ALLORNOTHINGHQ

Receiving Desk SOP Guides

Twelve step-by-step guides for the receiving desk: schedule, check-in, appointments, receipts, damage and shortages, check-out, special loads, detention, drop trailers, shift handoff and confirmations. Blanks for your own site details. Printable, and editable in the Word version.

General templates written from scratch. Name no software product. Not legal, contract or safety advice. Not tied to any employer or company.

How to use this pack

Each guide is one page: purpose, scope, roles, materials, numbered procedure, safety notes, records, a Fill in for your site box and an approval block. They are short so people read them.

Make them yours

- Put your company name, site and department in the box at the top of each guide, and answer the questions in the Fill in for your site box.
- Change steps to match your systems and your layout. Delete steps that do not apply.
- Have a supervisor or manager at your site review every guide before you use it.
- Train people on the guide, then record the date and revision. Review each guide on a schedule you choose.
- The **Receiving Desk Tracker** workbook has matching sheets: Schedule, Print Schedule, Check-In Board, Issues, Shift Recap and Dashboard.

Important. These guides are general templates written from scratch. They name no software product and are not tied to any employer, company system or customer data. They are not legal, contract or safety advice. Carrier agreements, free time, appointment rules and site rules differ and change; they come from you. ALLORNOTHINGHQ is not affiliated with any software company or carrier.

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Blank guide template

DESK-01 Build Tomorrow's Receiving Schedule

Company / site	Department	Effective date	Revision

Purpose
Prepare an accurate printed schedule of the next day's deliveries so the desk, the dock and the carriers agree on times.

Scope
The person who prepares the daily schedule, usually in the afternoon of the day before.

Roles
- Scheduler: builds, checks and prints the schedule
- Supervisor: resolves conflicts and approves changes

Materials and equipment
- Open purchase orders from your receiving or warehouse system
- Appointments from your appointment log or carrier portal
- Appointment emails or notes
- The Schedule and Print Schedule sheets
- A printer

Procedure
1. Open your list of purchase orders due the next day and your list of booked appointments.
2. Filter both lists to the same date.
3. Compare them. Check the date and the time of every load.
4. Decide which source is the master when they disagree (for example the carrier's booked appointment). Correct the other record to match, and write down what you changed.
5. Add loads that arrived by other routes, such as backhauls, transfers or walk-ins.
6. Enter every load on the Schedule sheet: time, PO or reference, carrier, load type, planned door, expected pallets and source.
7. Check for double-booked doors and times that cannot be met. Ask the supervisor about conflicts.
8. Type the date on the Print Schedule sheet and print it at your usual time.
9. Put the printout where the desk clerk will use it. Save a digital copy.

Safety notes
- None specific. Do not share carrier contact details outside your team.

Records
- Schedule sheet rows
- Printed schedule
- Notes of changes made

Fill in for your site
Which list is the master for appointments? _____

Where is the appointment portal or email folder? _____

What time is the schedule printed, and who covers when you are away? _____

Where does the printout go? _____

Approval

Prepared by (name, date)	Reviewed by (name, date)	Approved by (name, date)

DESK-02 Check In a Truck and Assign a Door

Company / site	Department	Effective date	Revision

Purpose
Record every arriving truck the same way, give it a door or a waiting place, and start the time clock correctly.

Scope
The receiving desk or check-in office.

Roles
- Desk clerk: checks in the driver
- Dock lead: confirms the door and the crew
- Supervisor: handles exceptions

Materials and equipment
- Driver's paperwork (BOL or delivery document)
- The printed schedule
- The Check-In Board sheet and your system
- Unload ticket or card

Procedure
1. Greet the driver and ask for the delivery paperwork.
2. Read the PO or reference. Find it on the schedule and note the appointment time.
3. Write the check-in time. Use the clock the site agrees to use.
4. Decide the door. If a door is open and the appointment time is near, send the driver to it. Otherwise direct the driver to the waiting area and say what to expect.
5. Early drivers wait or are worked in if there is room. Late drivers become work-ins: unload them as the day allows. Follow your site's rule for both.
6. Enter the load on the Check-In Board: date, shift, PO, carrier, load type, appointment time, check-in time and door.
7. Check the load in to your receiving or warehouse system as your procedure requires.
8. Fill in the unload ticket and hand it to the dock lead.
9. Tell the driver where to go and what to bring back to the desk when unloading is finished.

Safety notes
- Direct drivers on safe paths only. Keep them out of areas where equipment is moving.
- Follow your site's rules for driver safety and personal protective equipment.

Records
- Check-In Board row
- Unload ticket
- System check-in

Fill in for your site
Menu path or screen for check-in in your system: _____

How early is early, and how late is late (minutes)? _____

How is a work-in marked and tracked? _____

Which doors have special equipment or scanning? _____

Approval

Prepared by (name, date)	Reviewed by (name, date)	Approved by (name, date)