

MERCHANDISE & WAREHOUSE OPERATIONS

Stock Returns to Warehouse

Standard Operating Procedure (SOP)

2026

Purpose

To ensure all stock returns and transfers from stores to the warehouse are processed accurately, efficiently, and traceably.

When to Return Items

Stores should only return items when instructed by:

1

Merchandise Team

Direct instruction to initiate a return or transfer.

2

Warehouse Team (LK)

Via correction invoices email.

Sharing Information

MD team planning to return stock or send items to the LK Warehouse must inform the LK Warehouse Team / Lab team in advance.

At least 1 working day in advance

Notify via email or WhatsApp Group chat.

Responsibilities

Store

- Verify stock
- Process transfer
- Pack securely
- Arrange shipment
- Notify warehouse

Warehouse

- Verify received stock
- Receive and confirm transfer
- Report discrepancies
- Complete inventory receiving
- Update inventory records

Before Packing

The store must:

- ✓ Verify the SKU and QTY.
- ✓ Ensure the physical QTY matches the transfer document.
- ✓ Check product condition:
 - Good condition with **RFID Tagged**
 - Complete accessories (Collab collections)
 - Original packaging if applicable (e.g. PC frame)
- ✓ Separate defective items from saleable items

PROCESS

Create Stock Transfer

- 1 Process the stock transfer in the inventory system (ODNet- Non-Nexs Stores/ODNet2- Nexs Stores).
- 2 Ensure all SKU, QTY, and destination warehouse are correct.
- 3 Print and attach the transfer document in the box with the stocks.

PROCESS

Packing Requirements

- Pack items securely.
- Use suitable carton sizes.
- Protect fragile items with bubble wrap.
- Avoid mixing defective and saleable stocks.
- Seal cartons properly.

REFERENCE

Shipping Label Template

Attach one copy of this label to every carton before dispatch.

To:	_____
From:	_____
C/N:	<u>OF</u> _____
Invoice No. Header No.	_____

To:

From:

C/N:

OF

Invoice No.
Header No.

Where to Place the Shipping Label

To:	LK warehouse		
From:	907:313 Somerset		
C/N:	1	OF	3
Header No.	709		

Example

Example (illustrative data)



Place the label on the upper-left corner of the box's longest visible side, facing outward, so it is clearly visible during handling and receiving.

PROCESS

Notify Warehouse

Group chat used to inform the warehouse team of an incoming return.

Send the following information to the warehouse dispatch WhatsApp group:

- 1 Store name
- 2 Delivery to Warehouse
- 3 Number of cartons
- 4 Photo of the carton boxes

PROCESS

Warehouse Receiving

Upon receiving:

- ✓ Verify carton condition.
- ✓ Count cartons received.
- ✓ Check SKU and QTY against the transfer invoices.
- ✓ Report any shortages, excess quantities, or damages immediately.
- ✓ Complete goods receipt in the inventory system.

Discrepancy Handling

If discrepancies are found:

- Missing items
- Wrong SKU
- Incorrect QTY
- Damaged products

The warehouse will:

- Take photos.
- Record the discrepancy.
- MD team will inform the originating store ASAP.
- Coordinate investigation and resolution.

Important Notes

- Do not send stock without a transfer document.
- Do not combine multiple transfers into one carton unless instructed.
- Ensure all products are packed to prevent damage during transit.
- Notify warehouse dispatch WhatsApp group.
- Keep the shipment tracking information until the warehouse confirms receipt.