

# SOP Template: Delivery Route Assignment and Tracking Instructions

This SOP details the **delivery route assignment and tracking instructions**, covering the process of assigning delivery routes to drivers, tracking delivery progress in real-time, optimizing routes for efficiency, handling delivery exceptions and delays, communicating updates to customers and dispatch teams, and maintaining accurate records of deliveries. The goal is to ensure timely and accurate delivery of goods while maximizing route efficiency and customer satisfaction.

## 1. Purpose

To outline standardized steps for assigning delivery routes, monitoring deliveries, and ensuring reliable, efficient, and transparent delivery operations.

## 2. Scope

This SOP applies to dispatchers, delivery coordinators, and drivers involved in the delivery process.

## 3. Responsibilities

Role	Responsibilities
Dispatcher	Assign delivery routes, monitor progress, communicate exceptions, and maintain records.
Driver	Follow assigned routes, report exceptions, and update status as required.
Customer Service	Provide delivery updates to customers and receive feedback.

## 4. Procedure

- Route Assignment**
  - Review and confirm the list of scheduled deliveries for the day.
  - Use route optimization software or established routing strategies to generate efficient delivery routes.
  - Assign routes and stops to drivers, ensuring balanced workloads and compliance with legal driving limits.
  - Communicate route assignments, including order details and special instructions, to each driver in writing and/or via mobile dispatch tools.
- Real-Time Tracking**
  - Initiate live tracking for all active delivery vehicles using GPS-enabled devices or tracking software.
  - Monitor route progress, stop completion, and delivery times via the tracking dashboard.
- Route Optimization**
  - Continuously assess route performance and, when necessary, re-optimize in response to real-time traffic, weather, or delivery exceptions.
- Exceptions and Delays**
  - Drivers must immediately report any delivery exceptions or delays (e.g., vehicle breakdown, access issues) to the dispatcher.
  - Dispatcher to assess the situation and determine corrective actions (rerouting, rescheduling, customer notification).
- Customer and Dispatch Communication**
  - Provide customers with delivery ETAs and status updates as necessary (SMS, email, phone, or portal updates).
  - Communicate any major route adjustments or issues to the dispatch team immediately.
- Recordkeeping**
  - Record the completion of each delivery (electronic signature or photo proof preferred).
  - Document delivery performance metrics, exceptions, and actions taken in the delivery management system.

## 5. Definitions

- **Route Optimization:** The process of finding the most efficient path for deliveries, minimizing travel time and costs.
- **Exception:** Any unplanned event that disrupts delivery schedules or routes.

## 6. References

- Company Delivery Policy
- Delivery Management Software Manual

## 7. Revision History

Date	Version	Description	Author
2024-06-14	1.0	Initial SOP template release	Operations Team