SOP WAREHOUSESOP

FREE PRINTABLE CHECKLIST

Returns Receiving and Triage Checklist

Regulation: 29 CFR 1910.176(b)

FACILITY	AREA OR EQUIPMENT ID	DATE	SHIFT
INSPECTED BY (PRINT)		SIGNATURE	

1. Procedure checks

Tick each step as it is done, in this order.

DONE	CHECK	NOTES
☐	PPE on: cut gloves and glasses before you cut anything	
☐	Scan the RMA before you open the box; no RMA goes to hold unopened	
☐	Look at the outside first: wet, stained, hissing, bulging, labeled	
☐	Cut shallow, away from your body; look before you reach in	
☐	Screen for hazards: leaks, aerosols, damaged or swollen batteries	
☐	Scan the item and serial; count the pieces and accessories	
☐	Grade it: sellable, refurb, scrap, or hazard hold	
☐	Label it with the RMA and stage it in the matching lane	

2. Compliance checks

Tick each item that is in place. The citation after an item is the paragraph that requires it.

DONE	CHECK	NOTES
☐	Returns pallets, totes, and staged units are stacked so they are stable and secure against sliding or collapse **29 CFR 1910.176(b)**	
☐	The returns area and staging lanes are kept free from accumulated packaging, dunnage, broken totes, and other tripping, fire, or pest hazards **29 CFR 1910.176(c)**	
☐	Work surfaces and floors on the returns line are kept clean, dry, and free of spills, sharp objects, and debris **29 CFR 1910.22(a)**	
☐	A written PPE hazard assessment covers the returns line, the selected PPE is provided and used, and the selection is communicated to affected employees **29 CFR 1910.132(d)**	
☐	Employees are informed and trained on hazardous chemicals present in the returns work area, including labels and safety data sheet access **29 CFR 1910.1200(h)**	
☐	Every package is matched to an open RMA before it is opened, and a package with no RMA is routed to the hold queue unopened	

☐	Every unit leaves triage with a recorded condition grade, a label, and a matching staging lane, and no unit is left ungraded at end of shift	

WARNINGS

You do not know what is in the box; open it like you do not

Leaking, hissing, or swollen battery? Do not open it. Isolate and call

Never reach into an unseen package with an ungloved hand

Never grade a unit you could not identify; it goes to hold

SUPERVISOR REVIEW

REVIEWED BY (SUPERVISOR)	SIGNATURE	DATE