RETAIL GOODS RECEIVING CHECKLIST TEMPLATE

Goods Receiving Checklist

Use this practical template to verify deliveries from vehicle arrival through documents, quantities, quality, temperature, system receipt, discrepancies, put-away, corrective action, and approval.

STORE / LOCATION	SUPPLIER / DELIVERY	DATE / TIME	RECEIVER / REVIEWER

1. Delivery planning and receiving setup

1 Confirm the correct store, receiving zone, delivery type, supplier, purchase order, date, and approved receiving window.
CRITICAL | SETUP + TIMESTAMP

DATE | Select   TIME | Capture   STATUS | Select

Execution tip: Schedule the checklist within the approved delivery window. Use geo-fencing and timestamps so the record proves where and when receiving started.

2 Confirm the assigned receiver, checker, supervisor, and final approver for the delivery.
ASSIGNMENT + STATUS

RESPONSE | Enter   COMMENT | Add

Execution tip: Assign roles before arrival. Separate counting, checking, and approval for high-value or high-risk deliveries where possible.

3 Verify the delivery appointment, advance shipment notice, vehicle details, and expected arrival time.
DOCUMENT + TIME

Add document   REFERENCE | Enter   STATUS | Select

Execution tip: Capture the booking or ASN reference and flag early, late, or unplanned arrivals for review.

4 Check the receiving area is clear, well lit, safe, and separated from customer movement.
CRITICAL | SCORED + PHOTO

Compliant   Partial   Non-compliant   Add live photo

Execution tip: Require a live photo before unloading. Block receiving when access, lighting, congestion, or safety conditions create a material risk.

5 Confirm scanners, trolleys, pallet jacks, scales, PPE, and other required receiving equipment are available and safe.
MULTIPLE SELECT

Select options   Add comment

Execution tip: Configure equipment options by delivery type. Create an action immediately when missing equipment could delay or compromise verification.

6 Record any operating constraint that could affect receiving, including congestion, weather, power loss, staff shortage, or active maintenance.
COMMENTS + ACTION

STATUS | Select   COMMENT | Add   Create action

Execution tip: Use comments for context, but require an owner and due time when the constraint can affect product integrity, safety, or stock accuracy.

2. Vehicle, driver, seal, and arrival integrity

7 **Record the vehicle registration, driver or supplier representative, arrival time, and delivery reference.** TEXT + TIMESTAMP

DATE | Select — TIME | Capture — STATUS | Select

Execution tip: Capture the details at arrival, not after unloading. Link them to the purchase order and delivery note.

8 **Inspect the vehicle interior for cleanliness, odor, water, pests, damage, and contamination risk.** CRITICAL SCORED + PHOTO

Compliant — Partial — Non-compliant — Add live photo

Execution tip: Require live evidence for any failed condition. Reject or quarantine affected goods according to the approved acceptance standard.

9 **Verify the seal number, lock, tamper device, or security reference matches the dispatch document.** CRITICAL REFERENCE + PHOTO

Add live photo — COMMENT | Add

Execution tip: Capture the seal before it is broken. Treat mismatches, missing seals, or tampering as critical and escalate immediately.

10 **Measure the vehicle or compartment temperature before unloading temperature-controlled products.** CRITICAL NUMERIC + VALIDATION

VALUE | Enter — UNIT | Select — STATUS | Validate

Execution tip: Set product-specific ranges and require the actual reading, timestamp, device reference, and action for an out-of-range result.

11 **Confirm the driver or supplier representative has the required identification, permits, and delivery documents.** DOCUMENT CHECK

Add document — REFERENCE | Enter — STATUS | Select

Execution tip: List mandatory documents by delivery category. Prevent acceptance when a regulated document is missing or expired.

12 **Record the arrival integrity decision before unloading begins.** CRITICAL APPROVAL + COMMENTS

DECISION | Select — DATE | Select — SIGNATURE | Sign

Execution tip: Use accepted, accepted with condition, or rejected. Require comments and manager approval for conditional acceptance.

3. Purchase order and document verification

13 Match the supplier name, purchase order, delivery note, invoice, transfer reference, and store destination.
CRITICAL | DOCUMENT MATCH

Add document | REFERENCE | Enter | STATUS | Select

Execution tip: Use scan or reference fields to compare identifiers. Stop the delivery when the store, supplier, or authorization does not match.

14 Confirm the purchase order is open, current, approved, and valid for the delivery date.
CRITICAL | STATUS + DATE

DATE | Select | TIME | Capture | STATUS | Select

Execution tip: Validate order status before counting. Route expired, closed, duplicated, or unauthorized orders to the purchasing owner.

15 Verify item codes, descriptions, pack sizes, and units of measure match the approved order.
CRITICAL | SCAN + COMPARISON

Add document | REFERENCE | Enter | STATUS | Select

Execution tip: Use barcode or item lookup where possible. Check each, inner pack, case, weight, or volume to avoid conversion errors.

16 Compare ordered, shipped, and expected quantities and confirm any substitution was approved.
QUANTITY GRID

Expected	Physical	Accepted	Variance	Status

Execution tip: Show ordered, shipped, and approved substitute quantities together. Require approval evidence for substitutions.

17 Verify batch, lot, serial, expiry, manufacturing, or traceability information where required.
CRITICAL | TEXT + SCAN

Add document | REFERENCE | Enter | STATUS | Select

Execution tip: Make these fields mandatory by product category. Reject records that are missing, unreadable, or inconsistent with the goods.

18 Record missing, duplicate, altered, or inconsistent receiving documents.
ISSUE LOG

STATUS | Select | COMMENT | Add | Create action

Execution tip: Use a structured issue type, document reference, owner, and due time rather than relying only on free-text notes.

4. Unloading and quantity verification

19 Count pallets, cages, cartons, totes, or handling units before the delivery is broken down. NUMERIC COUNT

VALUE | Enter — UNIT | Select — STATUS | Validate

Execution tip: Record the initial handling-unit count before movement. Compare it with the delivery note and seal record.

20 Inspect outer packaging for crushing, tears, moisture, tampering, leakage, and missing labels before acceptance. CRITICAL — SCORED + PHOTO

Compliant — Partial — Non-compliant — Add live photo

Execution tip: Capture evidence before affected packaging is opened or moved. Define which defects require rejection or conditional acceptance.

21 Scan or sample product barcodes to confirm the delivered SKU matches the purchase order. CRITICAL — BARCODE + STATUS

Add document — REFERENCE | Enter — STATUS | Select

Execution tip: Set the sample size by delivery risk. Require full verification for high-value, regulated, or previously problematic suppliers.

22 Count delivered quantities in the correct unit of measure before the receipt is posted. CRITICAL — NUMERIC + UNIT

VALUE | Enter — UNIT | Select — STATUS | Validate

Execution tip: Force selection of each, pack, case, weight, or volume. Prevent posting when the unit is missing or inconsistent.

23 Compare physical quantity with the delivery document and purchase order for each sampled or fully counted line. CRITICAL — VARIANCE GRID

Expected	Physical	Accepted	Variance	Status

Execution tip: Calculate shortage, overage, and variance percentage automatically. Apply approval thresholds by value and product risk.

24 Record shortages, overages, wrong items, mispicks, and unapproved substitutions with evidence. MULTIPLE SELECT + ACTION

Select options — Add comment

Execution tip: Use predefined discrepancy reasons, photos, affected quantities, supplier acknowledgment, and a named action owner.

5. Product condition and quality checks

25 Check sampled products are clean, undamaged, complete, and fit for sale or operational use.
CRITICAL | SCORED + PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Define acceptance criteria by category. Require evidence and affected quantity for damaged or incomplete goods.

26 Verify packaging, seals, labels, tamper evidence, and protective materials are intact.
CRITICAL | SCORED + PHOTO

Compliant | Partial | Non-compliant | Add live photo

Execution tip: Capture close-up evidence of failed seals, broken packaging, or missing labels before handling changes the condition.

27 Check for water, heat, pest, odor, chemical, dirt, or cross-contamination exposure.
CRITICAL | MULTIPLE SELECT + PHOTO

Select options | Add comment | Add photo

Execution tip: Treat contamination indicators as critical. Quarantine affected stock and record the containment location.

28 Verify fragile, bulky, high-value, and sensitive goods were transported and handled correctly.
SCORED + COMMENTS

Compliant | Partial | Non-compliant

Execution tip: Use category-specific handling standards and note any drop, stacking, restraint, or protection failure.

29 Assess category-specific quality indicators such as appearance, color, odor, texture, or completeness.
OBSERVATION + COMMENTS

RESPONSE | Enter
COMMENT | Add

Execution tip: Guide the receiver with approved observable criteria. Avoid subjective acceptance without a defined standard.

30 Segregate rejected, suspect, damaged, or incomplete goods from accepted stock.
CRITICAL | STATUS + LOCATION

RESPONSE | Enter
COMMENT | Add

Execution tip: Require the quarantine or rejection location, quantity, label status, and person responsible for final disposition.

6. Temperature, shelf life, and regulated goods

31 Measure the product temperature of chilled, frozen, hot, or temperature-sensitive goods immediately on arrival.
CRITICAL | NUMERIC + VALIDATION

VALUE | Enter
UNIT | Select
STATUS | Validate

Execution tip: Capture the actual product reading, not only vehicle temperature. Record device ID, time, product, and sampling point.

32 Compare each temperature reading with the approved product range and acceptance rule.
CRITICAL | AUTO VALIDATION

RESPONSE | Enter
COMMENT | Add

Execution tip: Configure category-specific limits and automatically create a critical action for an out-of-range result.

33 Verify remaining shelf life meets the minimum days or percentage required at receipt.
CRITICAL | DATE + CALCULATION

DATE | Select
TIME | Capture
STATUS | Select

Execution tip: Capture expiry or best-before date and calculate remaining life automatically. Apply different thresholds by category.

34 Check expiry, best-before, batch, lot, and manufacturing labels are readable and consistent.
CRITICAL | SCAN + PHOTO

Add live photo
COMMENT | Add

Execution tip: Require a clear reference or image for regulated and short-life goods. Reject unreadable or conflicting traceability information.

35 Confirm permits, certificates, licenses, or controlled-product documents are valid where required.
CRITICAL | DOCUMENT + EXPIRY

Add document
REFERENCE | Enter
STATUS | Select

Execution tip: Use an expiry alert and mandatory attachment. Block acceptance when a required regulated document is absent.

36 Quarantine and escalate any temperature breach, expired goods, recall match, or regulated-product failure.
CRITICAL | EVIDENCE + ACTION

Add evidence
Create action
OWNER | Assign
DUE | Set

Execution tip: Assign high priority, containment location, owner, due time, and escalation recipient. Do not allow normal put-away.

7. Barcode, price, and product master verification

37 Scan sampled barcodes and confirm they resolve to the correct SKU and description. CRITICAL BARCODE SCAN

Add document | REFERENCE | Enter | STATUS | Select

Execution tip: Capture failed scans and duplicate codes. Route master-data issues before stock is made available for sale.

38 Verify pack size, unit of measure, case configuration, and conversion factors are correct. CRITICAL COMPARISON GRID

Expected	Physical	Accepted	Variance	Status

Execution tip: Compare physical configuration with the system master. Incorrect conversions can create large stock variances.

39 Check retail price, cost, tax, or price-file information where receiving requires validation. PRICE COMPARISON

VALUE | Enter | UNIT | Select | STATUS | Validate

Execution tip: Use the approved source as reference. Record the system value, document value, and expected value separately.

40 Confirm promotional, supplier deal, free-stock, or bonus quantity coding is correct. REFERENCE + QUANTITY

Add document | REFERENCE | Enter | STATUS | Select

Execution tip: Separate free or promotional stock from normal ordered quantity and retain the approval reference.

41 Capture required serial numbers, IMEI, asset tags, batch numbers, or unique identifiers. CRITICAL SCAN + COUNT

VALUE | Enter | UNIT | Select | STATUS | Validate

Execution tip: Require the expected number of unique scans and prevent duplicates or missing identifiers.

42 Create a product master-data issue for every unresolved mismatch. ISSUE + OWNER

STATUS | Select | COMMENT | Add | Create action

Execution tip: Assign the issue to the correct master-data owner with affected SKU, evidence, business impact, and due time.

8. Discrepancies, rejection, quarantine, and claims

43 Classify each discrepancy by type, cause, severity, affected item, quantity, and value. CRITICAL ISSUE CLASSIFICATION

STATUS | Select
COMMENT | Add
Create action

Execution tip: Use structured categories for shortage, overage, damage, quality, temperature, wrong item, document, and price issues.

44 Capture live evidence of damage, shortage, overage, wrong items, or packaging failure before movement. CRITICAL PHOTO + TIMESTAMP

Add live photo
COMMENT | Add

Execution tip: Require clear images showing the product, label, quantity, package, and delivery context.

45 Record accepted, rejected, quarantined, returned, and conditionally accepted quantities separately. CRITICAL QUANTITY GRID

Expected	Physical	Accepted	Variance	Status

Execution tip: Prevent one total quantity from hiding the disposition. Reconcile every delivered unit to a final receiving status.

46 Obtain supplier or driver acknowledgment for material discrepancies where policy requires it. SIGNATURE + COMMENTS

DECISION | Select
DATE | Select
SIGNATURE | Sign

Execution tip: Capture name, signature, date, time, and any disagreement. Preserve the record with the delivery evidence.

47 Create the claim, debit note, rejection, incident, or supplier case reference. REFERENCE + STATUS

Add document
REFERENCE | Enter
STATUS | Select

Execution tip: Link the external or internal case number to the receiving record so follow-up remains traceable.

48 Assign each unresolved discrepancy an owner, priority, due time, and escalation path. CRITICAL CORRECTIVE ACTION

Add evidence
Create action
OWNER | Assign
DUE | Set

Execution tip: Apply priority based on product risk, value, customer impact, and supplier recurrence. Escalate overdue actions automatically.

9. System receipt, labeling, and put-away handoff

49 Post only the verified accepted quantity in the inventory or receiving system.
CRITICAL | SYSTEM QUANTITY

RESPONSE | Enter
COMMENT | Add

Execution tip: Prevent posting before quantity, condition, and document checks are complete. Exclude rejected or quarantined goods.

50 Record the receiver, checker, receipt time, document reference, and system transaction ID.
CRITICAL | AUDIT TRAIL

RESPONSE | Enter
COMMENT | Add

Execution tip: Populate user and time automatically where possible. Keep all references linked to the receiving record.

51 Generate or attach required labels, receiving status, batch, expiry, and quarantine identification.
LABEL + PHOTO

Add live photo
COMMENT | Add

Execution tip: Verify labels are readable, accurate, and attached before goods leave the receiving area.

52 Move accepted, staged, quarantined, and rejected goods to the correct controlled location.
CRITICAL | LOCATION + TIMESTAMP

DATE | Select
TIME | Capture
STATUS | Select

Execution tip: Use location selection or scan. Do not allow mixed disposition in an unlabeled staging area.

53 Complete a documented handoff to the stockroom or store team with quantity and location acknowledgment.
HANDOFF + SIGNATURE

DECISION | Select
DATE | Select
SIGNATURE | Sign

Execution tip: Capture the receiving and accepting employees, time, quantities, and unresolved exceptions.

54 Confirm system stock and location balances updated correctly and every exception remains open for follow-up.
CRITICAL | RECONCILIATION + STATUS

RESPONSE | Enter
COMMENT | Add

Execution tip: Compare the posted receipt with accepted quantities and destination locations before final approval.

10. Review, corrective actions, and sign-off

55 Calculate the overall receiving compliance, timeliness, quantity variance, damage, and supplier performance result. CRITICAL | SCORE + COMMENTS

RESPONSE | Enter · COMMENT | Add

Execution tip: Show section and supplier-level results, not only one total score. Highlight critical failures and repeated discrepancy types.

56 Escalate critical safety, temperature, contamination, document, traceability, or high-value discrepancies immediately. CRITICAL | EVIDENCE + ACTION

Add evidence · Create action · OWNER | Assign · DUE | Set

Execution tip: Use predefined severity rules and record notification time, recipient, containment, and response.

57 Confirm every material finding has containment, a named owner, due time, priority, and evidence requirement. CRITICAL | CORRECTIVE ACTION

Add evidence · Create action · OWNER | Assign · DUE | Set

Execution tip: Prevent final approval while material issues lack complete accountability and escalation details.

58 Verify claims, rejected goods, quarantine, credits, replacements, and supplier actions remain tracked to closure. CRITICAL | STATUS + EVIDENCE

STATUS | Select · COMMENT | Add · Create action

Execution tip: Require closure evidence such as credit note, replacement receipt, disposal record, supplier response, or approved release.

59 Record the final receiving decision, approver, comments, date, time, and signature. CRITICAL | APPROVAL + SIGNATURE

DECISION | Select · DATE | Select · SIGNATURE | Sign

Execution tip: Use approved, approved with actions, or not approved. Require comments and a complete audit trail for conditional approval.

60 Set the next supplier review, receiving audit, or follow-up date based on risk and recurring performance. DATE + STATUS

DATE | Select · TIME | Capture · STATUS | Select

Execution tip: Increase review frequency for repeat shortages, damage, delays, temperature failures, or document issues.