

# SOP Template: Delivery Schedule Coordination and Notification Procedures

This SOP defines **delivery schedule coordination and notification procedures**, ensuring timely and accurate coordination of delivery times, communication with relevant stakeholders, handling of scheduling conflicts, and notification of any changes or delays. The goal is to optimize delivery efficiency, enhance customer satisfaction, and maintain clear communication throughout the delivery process.

## 1. Purpose

To establish standardized procedures for coordinating delivery schedules and notifying stakeholders of changes to ensure timely, efficient, and transparent delivery operations.

## 2. Scope

This SOP applies to all staff involved in the delivery scheduling, logistics, customer service, and warehouse management of [Company/Organization Name].

## 3. Responsibilities

- **Delivery Coordinator:** Oversees delivery scheduling, communicates with stakeholders, and manages scheduling conflicts.
- **Warehouse Staff:** Prepares goods for dispatch according to confirmed schedules.
- **Customer Service:** Communicates delivery updates and notifications to customers.
- **Drivers:** Adhere to delivery schedules and report any issues during transit.

## 4. Procedures

1. **Coordination of Delivery Schedules**
  - Receive and review orders requiring delivery.
  - Assess available delivery windows and assign based on priority and customer requirements.
  - Confirm delivery slot with customer and document in the scheduling system.
2. **Communication with Stakeholders**
  - Notify customer of scheduled delivery date/time via email, SMS, or call (as per customer preference).
  - Inform warehouse and drivers of confirmed delivery schedules daily.
3. **Handling Scheduling Conflicts**
  - Identify conflicts (e.g., double bookings, unavailable slots) through regular system reviews.
  - Communicate with affected parties to propose alternative arrangements.
  - Update the system and notify all stakeholders once conflicts are resolved.
4. **Notification of Changes or Delays**
  - Immediately inform customers and internal teams of any schedule changes or delays, providing updated delivery estimates.
  - Document the reason for delays in the system.
  - Follow up with the customer post-delivery to confirm receipt and satisfaction.

## 5. Documentation

- All delivery schedules and updates must be logged in the company's Delivery Management System (DMS).
- Maintain records of customer communications regarding scheduling and notifications.

## 6. Key Contacts

Role	Name	Phone	Email
Delivery Coordinator	[Name]	[Phone]	[Email]
Customer Service	[Name]	[Phone]	[Email]

## 7. Review & Revision

This SOP is subject to review annually or as needed based on operational changes. Suggestions for improvements should be directed to the Delivery Coordinator.

## 8. Appendix

- Sample delivery notification email/text templates
- Contact list template
- Example scheduling conflict log