

SOP Template: Package Handover, Tracking, and Record Maintenance

This SOP details the procedures for **package handover, tracking, and record maintenance**, covering the systematic transfer of packages between personnel, accurate tracking through designated tools or software, and diligent record-keeping to ensure accountability and traceability. The aim is to streamline the logistics process, reduce errors, and maintain comprehensive documentation for audit and reporting purposes.

1. Purpose

To establish a standardized procedure for the handover, tracking, and maintenance of package records and ensure efficient, secure, and auditable logistics operations.

2. Scope

This SOP applies to all staff involved in the receipt, dispatch, handover, and record maintenance of packages within **[Organization Name]**.

3. Responsibilities

- **Sender:** Prepares and documents package details prior to handover.
- **Receiver:** Confirms receipt, inspects package condition, and acknowledges handover.
- **Logistics/Records Staff:** Updates tracking systems and maintains records as per procedure.
- **Supervisors:** Ensure compliance and conduct periodic audits.

4. Definitions

- **Package:** Any physical item or collection of items to be transferred, logged, and tracked.
- **Handover:** The physical and documented transfer of custody from one person to another.
- **Tracking System:** Tool or software used to record and monitor package status/location.

5. Procedure

5.1 Package Preparation

1. Label each package with unique identifier (tracking number, barcode, etc.).
2. Complete a Package Dispatch Form including:
 - Sender and receiver details
 - Package contents and value
 - Date & time of dispatch

5.2 Handover Process

1. Physically transfer the package to the receiver.
2. Receiver inspects package for damage and verifies contents.
3. Sender and receiver sign the Package Handover Form (digital or physical).
4. Handover record is logged in the tracking system.

5.3 Tracking

1. Update package status at each stage (dispatch, in transit, received).
2. Use designated tracking software/tool; record personnel, timestamps, and location.
3. Resolve discrepancies immediately and update system accordingly.

5.4 Record Maintenance

1. Maintain electronic and/or physical records for all packages for a minimum period of **[X years/months]**.
2. Backup electronic records as per IT policy.

3. Ensure records are accessible for audit and reporting.

5.5 Exception Handling

1. Report damaged/missing packages to supervisor within **[specified timeframe]**.
2. Document the incident in the tracking/record system and commence investigation.

6. Documentation & Forms

Document/Form	Description
Package Dispatch Form	Details package contents, sender, receiver, and dispatch info.
Package Handover Form	Records signatures and condition at transfer.
Tracking Log	Chronological record of package movement and status.
Exception Report	For lost, delayed, or damaged items.

7. Audit & Review

- Periodic review of records and tracking data by supervisors.
- Annual SOP review to ensure relevance.
- Continuous improvement based on audit findings.

8. References

- Related company policies (e.g., Data Retention, Security, Transportation)
- User Manuals for tracking tools/software

9. Approval & Revision History

Version	Date	Approved By	Summary of Changes
1.0	[Date]	[Approver Name/Title]	Initial release