

SOP Template: Address and Contact Verification for Deliveries

This SOP details the process for **address and contact verification for deliveries**, ensuring accurate and reliable recipient information prior to dispatch. It includes steps for confirming delivery addresses, validating contact numbers, coordinating with customers for any discrepancies, and updating records to minimize delivery errors and delays. This procedure aims to enhance delivery efficiency, customer satisfaction, and reduce instances of undelivered or misplaced shipments.

1. Purpose

To ensure that all delivery orders have accurate and validated address and contact information before dispatch, thereby minimizing delivery errors and maximizing customer satisfaction.

2. Scope

This SOP applies to all personnel involved in order processing, dispatch, and delivery coordination.

3. Responsibilities

Role	Responsibilities
Order Processing Team	Initial collection and entry of recipient information
Customer Service	Contacting customers in case of incomplete or unclear data
Dispatch/Logistics Team	Final verification before dispatch and record updates

4. Procedure

- Collect Recipient Details:**
 - Obtain full delivery address and contact number at the point of order entry.
 - Ensure mandatory information is filled: street address, city, postal code, contact name, phone number, and any landmark if available.
- Validate Address:**
 - Use address validation tools or databases to confirm the address exists and matches postal standards.
 - Flag any incomplete, ambiguous, or unusual addresses for review.
- Verify Contact Number:**
 - Check phone number format and area code validity.
 - Call or message the customer to confirm the contact number is operational, if required.
- Discrepancies & Corrections:**
 - If discrepancies or missing details are identified, promptly contact the customer via phone, email, or messaging.
 - Record the corrections or confirmations received from the customer.
- Update Records:**
 - Input verified address and contact information into the order management or delivery system.
 - Document any changes and the date/time of verification.
- Final Confirmation Before Dispatch:**
 - Reconfirm that all recipient details are correct prior to releasing the delivery for dispatch.
 - Address any last-minute changes or customer requests as needed.

5. Records and Documentation

- Maintain a log of all address/contact verifications and communications with customers.
- Archive verified documentation for audit and reference.

6. Review and Improvement

- Regularly review delivery exceptions and undelivered shipments to identify verification process gaps.
- Update SOP as necessary to incorporate process improvements and changes in delivery practices.

7. References

- Order Management System User Manual
- Customer Service Communication Guidelines
- Postal Address Verification Tools Documentation