



Receiving Procedure — Training Guide - SOP


Purpose:

To ensure all incoming deliveries are received, checked, and stored correctly so items are never lost or misplaced, and stock levels stay accurate.

Step 1. Count the Number of Boxes



- **Why:** To make sure everything that arrives is accounted for before signing.
 - **How:**
 - Count the boxes or packages as the courier unloads them.
 - Write the number down on the delivery note or take a quick photo.
 -  **Example:** “5 boxes from Blum” → record as “5/5 received.”
 -  **Photo suggestion:** Take a quick photo of the stacked boxes before opening.
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Step 2. Sign for the Delivery

- **Why:** Your signature confirms we’ve received the correct number of packages.
 - **How:**
 - Only sign once you’ve checked the number of boxes.
 - If something is missing or damaged, **note it before signing** (e.g., “1 box missing”).
 -  **Tip:** Never sign “in good condition” if you see visible damage.
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Step 3. Verify the Packing Slip


- **Why:** To confirm that what we received matches what we ordered.
- **How:**
 - Check each item against the packing slip.
 - Confirm the **item names, quantities, and condition.**

-  *Example:* Packing slip says “10 hinges” — make sure you physically count 10 hinges.
 -  *Photo suggestion:* Take a photo of the packing slip and items for reference.
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Step 4. Items for the Shop (SOFO)


- **Why:** SOFO stock needs to be kept organized for easy access.
 - **How:**
 - Place items in the **designated SOFO area** (labelled “Shop Stock” or “SOFO”).
 - Keep similar items together (e.g., hinges with hinges, screws with screws).
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Step 5. Items for a Specific Job


- **Why:** To ensure job materials are not mixed up.
 - **How:**
 - **Label the items** clearly with the **job name** (use marker or job stickers).
 - **Update the TO-DO list** → mark items as *received* under:
 - **New Hardware**
 - The corresponding **Job Name**
 - **Store** in the container or shelf area marked for that job.
 -  *Example:* Handles for “Smith Kitchen” → write *Smith Kitchen – Handles* on the box, log in TO-DO, and store under “Smith Kitchen.”
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Step 6. Items with No Information

- **Why:** Sometimes items arrive without clear job or stock details.
- **How:**
 - **Take a photo** of the item and any labels.
 - **Send the photo to Anja** for clarification, or

- **Ask the office** which job or area they belong to.
 -  *Do not store these items randomly* — they can easily get lost or misused.
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Step 7. Runners and Legra Sides

- **Why:** These parts are part of drawer systems — stock accuracy is critical.
 - **How:**
 - Match each runner or Legra side to the **packing slip**.
 - **Update the Drawer Stock** in the **Excel sheet app** (update quantities and note date received).
 -  *Example:* “Blum 450mm runners — +10 sets.”
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Final Check Before You Finish

- All items have been verified and labeled.
- The TO-DO list or Excel sheet has been updated.
- Any unclear items have been sent to Anja or the office for follow-up.
- The receiving area is clean and tidy.