ALLORNOTHINGHQ

Warehouse SOP Pack

Ten standard operating procedures for receiving, putaway, counting, picking, shipping, forklift checks, dock safety, pallets and housekeeping. Printable, and editable in the Word version.

General templates written from scratch. Not safety, legal or regulatory advice. Not tied to any employer or company.

How to use this pack

Each SOP is one to two pages: purpose, scope, roles, materials, numbered procedure, safety notes, records and an approval block. They are written to be clear and short so people read them.

Make them yours

- Put your company name, site and department in the box at the top of each SOP.
- Change steps to match your equipment, your systems and your layout. Delete steps that do not apply.
- Have a qualified person at your site (supervisor, safety lead or manager) review every SOP before you use it.
- Train people on the SOP, then record the date and revision. Review each SOP on a schedule you choose.
- The **Warehouse Operations Workbook** has matching logs: Receiving Log, Discrepancies, Cycle Count, Dock Schedule and Forklift Checks.

Important. These SOPs are general templates written from scratch. They are not safety, legal, regulatory or engineering advice and they are not tied to any employer, company system or customer data. Rules for equipment, training, inspections and records differ by place and by site, and they change. Follow the equipment makers' instructions and the rules that apply to you. ALLORNOTHINGHQ is not affiliated with any government agency or equipment maker.

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Blank SOP template

SOP-01 Receiving a Truck

Company / site	Department	Effective date	Revision

Purpose
Receive inbound deliveries accurately, safely and on time, and record what arrived.

Scope
All inbound truck deliveries at the receiving dock.

Roles
- Receiver: checks the truck in, counts and records the freight
- Forklift operator: unloads (trained and authorized only)
- Supervisor: resolves problems and approves exceptions

Materials and equipment
- Bill of lading (BOL) and packing list
- Purchase order or schedule
- Pen, tablet or handheld scanner
- Pallet jack or forklift
- Putaway labels
- Phone or camera, if your policy allows photos
- Receiving Log

Procedure
1. Confirm the appointment or schedule and assign a dock door.
2. Check in the driver. Record the carrier, trailer number and arrival time. Collect the BOL.
3. Make sure the trailer is secured before anyone enters it (for example wheel chocks, a vehicle restraint or a dock lock, per site policy). Check the dock plate or leveler and the trailer floor.
4. Look at the trailer and the seal before opening. Compare the seal number to the BOL. Write down a broken, missing or different seal and any visible damage before the doors open.
5. Open the doors and look inside before unloading. Note shifted loads, leaks or damaged freight.
6. Unload. Count pallets and cases against the BOL. Check labels, PO numbers, item numbers and any lot or date codes your site requires.
7. Inspect for visible damage. Move damaged, over, short or wrong freight to the hold area and follow SOP-02.
8. Write discrepancies on the BOL or delivery receipt before the driver signs and leaves.
9. Label the freight and stage it for putaway (SOP-03).
10. Enter the receipt in the Receiving Log (and your system) the same day: times, pallets, cases and whether there was a discrepancy.
11. Release the trailer, close the door and clear the dock area.

Safety notes
- Only trained and authorized people operate powered equipment.
- Never walk under raised forks or stand in the path of moving equipment.
- Stay clear of the dock edge and keep the dock lit and uncluttered.

Records
- Receiving Log entry
- Signed BOL copy with exceptions noted
- Photos, if taken

Approval

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

SOP-02 Receiving Discrepancies and Damage

Company / site	Department	Effective date	Revision

Purpose
Handle overages, shortages, wrong items and damaged freight consistently so they are recorded, resolved and not mixed with good stock.

Scope
Any discrepancy or damage found at receiving, during putaway or during counts.

Roles
- Receiver: finds, isolates and records the issue
- Supervisor: decides the disposition or escalates
- Buyer or customer service: contacts the vendor or carrier

Materials and equipment
- Hold tags or labels
- Hold area
- Camera or phone, if allowed
- Discrepancies sheet
- BOL and PO

Procedure
1. Stop and isolate the affected freight. Do not mix it with good stock. Tag it and move it to the hold area.
2. Identify the type: overage, shortage, wrong item, wrong quantity, damaged, mislabeled or other.
3. Document it: PO, vendor, item, quantity affected, and clear photos of the label, the packaging and the damage if your policy allows photos.
4. Note the issue on the BOL or delivery receipt before the driver leaves.
5. Tell the supervisor, buyer or customer service as your site requires.
6. Agree the disposition with an authorized person: accept, reject, hold, return to vendor, claim or rework.
7. Record it on the Discrepancies sheet with a reference or claim number.
8. Keep the evidence (packaging and photos) until the case is closed.
9. Follow up until it is resolved. Enter the resolved date.
10. Review the sheet weekly. Look for repeat vendors, carriers, items or damage types.

Safety notes
- Wear the protective equipment your site requires when handling damaged or leaking freight.
- Report leaks, spills or unknown substances to a supervisor right away and do not handle them yourself.

Records
- Discrepancies sheet entry
- Photos and notes
- Claim or return reference

Approval

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