

SOP: Proof of Delivery Documentation and Signatures Protocol

Purpose

This SOP details the **proof of delivery documentation and signatures protocol**, covering procedures for verifying delivered goods, obtaining recipient signatures, recording delivery times and conditions, handling discrepancies or damages, and maintaining accurate delivery records. The goal is to ensure accountability, confirm receipt of shipments, and facilitate efficient dispute resolution by adhering to standardized documentation and signature collection practices.

Scope

This SOP applies to all personnel involved in the delivery, receipt, and documentation of shipped goods, including drivers, warehouse staff, and administrative personnel.

Responsibilities

- **Delivery Personnel:** Ensure goods are delivered, proper documentation is completed, and signatures are obtained.
- **Recipient:** Verify goods received, inspect for damages, and sign proof of delivery (POD) documents.
- **Logistics/Administration:** Maintain delivery records, investigate discrepancies, and archive documentation.

Procedures

1. Preparing for Delivery

- Review delivery documentation (packing list, delivery note, etc.) before departure.
- Confirm with warehouse that goods match the delivery documents.
- Ensure POD form/device is ready for use.

2. Upon Arrival at Destination

- Present goods and delivery documentation to the recipient.
- Allow recipient time to verify the items against the delivery note.
- If requested, assist the recipient in inspecting goods for visible damage or discrepancies.

3. Obtaining Recipient Signatures

- Request recipient to sign the POD document (paper or electronic device).
- Record recipient's printed name, signature, date, and time of delivery.
- If using electronic POD, ensure all required fields are completed.
- If recipient refuses to sign, record the reason and notify your supervisor immediately.

4. Recording Delivery Conditions & Time

- Note the exact date and time of delivery on the POD.
- Document delivery conditions (e.g., weather, site condition) if required.
- Photograph goods at the delivery site if policy requires visual proof.

5. Handling Discrepancies or Damages

- If any item is missing, damaged, or incorrect, record the details on the POD document.
- Have recipient acknowledge the discrepancy/damage on the POD and, if possible, sign next to the noted issue.
- Take photographs of the damaged or missing items when possible.
- Inform dispatch/administration of the issue promptly for investigation.

6. Submitting and Maintaining Delivery Records

- Submit completed POD documents to administration at the end of each shift or as instructed.
- Ensure all delivery records are filed and stored securely, whether physical or digital, for the required retention period.

- Delivery records must be accessible for auditing and dispute resolution purposes.

Records and Documentation

Document	Retention Period	Storage Method
Proof of Delivery Forms (paper/electronic)	Min. 2 years	Secure file cabinet/Cloud storage
Photographic Evidence (if applicable)	Min. 2 years	Cloud storage/Company server
Discrepancy/Damage Reports	Min. 2 years	Filed with delivery records

References

- Company Delivery Policy
- Records Retention Policy
- Dispute Resolution Procedures

Revision History

Version	Date	Description	Author
1.0	2024-06-11	Initial SOP release	[Your Name/Dept]