SOP Template: Digital vs. Physical Submission Protocols

This SOP defines the **digital vs. physical submission protocols** to ensure consistent, efficient, and secure handling of documents and materials. It outlines the procedures for submitting documents electronically through designated online platforms, specifying file formats, naming conventions, and deadlines. It also details the requirements for physical submissions, including acceptable formats, packaging, delivery methods, and documentation. This SOP aims to streamline the submission process, reduce errors, ensure compliance with regulatory standards, and maintain proper tracking and record-keeping for both digital and physical submissions.

1. Scope

This SOP applies to all employees, contractors, and external partners involved in the submission of documents and materials to [Organization Name].

2. Definitions

- **Digital Submission:** The process of sending documents electronically via approved online platforms or email.
- **Physical Submission:** The process of delivering hard copies or tangible materials in person or through mail/courier.

3. Roles and Responsibilities

Role	Responsibility
Submitter	Follow submission protocols, ensure accuracy and completeness of documents.
Reviewer	Verify submissions meet specified requirements.
Administrator	Maintain submission records, provide support, and enforce compliance.

4. Digital Submission Protocol

1. **Platform:** Submit documents via the designated online portal or submission system (e.g., [Portal Name/Link]).
2. **File Formats:** Accepted formats: PDF, DOCX, XLSX, JPG/PNG (for images). No executable files or unsupported formats.
3. **Naming Conventions:** Use the following format: `[Project/Dept]_[DocType]_[Date:YYYYMMDD]_[Version].ext`
4. **Deadlines:** All digital submissions must be completed by the specified deadline. Late submissions require approval.
5. **Confirmation:** Submitters must ensure a confirmation receipt is generated or emailed automatically.
6. **Security:** Ensure documents are free from malware and do not contain confidential information unless using a secure, encrypted channel.

5. Physical Submission Protocol

1. **Accepted Formats:** Hard copies on standard A4/Letter-size paper, USB drives, CD/DVDs (if approved), or other specified media.
2. **Packaging:** Use secure, clearly labeled packaging. Include a cover or transmittal letter detailing contents.
3. **Delivery Methods:**
   - In-person submission to the designated office/location during business hours.
   - Courier or registered mail with signature confirmation.
4. **Documentation:** Complete and attach the submission log form. Retain copies of receipts or delivery confirmation.
5. **Deadlines:** Ensure arrival by the due date; allow time for postal/courier delays.
6. **Tracking:** Record the submission in the physical submission register.

6. Compliance and Record-Keeping

- Maintain digital logs for all online submissions with timestamps.
- Store physical submission records in secure, fire-protected storage areas.
- Periodically audit submission records to ensure compliance with organizational and regulatory requirements.

7. Related Documents

- Document Naming Standards
- Data Security Policy
- Records Retention Schedule

8. Revision History

Version	Date	Description	Author
1.0	2024-06-21	Initial SOP creation	[Your Name]