

SOP: Shipping and Delivery Scheduling Procedures

This SOP details the **shipping and delivery scheduling procedures**, encompassing order processing, shipment planning, carrier selection, delivery time coordination, tracking and monitoring shipments, communication with customers, handling delays and exceptions, and documentation requirements. The objective is to ensure timely and accurate delivery of goods while optimizing logistics efficiency and maintaining customer satisfaction.

1. Purpose

To outline standardized procedures for processing shipments and scheduling deliveries in a manner that meets service agreements and operational efficiency targets.

2. Scope

This SOP applies to all employees involved in shipping, logistics, order management, and delivery coordination departments.

3. Responsibilities

Role	Responsibility
Order Processor	Receives and verifies customer orders, enters data into the system.
Logistics Coordinator	Plans shipment, schedules delivery, selects carriers, and manages documentation.
Shipping Clerk	Packs orders, labels shipments, prepares goods for dispatch.
Customer Service	Communicates with customers regarding delivery schedules and handles exceptions.

4. Procedure

- Order Processing**
 - Receive order via approved channels (e.g., ERP, email, e-commerce platform).
 - Verify order accuracy and inventory availability.
 - Input order details into the order management system.
- Shipment Planning**
 - Determine shipping method based on order priority, size, and destination.
 - Check delivery calendars and establish provisional delivery dates.
- Carrier Selection**
 - Compare carrier options based on cost, speed, and reliability.
 - Select the most suitable carrier as per company agreements and customer requirements.
- Delivery Coordination**
 - Contact customer (if applicable) to confirm delivery date and address.
 - Update delivery schedule in the logistics management system.
- Shipment Dispatch**
 - Prepare and pack goods following standard packing procedures.
 - Generate shipping labels and required documentation (e.g., bill of lading, customs forms).
 - Dispatch shipment to carrier and record tracking information.
- Tracking and Monitoring**
 - Monitor shipment status through carrier portals or logistics software.
 - Proactively notify customers of shipment progress and estimated delivery time.
- Handling Delays and Exceptions**
 - Identify potential delays (weather, customs, carrier issues) as early as possible.
 - Advise customers of delays and provide revised delivery estimates.
 - Escalate unresolved issues to management per escalation matrix.
- Documentation and Record Keeping**
 - Archive shipping documents, delivery confirmations, and correspondence per company policy.
 - Verify delivery receipt and close order in system.

5. Documentation Requirements

- Order confirmation/acknowledgment
- Shipping label and carrier waybill
- Bill of Lading
- Delivery receipt/proof of delivery
- Exception reports (if applicable)

6. Communication Guidelines

- All shipment updates must be communicated to the customer proactively.
- Maintain clear, professional, and accurate records of communication.
- Escalate sensitive issues or major delays to supervisors promptly.

7. Revision History

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