

# SOP Template: Order Dispatch and Handover to Courier

This SOP details the **order dispatch and handover to courier** process, covering the steps for accurate order picking, packaging, labeling, and documentation. It ensures timely coordination with courier services, verification of shipment details, and secure transfer of packages to courier personnel. The procedure aims to maintain order accuracy, prevent loss or damage, and streamline logistics for customer satisfaction and efficient delivery operations.

## 1. Purpose

To establish a standardized process for dispatching orders and handing them over to courier services, ensuring accuracy, security, and efficiency.

## 2. Scope

This SOP applies to all warehouse and logistics personnel responsible for order fulfillment and dispatch.

## 3. Responsibilities

- **Warehouse Staff:** Order picking, packing, and verification.
- **Logistics Coordinator:** Courier scheduling, documentation, and final checks.
- **Courier Personnel:** Collection and onward transportation of dispatched orders.

## 4. Procedure

### 1. Order Picking

- Print order lists from the system.
- Pick items based on order details, ensuring correct quantity and SKU.
- Double-check items against order sheet.

### 2. Packing and Sealing

- Inspect items for quality and damage before packing.
- Pack items using appropriate materials to avoid movement or breakage.
- Seal packages securely.

### 3. Labeling

- Print and affix shipping labels with clear recipient and tracking details.
- Include any required handling instructions (e.g., "Fragile").

### 4. Documentation Preparation

- Generate and attach invoices, packing slips, and shipment manifests if required.
- Complete handover documentation for the courier (logbook, digital entry, etc.).

### 5. Courier Coordination

- Notify the courier partner of ready shipments.
- Confirm pick-up schedule and ensure courier arrival is on time.

### 6. Verification and Handover

- Verify courier personnel ID and company.
- Count and cross-check packages with shipment manifest.
- Obtain courier's signature or digital acknowledgment on the handover list.
- Handover all packages to the courier personnel.

### 7. Post-Dispatch

- Update shipment status in the order management system.
- File all records and handover documents.
- Report any discrepancies or incidents to management.

## 5. Documentation & Records

- Order picking list
- Packing slips/invoices

- Shipping labels
- Courier handover log
- Shipment manifest

## **6. Safety & Security**

- Packages should not be left unattended at any stage.
- Verify courier identity before handover.
- Escalate suspicious activities to a supervisor immediately.

## **7. Review & Audit**

This SOP should be reviewed every 12 months or after any incident, process change, or audit recommendation.