

# Standard Operating Procedure (SOP)

## Tray/Container Retrieval and Post-Delivery Follow-Up Procedures

This SOP details the **tray/container retrieval and post-delivery follow-up procedures**, including the efficient tracking and collection of trays and containers after delivery, inspection for damage or contamination, proper cleaning and storage protocols, timely communication with delivery recipients, and documentation of retrieval activities. The goal is to ensure the sustainability of reusable containers, maintain hygiene standards, and streamline inventory management for ongoing operational efficiency.

### 1. Scope

This procedure applies to all staff involved in the delivery, retrieval, cleaning, and management of reusable trays and containers within the organization.

### 2. Responsibilities

- **Delivery Staff:** Responsible for delivering trays/containers and noting issued items.
- **Retrieval Staff:** Responsible for collection, inspection, cleaning, storage, and documentation.
- **Inventory Manager:** Oversees inventory tracking and resolves discrepancies.

### 3. Procedure

1. **Tracking and Recording**
  - Document each tray/container assigned to a delivery, using unique identifiers or barcodes.
  - Collect recipient's acknowledgement of receipt (digital or signed form).
2. **Post-Delivery Follow-Up**
  - Contact recipients within **24-48 hours** of delivery to schedule retrieval or confirm return timing.
  - Record follow-up communications using the designated tracking system.
3. **Retrieval of Trays/Containers**
  - Retrieve all items at the scheduled time.
  - Verify returned items against documented records.
  - Note any overdue or missing trays/containers and follow up as needed.
4. **Inspection for Damage or Contamination**
  - Inspect each tray/container for possible damage, loss, or contamination.
  - Report and document any incidents of breakage or soiling.
5. **Cleaning and Storage**
  - Transfer trays/containers to the designated cleaning area.
  - Sanitize thoroughly according to hygiene protocols.
  - Store cleaned items appropriately for future use.
6. **Documentation**
  - Update retrieval and inspection records in inventory tracking system.
  - Log all communication with recipients regarding retrieval and return.
  - Escalate unreturned or damaged items to management as needed.

### 4. Documentation Template Example

Date	Recipient Name	Delivery Ref/Order #	Items Delivered	Items Retrieved	Condition Upon Return	Follow-Up Notes
2024-07-10	Jane Smith	ORD-2145	Tray x5 Container x2	Tray x5 Container x2	All clean	Returned on time
2024-07-11	John Doe	ORD-2146	Tray x3	Tray x2	1 tray missing	Follow-up, awaiting return

## 5. References

- Hygiene and Sanitation Policy
- Inventory Management Guidelines
- Delivery and Logistics Policy Manual

## 6. Revision History

Version	Date	Change Description	Prepared By
1.0	2024-07-10	Initial SOP Release	Quality Assurance Manager