



Service Supplies Replenishment SOP

Count usable supplies, resolve discrepancies, and place an approved replenishment request before the next job.

Library resource updated 2026-10-28. Assign your own approved document version and effective date.

Document control

Organization and site _____

Document ID and approved version _____ Effective date _____

Process owner Stock coordinator Assigned person _____

Reviewer and approver _____ Next review _____

Purpose and boundary

Keep a service team's routine consumables available without treating damaged, reserved or unavailable stock as usable inventory.

From a scheduled count to a verified replenishment record for ordinary service consumables. Excludes hazardous-material handling, controlled stock, procurement contracts and regulated inventory rules.

Responsibilities and preparation

- Team lead: reports next-job requirements and shortages.
- Counter: checks usable quantities and records discrepancies.
- Purchasing approver: authorizes orders within agreed limits.

Have ready Approved item list with units and minimum levels; Stock record and reserved-quantity list; Approved supplier list and purchase request

Adapt before use

- Set minimum and target quantities for each item and unit.
- Define reorder timing based on actual usage and delivery lead time.
- Specify approval limits, approved substitutes and storage conditions.
- Choose a discrepancy threshold that requires a recount.

Pilot the adapted method with authorized personnel. Resolve gaps and record approval before independent use. This resource is not a certification or technical authorization.

Worked example

Example only: A team holds 18 usable packs, of which 6 are reserved. Another 10 approved packs are due before the next job. With a target of 30 available packs, the coordinator verifies the incoming order and requests 8 additional packs, subject to the organization's approved replenishment rule.

METHOD / FIRST ACTIONS

Procedure steps 1 to 4

01 Check the upcoming demand

Review scheduled work, current reservations and known deliveries. Use the approved item list rather than a remembered shopping list.

Acceptance check: Upcoming requirements use the same item units as the stock record.

Record: Job demand, reserved quantity and expected delivery.

02 Count usable stock

Count the item in its stated unit. Separate damaged, expired where applicable, quarantined and already reserved quantities from usable stock. Follow item-specific handling instructions.

Acceptance check: Usable stock is distinct from physical stock that cannot be issued.

Record: Physical count, unusable quantity and available quantity.

03 Reconcile differences

Compare the count with the stock record. Recount unexpected differences and check recent issues or receipts before changing the balance.

Acceptance check: Any adjustment has a reason and the required approval.

Record: Difference, recount result and adjustment reference.

04 Calculate replenishment need

Apply the approved target and reorder method. Check pack sizes and incoming deliveries to avoid ordering the same shortage twice.

Acceptance check: Requested quantity has a traceable calculation and unit.

Record: Target, available stock, incoming quantity and request quantity.



Complete the procedure

05 Approve the request

Send items, quantities and need-by dates to the authorized approver. Use only approved substitutions; escalate shortages that threaten a scheduled job.

Acceptance check: Order is approved within limits or remains explicitly pending.

Record: Approval, supplier and expected delivery.

06 Verify the delivery

Match received items and quantities to the approved order. Isolate incorrect or damaged items using the site process; do not mark them usable.

Acceptance check: Only accepted quantities enter usable stock.

Record: Received quantity, discrepancies and receipt reference.

07 Update and notify

Update balances and reservations, then tell the team lead whether upcoming jobs are covered. Give unresolved shortages an owner and next update.

Acceptance check: Stock record and operational plan reflect actual availability.

Record: Updated balance, open shortage and owner.

Exceptions and escalation

Unit mismatch such as boxes versus individual pieces

Stop the calculation and agree a conversion on the approved item record before ordering.

Supplier proposes a substitute

Request the designated approval; do not assume products or equipment are interchangeable.

Delivery is late

Notify the team lead, assign the shortage owner and use the approved contingency for affected jobs.



Working record and review

Complete this record for an actual use. Keep supporting evidence in your approved system; exclude passwords, access codes and unnecessary personal details.

RECORD FIELD	ENTRY
Job or session reference	
Date and location	
Outcome and limitations	
Open action and next owner	
Target date and recheck result	
Prepared and reviewed by	

Final checks

- Usable stock excludes quarantined and reserved quantities.
- Pack sizes and units are consistent.
- No purchase or substitute bypasses its approval limit.

Show the approved method

- Demonstrate counting clearly labeled dummy supplies.
- Explain the difference between physical, usable and reserved quantities.
- Show the calculation and receipt check in a fictional stock record.

Record with permission, use dummy records and remove private details. Review any generated draft against the demonstration before team use. Check current access and video limits at vid2sop.com.

Template source: <https://vid2sop.com/sop-templates/service-supplies-replenishment-sop/>

Background references provide context, not endorsement: <https://clickup.com/templates/sop/inventory-management>

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