SOP Template: Scheduling of Pickup and Dispatch with Postal/Courier Services

This SOP defines the procedure for **scheduling of pickup and dispatch with postal/courier services**, ensuring timely and efficient collection and delivery of packages. It covers booking pickups, preparing shipment documentation, coordinating with courier providers, tracking shipments, managing delays or issues, and maintaining communication with relevant departments. The objective is to streamline logistics operations, minimize delivery disruptions, and enhance customer satisfaction through accurate and consistent dispatch scheduling.

1. Purpose

To establish a standardized process for scheduling, pickup, and dispatch of packages and documents with postal/courier services.

2. Scope

This procedure applies to all departments involved in dispatching outbound items via postal or courier services.

3. Responsibilities

- **Logistics/Dispatch Team:** Initiate booking, prepare documentation, hand over items, and track shipments.
- **Sender/Originating Department:** Notify logistics team and provide package details.
- **Courier/Postal Service Provider:** Collect, transport, and deliver packages as per the schedule.
- **Admin/Support Staff:** Maintain records and communicate updates internally.

4. Procedure

1. **Request & Booking:**
   - Departments submit a dispatch request with package details (recipient, address, weight, priority, etc.) to the Logistics Team.
   - Logistics Team reviews and confirms dispatch details.
   - Book pickup with the approved postal/courier service, specifying date, time, and package details.
2. **Preparation of Shipment:**
   - Ensure items are securely packed and labeled according to courier/postal guidelines.
   - Prepare necessary documentation (waybill, invoice, customs documents if applicable).
3. **Handover to Courier:**
   - At scheduled time, hand over prepared packages and documentation to the courier representative.
   - Obtain acknowledgment or receipt of pickup.
4. **Tracking & Monitoring:**
   - Record the tracking number(s) in the dispatch log.
   - Monitor shipment status until successful delivery.
5. **Managing Delays/Issues:**
   - If notified of any delay or delivery issue, escalate immediately to the service provider and inform relevant internal departments.
   - Document issues and follow through until resolved.
6. **Communication & Documentation:**
   - Maintain clear communication with all involved parties.
   - File all related documentation and proof of delivery for records and future reference.

5. Documentation & Records

Document	Responsible	Retention Period
Dispatch Log	Logistics Team	1 Year
Waybill/Receipt	Logistics Team	1 Year
Correspondence with Courier	Admin/Support Staff	1 Year

6. Review & Continuous Improvement

- Regularly review the efficiency and compliance of courier scheduling and dispatch processes.
- Update the SOP as required to incorporate feedback, new regulations, or changes in service providers.

Note: Maintain confidentiality and handle all packages in accordance with company and legal policies.