SOP: Outbound Courier Scheduling and Dispatch Process

> **Purpose:** This SOP details the **outbound courier scheduling and dispatch process**, covering systematic planning, coordination, and execution of courier pickups and deliveries. It aims to enhance operational efficiency, maintain delivery timelines, and improve customer satisfaction through effective courier management.

1. Scope

This SOP applies to all personnel involved in order processing, courier scheduling, dispatch, and monitoring within the outbound logistics workflow.

2. Responsibilities

Role	Responsibility
Logistics Coordinator	Oversees scheduling, assignment, and route optimization of outbound couriers.
Dispatch Team	Coordinates with couriers, ensures order readiness, and monitors timely dispatch.
Customer Service	Handles communication with clients regarding courier pickup and delivery updates.
Courier/Driver	Executes pickups/deliveries as per schedule and communicates status.

3. Process Workflow

1. **Order Verification**
   - Review all outbound shipment orders for completeness and accuracy.
   - Confirm address, contact details, and shipment contents.
2. **Courier Assignment**
   - Assign available couriers based on destination, shipment type, and workload balance.
   - Record assignments in the Courier Management System (CMS).
3. **Route Optimization**
   - Utilize route optimization tools to plan efficient delivery paths considering traffic, distance, and priority.
   - Share optimized routes with couriers prior to dispatch.
4. **Dispatch Preparation**
   - Verify readiness of shipments (proper packaging, labeling, and documentation).
   - Prepare dispatch manifest and obtain courier acknowledgment.
5. **Courier Briefing & Dispatch**
   - Brief courier on routes, special instructions, and customer requirements.
   - Dispatch shipments as per schedule and record time of departure.
6. **Communication & Updates**
   - Keep customers informed regarding estimated delivery times and any exceptions.
   - Establish clear channels for couriers to report issues or delays.
7. **Monitoring & Confirmation**
   - Track delivery progress using GPS/system updates.
   - Upon completion, verify delivery confirmation and update records in the system.
8. **Issue Resolution**
   - Log any issues, delays, or customer complaints.
   - Follow up for closure and implement corrective actions if necessary.

4. Communication Protocols

- Use official communication platforms (e.g., company intranet, SMS, email, or dispatch app) for coordination and

updates.
- Document all communication regarding scheduling changes, delays, or issues.
- Escalate any urgent issues immediately to logistics management.

5. Monitoring & Reporting

- Monitor courier location and delivery status in real-time during dispatch hours.
- Compile daily performance reports outlining on-time deliveries, exceptions, and customer feedback.
- Analyze trends to identify areas for process improvement.

6. Review and Continuous Improvement

- Conduct quarterly reviews of the outbound courier process.
- Solicit feedback from couriers and customers to enhance scheduling and dispatch efficiency.
- Update the SOP as required to reflect changes in technology, regulatory requirements, or business practices.

7. Related Documents

- Courier Assignment Record Template
- Dispatch Manifest Template
- Delivery Confirmation Form
- Customer Communication Log