STANDARD OPERATING PROCEDURE

Office Supplies Ordering SOP

Document no.	SOP-ADM-003
Revision	1.0
Owner	Office Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep the office stocked with the supplies staff need, control spending against budget, and avoid both shortages and excess inventory.

2. Scope

Applies to general office supplies, breakroom items and standard printer or copier consumables ordered for the office. Capital equipment purchases are covered by a separate procurement process.

Definitions

Par level	The minimum quantity of a supply item that should be on hand before reordering.
Rush request	A supply request needed sooner than the normal order cycle, usually at extra cost.

3. Responsibilities

Office Manager	Tracks inventory, approves and places orders, manages vendors and reconciles invoices.
Administrative Assistant	Checks inventory levels, restocks supply areas and receives deliveries.
Department Manager	Approves requests for items outside standard supplies or above the normal budget.
Employee	Submits supply requests through the standard process instead of ordering independently.

RACI matrix

Activity	Office Manager	Administrative Assistant	Department Manager	Employee
Track inventory and par levels	A	R	-	-
Submit a supply request	I	C	-	R/A
Approve non-standard or over-budget requests	R	-	A	I
Place and receive orders	R/A	R	-	-
Reconcile invoices to orders received	R/A	C	-	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Supply inventory spreadsheet or system
- Supply request form
- Approved vendor list and account
- Storage closet or supply room
- Delivery receiving log
- Accounting system for invoice coding

5. Procedure

Step	Task	Owner	Done
5.1	**Check inventory against par levels** The administrative assistant does a weekly walk-through of the supply room and shared printer stations, checking stock against the par level set for each item.	Administrative Assistant	☐
5.2	**Submit a supply request** An employee needing an item not stocked in the general supply area, or a quantity above normal use, submits a supply request form describing the item, quantity and reason.	Employee	☐
5.3	**Review the request** The office manager reviews each submitted request against the standard supply list and available budget, and decides whether it can be filled from stock or needs approval.	Office Manager	☐
5.4	**Approve non-standard or high-cost items** For items outside the standard supply list or above the normal per-order budget, the department manager reviews and approves or declines the request before it is ordered. **Checkpoint:** Non-standard or over-budget items are not ordered without department manager approval.	Department Manager	☐
5.5	**Build and place the order** The office manager compiles items below par level and approved requests into a single order, and places it with the approved vendor using the office supply account.	Office Manager	☐
5.6	**Handle a rush request** When an item is needed sooner than the normal order cycle, the office manager evaluates the cost of a rush order against the impact of waiting and places the order accordingly.	Office Manager	☐
5.7	**Receive and verify the shipment** The administrative assistant checks the delivered items against the packing slip and purchase order, noting any shortage, damage or substitution before signing for the delivery. **Checkpoint:** Items received are checked against the packing slip before the delivery is accepted as complete.	Administrative Assistant	☐
5.8	**Restock supply areas** The administrative assistant restocks the supply closet, breakroom and shared printer stations, rotating older stock to the front so it is used first.	Administrative Assistant	☐
5.9	**Update the inventory record** The administrative assistant updates the inventory spreadsheet or system with the quantities received and any changes to par levels based on recent usage.	Administrative Assistant	☐

Step	Task	Owner	Done
5.10	**Reconcile the vendor invoice** The office manager matches the vendor invoice to the purchase order and receiving records, resolves any discrepancy with the vendor, and codes it for payment.	Office Manager	☐
5.11	**Review usage and vendor performance** Quarterly, the office manager reviews spend by category and vendor performance on price, delivery time and order accuracy, and adjusts par levels or the vendor list as needed.	Office Manager	☐

6. Quality checks

- Weekly inventory checks are completed and documented for all stocked items.
- Non-standard or over-budget requests always have department manager approval on file.
- Every delivery is checked against its packing slip before being accepted as complete.
- Vendor invoices are reconciled to purchase orders before payment is coded.

7. Records

- Supply inventory spreadsheet or system
- Approved supply request forms
- Purchase orders and packing slips
- Vendor invoices and reconciliation notes

8. KPIs

- Number of stock-out incidents per month
- Average time from request to fulfillment
- Monthly supply spend versus budget
- Percentage of rush orders versus standard orders

9. Common mistakes

- Letting an item run out before anyone notices it is below par level.
- Employees ordering supplies directly from a vendor outside the process.
- Accepting a delivery without checking it against the packing slip.
- Never adjusting par levels even after usage patterns change.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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