Dock Receiving Count Sheet

Count at the dock, with the manifest in hand, before anything leaves the cart. Room-blocking items (★) first. Mark ☐ for any other item your bed-make standard requires.

Date: _____ **Delivery or route #:** _____ **Scheduled window:** _____ **Arrival time:** _____

Counted by: _____ **Cart condition:** ☐ covered and intact ☐ torn or missing cover ☐ wet or dirty cart ☐ linen touching the floor

Manifest in hand before unloading: ☐ yes ☐ no

Item	Room-blocking	Ordered (original order)	On manifest	Received (counted)	Short (–) or over (+)	Rejects pulled	Provider fill % (received ÷ ordered)
Fitted sheet	★						
Flat sheet	★						
Pillowcase	★						
Patient gown	☐						
Bath towel	☐						
Hand towel	☐						
Washcloth	☐						
Bath blanket	☐						
Spread or thermal blanket	☐						
Draw sheet	☐						
Scrub tops (all sizes)	☐						
Scrub pants (all sizes)	☐						
Isolation gown (reusable)	☐						
Total pieces							

Provider fill is counted here, at the dock, against the original order. **Internal fill** is counted at the unit against par. Keep them apart: a short dock points to the plant; a full dock with short closets points inside the hospital.

Never lower cart counts or par labels to hide a short delivery. Fill room-blocking items first, record the shortfall here, and tell your lead the same day with numbers.

Reported to: _____ **Time:** _____
Rejects handled per reject process: ☐ yes
Notes: _____

Linen Technician: Dock, Storage and Rounds, Lesson 2. Impact Training Company, Dock-to-Patient Linen Program. Original ITC tool. Follow your hospital's policies where they differ. © 2026 Impact Training Company.

WORKED EXAMPLE

Dock Receiving Count Sheet: filled in

The Lesson 2 delivery, filled in. Blue entries are what the technician wrote.

Date: Mon, Mar 8 Delivery or route #: Route 1 Scheduled window: 5:00 to 5:30 a.m. Arrival time: 5:20 a.m.

Counted by: J. Rivera Cart condition: ☑ covered and intact Manifest in hand before unloading: ☑ yes

Item	Room-blocking	Ordered (original order)	On manifest	Received (counted)	Short (–) or over (+)	Rejects pulled	Provider fill % (received ÷ ordered)
Flat sheet	★	900	900	900	0	6	100%
Pillowcase	★	450	450	400	–50	0	89%
Hand towel		500	200	200	–300	0	40%
Total pieces		1,850	1,550	1,500	–350	6	81%

HOW THE NUMBERS WORK

Short or over = received minus ordered. Pillowcases: 400 – 450 = –50.
Provider fill = received ÷ ordered. Whole order: 1,500 ÷ 1,850 = about 81 percent, a red signal.
Manifest vs. count: hand towels were shipped short and the manifest said so (200). Pillowcases were short of the manifest too: it said 450, the cart held 400. Both go in the report.
Rejects: 6 stained flat sheets were set aside and recorded. Fill uses pieces counted; rejects are reported separately.

WHAT THE TECHNICIAN SAID TO THE LEAD, 5:45 A.M.

"Today's delivery came in at 81 percent provider fill by piece: hand towels 200 of 500 and pillowcases 400 of 450, and 6 flat sheets were rejects. I filled room-blocking items first on the earliest-discharge units and logged the shortfall against the original order; can we raise it with the provider today?"

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