

Standard Operating Procedure (SOP): Record-Keeping and Tracking of Registered, Express, or Valuable Shipments

This SOP details the procedures for **record-keeping and tracking of registered, express, or valuable shipments**, ensuring accurate documentation, timely updates, and secure handling throughout the shipping process. It includes guidelines for logging shipment details, monitoring transit status, managing delivery confirmations, addressing discrepancies promptly, and maintaining compliance with shipping regulations to guarantee transparency and traceability of all high-value parcels.

1. Purpose

To establish a standardized approach for documenting, tracking, and managing registered, express, or valuable shipments, aiming to ensure accountability, transparency, and compliance with regulatory and organizational requirements.

2. Scope

This SOP applies to all personnel involved in the preparation, dispatch, receipt, and record management of high-value, registered, or express shipments.

3. Responsibilities

- **Shipping Personnel:** Properly document and log shipment details, monitor shipment status, and promptly report discrepancies.
- **Supervisors/Managers:** Ensure adherence to SOP procedures and assist with resolution of shipment-related issues.
- **Records/Compliance Officer:** Regularly audit records and monitor compliance with shipping regulations.

4. Procedure

1. **Documentation and Logging**
 - Record all registered, express, or valuable shipments in the centralized shipment log (digital or physical).
 - Capture the following information:
 - Date and time of dispatch
 - Sender/Recipient details
 - Description and value of contents
 - Tracking/reference number
 - Shipping carrier/method
 - Special handling instructions (if any)
2. **Tracking and Monitoring**
 - Monitor shipment status daily using the carrier's tracking system.
 - Document all status updates in the log (dispatched, in transit, delivered, delayed, etc.).
 - Flag and escalate any suspicious activities or prolonged delays to the supervisor immediately.
3. **Delivery Confirmation Management**
 - Obtain proof of delivery (electronic signature, receipt, or confirmation slip) for all shipments.
 - Attach scanned copies or physical documents to the shipment log entry.
4. **Discrepancy Handling**
 - Investigate missing, damaged, or delayed shipments promptly.
 - Document findings and actions taken in the shipment log.
 - Notify relevant parties and escalate unresolved issues as per company policy.
5. **Record Retention and Compliance**
 - Retain all shipment records for the period specified by company and regulatory policies.
 - Ensure security and confidentiality of valuable shipment documentation at all times.

5. Shipment Log Template (Example)

Date/Time	Sender	Recipient	Description/Value	Tracking #	Carrier/Method	Status/Updates	Proof of Delivery	Remarks
2024-06-10 09:00	John Doe	Jane Smith	Confidential Documents / \$5,000	EXP123456789	FedEx Express	Delivered 2024-06-11 13:20	Signed POD attached	--

6. References

- Company Shipping Policy Manual
- Applicable national/international shipping regulations

- Carrier guidelines for valuable shipments

7. Revision History

Version	Date	Description	Author
1.0	2024-06-10	Initial SOP release	Logistics Manager