

# Standard Operating Procedure (SOP)

## Customer Identification and Order Verification at Delivery

This SOP details the procedures for **customer identification and order verification at delivery** to ensure accurate and secure order fulfillment. It includes confirming customer identity through valid identification, verifying order details such as items, quantities, and delivery address, and addressing discrepancies before handing over the products. These steps enhance customer satisfaction, prevent fraud, and maintain operational efficiency during the delivery process.

### 1. Purpose

To define the standard process for verifying customer identity and order accuracy prior to completing a delivery, ensuring secure and correct handover of goods.

### 2. Scope

This SOP applies to all delivery personnel and staff responsible for last-mile order fulfillment, regardless of delivery method or location.

### 3. Responsibilities

- Delivery personnel: Execute customer identification and order verification as per procedure.
- Supervisors/Managers: Provide training and ensure compliance.
- Customer Support: Resolve reported discrepancies or issues.

### 4. Required Materials

- Order details (digital or printed manifest)
- Customer-provided proof of identity
- Mobile device or checklist for documentation

### 5. Procedure

#### 1. Arrival and Greeting

Greet the customer courteously upon delivery at the listed address.

#### 2. Customer Identification

- Ask the customer for a valid government-issued photo ID (e.g., driver's license, passport, national ID).
- Check that the name on the ID matches the name on the order or record of authorized recipient.

#### 3. Order Details Verification

- Review the order manifest and confirm:
  - Correct delivery address.
  - Customer name matches documentation/ID.
  - All items and quantities are correct.
- Show the customer the items if necessary for confirmation.

#### 4. Address Discrepancies

- If any detail (ID, address, item, or quantity) does not match:
  - Do not hand over the items.
  - Contact supervisor or customer support for guidance.

#### 5. Handover and Documentation

- Upon successful verification, hand over the order to the customer.
- Request customer signature (physical or digital) to confirm receipt.
- Log delivery completion and note any issues.

### 6. Documentation & Record-Keeping

- Maintain delivery logs (including verification results and customer signature).
- Report and record all discrepancies and resolutions.

### 7. Safety & Confidentiality

- Protect customer personal information in compliance with applicable privacy regulations.
- Do not share order or identity details outside of required delivery documentation.

### 8. Revision History

Version	Date	Description	Author
1.0	2024-06-19	Initial SOP release.	Operations Manager