

Standard Operating Procedure (SOP)

Order Shipping Label Generation and Carrier Selection

This SOP details the process of **order shipping label generation and carrier selection**, encompassing order verification, shipping option evaluation, label creation, carrier selection based on cost and delivery speed, and label printing and attachment. The procedure aims to streamline the shipping workflow, ensure accurate delivery information, and optimize shipping costs while maintaining timely order dispatch.

Step-by-Step Procedure

- 1. Order Verification**
 - Confirm order details: customer name, address, product(s), quantity, and special instructions.
 - Verify payment status and inventory availability.
 - Flag any discrepancies immediately and resolve before proceeding.
- 2. Evaluate Shipping Options**
 - Access shipping platform or carrier aggregator tool.
 - Input order weight, dimensions, and destination information.
 - Review available shipping options (e.g., standard, express, overnight).
- 3. Select Carrier**
 - Compare carriers based on the following criteria:
 - Shipping cost
 - Estimated delivery speed
 - Reliability and service quality
 - Customer preference (if specified)
 - Choose the carrier and shipping method that best balance cost and timely delivery.
- 4. Generate Shipping Label**
 - Enter or confirm order and recipient information.
 - Review label for accuracy (address, shipping option, tracking number).
 - Download or print the generated label as per system process.
- 5. Label Printing and Attachment**
 - Print the shipping label at appropriate resolution for barcode readability.
 - Affix the label securely to the correct package.
 - Ensure the label is visible and not obscured by seams or tape.
- 6. Dispatch Preparation**
 - Schedule carrier pickup or drop-off as needed.
 - Update order status in system to "Shipped" with tracking number.
 - Send tracking information to the customer.

Roles & Responsibilities

Role	Responsibility
Order Processor	Order verification, shipping label generation, internal documentation.
Shipping Clerk	Label printing and attachment, dispatch coordination.
Customer Service	Communication of tracking details and handling exceptions.

Quality Control

- Double-check label information before printing.
- Randomly audit shipments for accuracy and timely dispatch.
- Report and document incidents of mis-shipments or carrier issues.

Related Documents

- Order Processing SOP
- Carrier Contact List
- Returns and Claims Procedure

Revision History

Version	Date	Description	Author
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1.0	2024-06-20	Initial release	[Your Name]
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