

# HACCP-Based SOPs Education Module

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## Properly Receiving Deliveries

**Definition:** To ensure that all food is received fresh and safe when it enters the foodservice operation and to transfer food to proper storage as quickly as possible.

### INSTRUCTIONS:

1. Follow District, State or local health department requirements.
2. Whenever possible schedule deliveries to arrive at designated times during operational hours.
3. Post the delivery schedule, including the names of vendors, days and times of deliveries, and drivers' names.
4. Establish a rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods.
5. Organize freezer and refrigeration space, loading docks, and store rooms before deliveries.
6. Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, flashlights, and clean loading carts before deliveries. Refer to the Thermometers and Calibration Education Module.
7. Keep receiving area clean and well lighted.
8. Do not touch ready-to-eat foods with bare hands.
9. Determine whether foods will be marked with the date arrival or the "use by" date and mark accordingly upon receipt.
10. Compare delivery invoice against products ordered and products delivered.
11. Transfer foods to their appropriate locations as quickly as possible.

### General Principles:

1. Receive only one delivery at a time.
2. Remove potentially hazardous foods from the temperature danger zone and place in storage as quickly as possible.  
**Temp Danger Zone = (AZ & TX - 41°F to 135°F / NM - 40°F to 140°F)**
3. Check to make sure frozen food is solid, and does not show evidence of thawing and re-freezing. Common signs of thawing and refreezing are large ice crystals on the surface and frozen juices or liquids in the package.
4. Check to ensure that refrigerated foods are received at or below 40°F.
5. Accept only pasteurized dairy products.
6. Record the date of receipt on the outside of each package, and a use-by date if applicable.
7. Check delivery invoice against all items delivered.
8. Reject potentially hazardous foods that are not at acceptable temperature and cans with swelled tops or bottoms, leakage, incomplete labels, flawed seals, rust, or dents.
9. Evaluate quality of products by odor, sight and touch. Unacceptable products should be rejected. Products must meet order specifications and quality requirements. If any foods are deemed unacceptable, they should be rejected and put in a designated area for credit. Make note on invoice any items rejected.

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## Properly Receiving Deliveries – Con't

### Receiving Frozen and Refrigerated Foods:

1. Check temperature with a calibrated thermometer to assure that cold foods are below 41°F in AZ & TX and below 40°F in NM.
2. Return or refuse all foods that should be stored below 41°F in AZ & TX and below 40°F in NM if delivered above these temperatures.
3. Check at random and immediately record the temperature of three different types of potentially hazardous food (PHF) items immediately for each delivery (e.g., dairy products, frozen meats, fresh deli-sliced meats).
4. Place foods in the proper storage area (cooler or freezer) quickly to avoid potential bacterial growth.

### Receiving Dry Goods:

1. Check dry goods for leaks, flaws, or broken packages. Dry goods should be dry, free of mold, and free of insects. Reject flawed packages and put in a designated area for credit.
2. Inspect cans for leaks, incomplete labels, dents, bulges, and other visible signs of damage. Notify a manager if a damaged can is found.
3. Notify the unit supervisor or designee to call the vendor when damaged items are found so the product can be picked up and returned and a credit issued.
4. Date boxes and cans with receiving date.
5. Separate chemicals from foods.
6. Reject and remove damaged packages or cases. Return for credit.

### **MONITORING:**

1. Inspect the delivery truck when it arrives to ensure that it is clean, free of putrid odors, and organized to prevent cross-contamination. Be sure refrigerated foods are delivered on a refrigerated truck.
2. Check the interior temperature of refrigerated trucks.
3. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different from what is indicated on the delivery schedule, contact the vendor immediately.
4. Check frozen foods to ensure that they are all frozen solid and show no signs of thawing and refreezing, such as the presence of large ice crystals or liquids on the bottom of cartons.
5. Check the temperature of refrigerated foods.
  - a. For fresh meat, fish, and poultry products, insert a clean and sanitized thermometer into the center of the product to ensure a temperature of 41°F in AZ & TX and 40°F in NM or below. The temperature of milk should be 45 °F or below in AZ, NM and TX.
  - b. For packaged products, insert a food thermometer between two packages being careful not to puncture the wrapper. If the temperature exceeds 41°F in AZ & TX or 40°F in NM, it may be necessary to take the internal temperature before accepting the product.
  - c. For eggs, the interior temperature of the truck should be 45 °F or below in AZ, NM and TX.

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6. Check dates of milk, eggs, and other perishable goods to ensure safety and quality.
7. Check the integrity of food packaging.
8. Check the cleanliness of crates and other shipping containers before accepting products. Reject all foods that are shipped in dirty crates.

### **CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following these procedures.
2. Reject the following:
  - Frozen foods with signs of previous thawing
  - Cans that have signs of deterioration, such as swollen sides or ends, flawed seals or seams, dents, or rust
  - Punctured packages
  - Foods with out-dated expiration dates
  - Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy