

Standard Operating Procedure (SOP): Order Delivery and Customer Handoff Protocol

This SOP details the **order delivery and customer handoff protocol**, encompassing order verification, packaging standards, delivery scheduling, route optimization, customer communication, handoff procedures, and post-delivery confirmation. The goal is to ensure timely, accurate, and efficient delivery of orders while maintaining clear communication and satisfaction at the point of customer receipt.

1. Order Verification

1. Retrieve the customer's order from the order management system.
2. Confirm order details: product type, quantity, customer information, and delivery address.
3. Check for any special instructions or delivery requirements.
4. Document order verification using the designated checklist.

2. Packaging Standards

1. Inspect all items for quality and completeness prior to packaging.
2. Package items using industry-standard materials to prevent damage during transit.
3. Include all required documentation (e.g., invoice, warranty, instructions) inside the package.
4. Seal packaging securely and label with order number and recipient details.

3. Delivery Scheduling

1. Review customer's preferred delivery time window if provided.
2. Contact the customer to confirm or reschedule the delivery window, as necessary.
3. Record the confirmed delivery time in the delivery management system.

4. Route Optimization

1. Assess all scheduled deliveries for the day.
2. Use routing software or maps to optimize delivery sequence for efficiency and promptness.
3. Prepare an updated delivery manifest for the driver/team.

5. Customer Communication

1. Send a delivery reminder (SMS/Email/App notification) to the customer 1-2 hours prior to arrival.
2. Provide the customer with delivery details, including estimated arrival time and driver contact if applicable.
3. Be available to answer any queries from the customer pre-delivery.

6. Handoff Procedure

1. On arrival, greet the customer professionally and verify their identity (name, order number, valid ID if required).
2. Present the package for inspection; allow customer to verify contents if feasible.
3. Address any immediate issues or concerns raised by the customer.
4. Obtain customer signature (paper or digital) as proof of delivery.
5. If the customer is unavailable, follow the established protocol for missed deliveries (e.g., leave in safe place, reschedule, notify support).

7. Post-Delivery Confirmation

1. Update the delivery status in the system as “Delivered” with time and name of recipient.
2. Send confirmation (SMS/Email/App) to the customer thanking them for their purchase and noting successful delivery.
3. Invite feedback on the delivery experience via survey or follow-up communication.

8. Responsibilities & Contacts

Role	Responsibility	Contact
Order Processor	Order verification, packaging	orders@example.com
Dispatcher	Route optimization, scheduling	dispatch@example.com
Delivery Personnel	Handoff procedure, customer interaction	delivery@example.com
Customer Service	Support and post-delivery confirmation	support@example.com

9. Revision History

Date	Revision	Description
2024-06-01	1.0	Initial SOP Release