

# Standard Operating Procedure (SOP): Transportation Booking and Logistics Management

This SOP details the procedures for **transportation booking and logistics management**, including scheduling and coordinating shipments, managing transportation resources, tracking and monitoring delivery status, handling documentation and compliance requirements, and addressing delays or issues. The goal is to ensure efficient and timely transportation of goods while optimizing logistics operations and maintaining clear communication with all stakeholders.

## 1. Purpose

To establish standardized procedures for booking transportation and managing logistics to enable efficient scheduling, resource utilization, shipment tracking, and compliance with all relevant regulations.

## 2. Scope

This SOP applies to all personnel involved in transportation booking, coordination, and logistics management for company shipments, both inbound and outbound.

## 3. Responsibilities

- **Logistics Team:** Oversees the entire process and coordinates between internal and external stakeholders.
- **Transportation Coordinator:** Schedules bookings, tracks shipments, and maintains records.
- **Warehouse/Loading Staff:** Prepares goods for dispatch and assists with documentation.
- **Compliance Officer:** Ensures all documentation and regulations are met.
- **Suppliers/Carriers:** Provide transportation services and updates on shipment status.

## 4. Procedure

### 1. Shipment Request and Scheduling

- Receive transportation requests from relevant departments or clients.
- Confirm shipment details: type, quantity, weight, dimensions, pickup, and delivery locations, and preferred dates.
- Select appropriate transportation mode (road, rail, air, sea) based on cost, urgency, and cargo nature.
- Schedule booking with selected carrier and obtain confirmation.

### 2. Coordination and Resource Management

- Allocate required transportation resources (vehicles, drivers, loading equipment).
- Coordinate with warehouse for cargo preparation and readiness for loading as per schedule.
- Communicate booking and loading details to all relevant teams.

### 3. Documentation and Compliance

- Prepare all necessary documents (bill of lading, packing list, invoices, permits, customs documents).
- Verify carrier credentials and insurance coverage.
- Ensure compliance with legal, safety, and environmental regulations.

### 4. Shipment Tracking and Monitoring

- Track shipment status via carrier systems or GPS tools.
- Update stakeholders on pickup, transit, and estimated delivery times.
- Monitor for delays, rerouting, or exceptions; update records accordingly.

### 5. Handling Delays, Issues, or Changes

- Immediately notify affected parties of any shipment delays or issues.
- Coordinate with carriers to resolve problems, such as route changes or vehicle breakdowns.
- Document the issue, actions taken, and final resolution.

### 6. Delivery and Confirmation

- Confirm delivery of goods with receiving party and obtain signed proof of delivery.
- Update internal records and file all documentation for future reference.

## 5. Documentation Matrix

Document	Responsible	Retention Period
Booking Confirmation	Transportation Coordinator	2 years
Bill of Lading	Logistics Team	2 years
Delivery Slips/Proof of Delivery	Warehouse Staff	2 years
Incident Reports	Logistics Team	2 years

## 6. Communication

- Maintain regular communication between all stakeholders throughout the process.
- Escalate critical issues to management as per escalation matrix.
- Provide shipment tracking updates as per customer or client requirements.

## 7. Review and Continuous Improvement

- Review transportation and logistics processes at least annually or after any major incident.
- Collect team and stakeholder feedback for process improvement.
- Update SOP as needed to reflect changes in regulations, technologies, or business needs.

## 8. Reference

Refer to applicable company policies and government regulations relating to transportation, logistics, and compliance.