

SOP: Verification and Documentation of Sender Details and Date/Time of Reception

Purpose

This SOP details the **verification and documentation of sender details and date/time of reception**, ensuring accurate recording of communication origins and timestamps. It covers procedures for confirming sender identity, capturing precise receipt time and date, maintaining records for accountability, and facilitating traceability in communication workflows. The objective is to guarantee integrity, reliability, and proper tracking of incoming information within organizational processes.

Scope

This SOP applies to all incoming communications, including but not limited to emails, physical mail, electronic forms, and internal memos directed to the organization.

Responsibilities

- **Receiving Personnel:** Ensure all sender details and reception timestamps are verified and recorded accurately.
- **Supervisors/Managers:** Review records periodically for accuracy and completeness.
- **IT/Records Department:** Maintain secure, accessible records and support traceability requirements.

Procedure

1. **Receiving Communication**
Upon receipt of communication (physical, electronic, or verbal):
 - Check for completeness of sender's information (name, contact details, organization, etc.).
 - If information is missing or unclear, follow up with the sender for clarification.
2. **Verify Sender Details**
 - Physically verify ID for in-person or courier deliveries.
 - Validate email domain or sender ID for electronic communication.
 - Document means of verification used (ID, email system, phone verification, etc.).
3. **Record Date and Time of Reception**
 - Use a synchronized system clock for accuracy.
 - For physical documents: note the exact time and date received on the document and/or in the logbook.
 - For electronic communications: record system-generated timestamps.
4. **Documentation**
 - Enter sender details and date/time of reception in the designated log (electronic or manual).
 - Indicate method of receipt (email, courier, hand delivery, etc.).
5. **Record Maintenance and Security**
 - Ensure all records are stored securely and are accessible only by authorized personnel.
 - Maintain records in accordance with organizational retention policies.
6. **Review and Audit**
 - Periodically audit records for accuracy and completeness.
 - Address discrepancies according to organizational protocol.

Documentation Template

Sender Name	Sender Contact/Organization	Means of Verification	Document/Message Reference	Date Received	Time Received	Received By	Method of Receipt	Notes
John Doe	ABC Corp / john@abccorp.com	Email domain verified	Invoice #4567	2024-06-28	09:15	Jane Smith	Email	Urgent

References

- Organizational Records Management Policy
- Data Protection Regulations

- Internal Communication and Security Policies

Revision History

Date	Revision	Description	Reviewed By
2024-06-28	1.0	Initial release	M. Lee