# Standard Operating Procedure (SOP): Package Inspection and Damage Reporting Protocol

This SOP details the **package inspection and damage reporting protocol**, covering the systematic inspection of incoming and outgoing packages, identification of damages or discrepancies, documentation procedures, communication with relevant departments, and steps for timely resolution. The aim is to ensure the integrity of shipments, minimize loss, and maintain customer satisfaction through prompt and accurate damage reporting and handling processes.

## 1. Purpose

To establish a standardized protocol for inspecting incoming and outgoing packages, identifying and documenting damages/discrepancies, and facilitating appropriate action for resolution.

## 2. Scope

This SOP applies to all warehouse, shipping/receiving, and customer service personnel involved in handling shipments at *[Organization Name]*.

## 3. Responsibilities

- **Warehouse/Receiving Staff:** Inspect all packages, record findings, and report issues.
- **Shipping Staff:** Inspect outbound packages before dispatch; ensure reports are up-to-date.
- **Supervisors/Managers:** Review damage reports and coordinate corrective actions.
- **Customer Service:** Communicate with customers regarding shipment conditions and resolutions.

## 4. Procedure

1. **Package Receipt & Inspection**
   - Upon arrival/departure, visually inspect package for damage (dents, tears, wetness, punctures, crushed corners, broken seals, etc.).
   - Check for correct quantity and labeling; verify with packing slip or shipping document.

2. **Damage/Discrepancy Identification**
   - Examples of reportable issues: physical damage, missing items, incorrect contents, tampered seals.
   - Take clear photographs of the package/external or internal damage as evidence.

3. **Documentation**
   - Complete a *Package Inspection & Damage Report* form (see example in Section 6).
   - Record details: date/time, shipment number, carrier, description of damage/activity, supporting photos.
   - Submit report to the designated supervisor/manager within **X** hours of discovery.

4. **Communication**
   - Notify relevant departments (e.g., Procurement, Shipping, Customer Service) promptly.
   - For customer shipments, alert Customer Service to coordinate notification and next steps.

5. **Resolution & Follow-Up**
   - Supervisor/Manager investigates and determines action: replacement, return, claim, etc.
   - Monitor resolution progress; update records and communicate status to involved parties.

## 5. Records & Retention

- Maintain damage reports, inspection records, and communication logs for minimum **[Retention Period]**.
- Ensure secure and confidential storage of records.

## 6. Forms & Templates

| Field | Description |
|---|---|
| Date/Time of Inspection | Date and time package was inspected |

| Shipment/Tracking Number | Reference for package identification |
|---|---|
| Carrier | Shipping/delivery company name |
| Inspector Name | Individual conducting inspection |
| Condition/Description | Notes on the state of the package; details of any damages |
| Photographs | Attach or reference digital images taken |
| Action Taken | Immediate steps and follow-up actions |
| Supervisor Signature | Confirmation and review |

## 7. Revision & Review

- This SOP shall be reviewed annually, or as needed, to ensure ongoing effectiveness and compliance.

**Document Control:**
SOP Version: *1.0* | Effective Date: *[YYYY-MM-DD]* | Approved by: *[Name/Title]*