

SOP: Documentation and Tracking of Sent Items

This SOP establishes standardized procedures for the **documentation and tracking of sent items**, ensuring accurate recording, monitoring, and management of dispatched goods or correspondence. It covers item labeling, tracking system usage, record maintenance, and communication protocols to enhance accountability, minimize losses, and improve delivery efficiency across all shipping and mailing operations.

1. Purpose

To ensure all items dispatched from the organization are properly documented, tracked, and communicated to relevant stakeholders, minimizing risk of loss and optimizing operational efficiency.

2. Scope

This SOP applies to all employees and departments involved in the packing, labeling, shipping, mailing, and delivery of physical items or official correspondence.

3. Responsibilities

- **Sender:** Initiates dispatch, completes documentation, and labels item(s).
- **Logistics/Shipping Personnel:** Verifies records, processes tracking, and updates the tracking system.
- **Recipient:** Confirms receipt and condition of items.
- **Administrator:** Maintains and audits dispatch records.

4. Procedure

- Preparation & Packaging**
 - Ensure the item is securely packed and protected against transit damage.
- Labeling**
 - Clearly label each item with:
 - Sender's name & contact information
 - Recipient's name & address
 - Unique item/dispatch reference number
 - Date of dispatch
- Documentation**
 - Complete a dispatch log entry (physical or digital) with the following information:
 - Date & time of dispatch
 - Item description and quantity
 - Tracking/reference number
 - Sender and recipient details
 - Courier/service provider (if applicable)
 - Signature of responsible personnel
- Tracking System Entry**
 - Input all relevant details into the tracking system/software immediately upon dispatch.
 - Assign or generate a tracking number if the courier does not provide one.
- Notification**
 - Notify the recipient of the item dispatch, expected delivery timeframe, and tracking number.
- Confirmation of Delivery**
 - Verify receipt with the recipient.
 - Update the record to reflect delivery, noting the recipient's confirmation and any delivery issues.

5. Records & Documentation

- Maintain all dispatch and delivery records for **minimum 12 months** (or as required by policy/regulation).
- Regularly audit records to ensure accuracy and completeness.

6. Communication Protocols

1. All notifications must be sent via official channels (e.g., company email, authorized messaging platform).
2. Immediate notification to supervisor/manager in case of discrepancies or delivery failures.

7. Reference Dispatch Log Template

Date/Time	Item Description	Quantity	Sender	Recipient	Tracking Number	Courier/Carrier	Status	Signature
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YYYY-MM-DD / HH:MM	Sample Item Name	1	John Doe	Jane Smith	TRK123456	FedEx	Sent/Pending/Delivered	J. Doe
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8. Review & Revision

This SOP shall be reviewed annually or as operational needs dictate. Updates must be communicated to all relevant personnel.