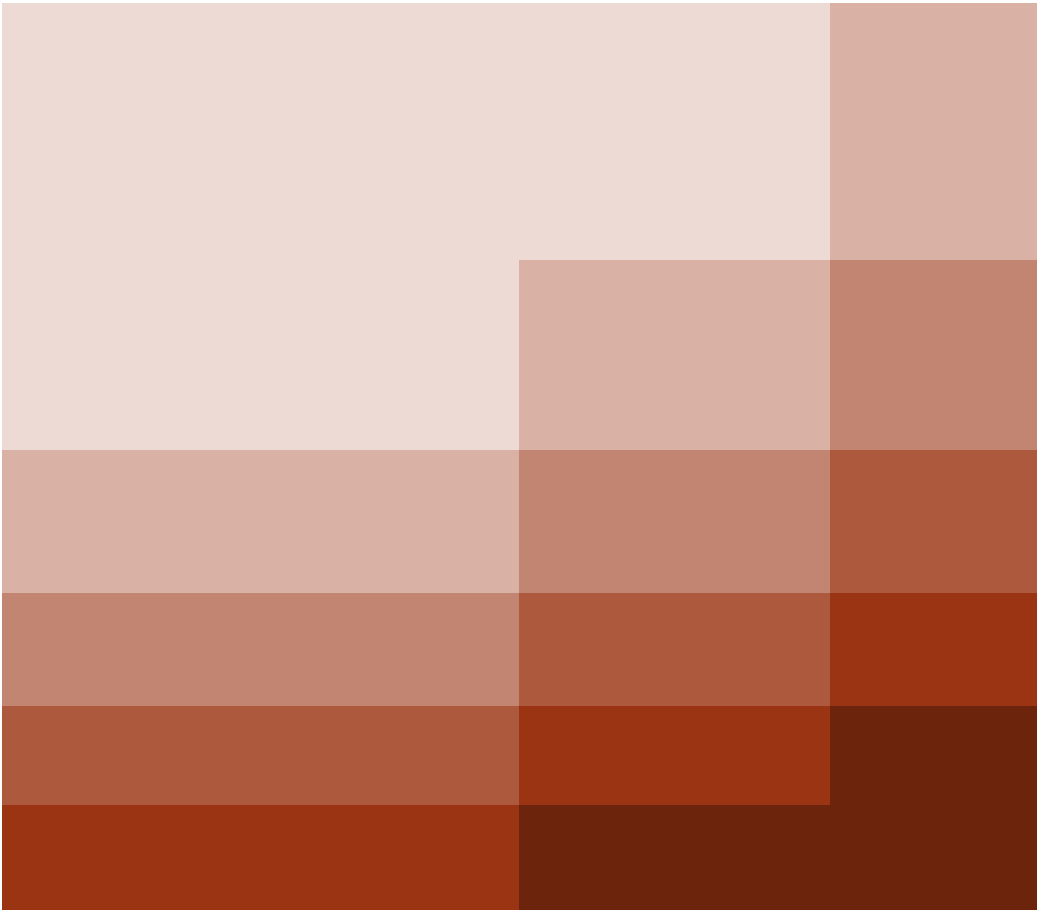




STANDARD OPERATING PROCEDURE

# Goods Receipt and Put-Away

Warehouse procedure for receiving inbound shipments

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DOCUMENT NO.

SOP-WH-003

VERSION

1.6

EFFECTIVE DATE

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 |

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## 1. PURPOSE

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

## 2. SCOPE

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Applies to all inbound shipments at company-operated warehouses.

## 3. DEFINITIONS

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| 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              |

## 4. ROLES AND RESPONSIBILITIES

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| Role                | Responsibilities                    |
|---------------------|-------------------------------------|
| Gate security       | Checks vehicle and documents        |
| Inbound supervisor  | Plans unloading and verifies counts |
| Receiving associate | Unloads, counts and scans           |

| Role                 | Responsibilities       |
|----------------------|------------------------|
| Inventory controller | Resolves discrepancies |

## 5. 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.

## 6. 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    |

## 7. PERFORMANCE INDICATORS

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

## 8. APPENDIX A: INBOUND CHECKLIST

| # | Check                | Yes                      | No                       | Remarks |
|---|----------------------|--------------------------|--------------------------|---------|
| 1 | Documents match ASN  | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 2 | Seal intact          | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 3 | Count matches        | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 4 | Damages photographed | <input type="checkbox"/> | <input type="checkbox"/> |         |
| 5 | GRN shared           | <input type="checkbox"/> | <input type="checkbox"/> |         |

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**Prepared by**

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**Checked by**

# 9. 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