

SOP: Pre-arrival Documentation Collection and Verification

Purpose:

This SOP details the process for **pre-arrival documentation collection and verification**, outlining steps to gather, review, and confirm all necessary documents prior to arrival. It ensures compliance with regulatory requirements, accuracy of records, and readiness for smooth processing upon arrival, minimizing delays and errors.

1. Scope

This SOP applies to all team members responsible for coordinating and managing the documentation required for inbound individuals or consignments prior to their arrival.

2. Responsibilities

- **Documentation Coordinator:** Oversees collection, review, and verification of documents.
- **Receiving Department:** Validates readiness for processing upon arrival.
- **Compliance Officer:** Confirms adherence to regulatory requirements.
- **Incoming Party/Client:** Provides required documents in a timely manner.

3. Definitions

- **Pre-arrival Documentation:** All documents that must be received and confirmed before the arrival of individuals or shipments.
- **Verification:** The process of ensuring documents are complete, authentic, and compliant with regulations or organizational standards.

4. Procedure

1. Document Checklist Preparation

Prepare a comprehensive checklist of required documents necessary for each type of arrival (e.g., shipment, personnel). Include all regulatory, operational, and client-specific requirements.

Document Name	Purpose	Required By
Photo ID / Passport	Identity verification	All arrivals
Arrival Manifest	Inventory check	Consignments
Customs Declaration	Compliance	International arrivals

2. Request for Documentation

Initiate communication with the incoming party, providing the checklist and clear instructions for submission deadlines and formats (e.g., scanned copies, originals).

3. Collection and Logging

Receive and log all documents using a tracking system or spreadsheet, noting date and time of receipt for each item.

4. Document Review and Validation

- Check for completeness and correctness against the checklist.
- Verify authenticity where necessary (stamps, signatures, barcodes, watermarks).
- Cross-check data for consistency across documents.

5. Handling Discrepancies or Missing Information

- Immediately notify the incoming party of any discrepancies or missing items.
- Maintain clear communication records (emails, call logs).
- Set a deadline for rectification; escalate as per protocol if not resolved.

6. Final Confirmation

Confirm that all documents are complete and valid. Share the confirmation with relevant departments to ensure preparedness for arrival.

5. Communication Protocol

- All communications regarding documentation must be recorded and archived.
- Use official channels (company email, secure platforms) for exchanging documents.
- Send reminders three days before the arrival date if any outstanding documents remain.

6. Record Keeping

- Retain all received documents and correspondence in a secure digital or physical location, per company policy and regulatory standards.

7. References

- Company's Data Privacy Policy
- Relevant regulatory guidelines (customs, immigration, safety, etc.)

Note: *This SOP must be reviewed and updated annually or whenever regulatory or process changes occur.*