SOP Template: Pre-arrival Notification and Scheduling of Deliveries

This SOP details the **pre-arrival notification and scheduling of deliveries** process, ensuring timely communication with suppliers and efficient coordination of delivery times. It covers procedures for notifying receiving personnel ahead of delivery, verifying order details, scheduling delivery windows to minimize disruptions, and maintaining accurate records of all scheduled arrivals. The goal is to optimize workflow, enhance operational efficiency, and prevent bottlenecks at the receiving area.

1. Purpose

To outline the standardized steps for pre-arrival notification and scheduling of deliveries in order to ensure the smooth and efficient receipt of goods at the facility.

2. Scope

This SOP applies to all receiving personnel, warehouse staff, procurement teams, and suppliers delivering goods to the facility.

3. Responsibilities

Role	Responsibility
Receiving Personnel	Monitor incoming notifications, confirm schedule, prepare for delivery arrival, and record receipt.
Procurement Team	Communicate delivery schedules to suppliers and coordinate internally.
Suppliers	Send advance notification and adhere to scheduled delivery windows.
Warehouse Supervisor	Oversee the scheduling process and resolve scheduling conflicts.

4. Procedure

1. **Advance Notification by Supplier:**
   Supplier must provide pre-arrival notification at least <u>24 hours</u> prior to the planned delivery via email or designated system.
2. **Verification of Order Details:**
   Receiving personnel or procurement team verifies purchase order number, item details, expected quantities, and any special handling requirements.
3. **Scheduling Delivery Window:**
   a. Check the delivery calendar for available time slots.
   b. Allocate a delivery window that minimizes onsite congestion and operational disruption.
   c. Confirm the delivery appointment with supplier and provide confirmation details (date, time, dock location).
4. **Notification to Receiving Personnel:**
   Inform warehouse/receiving staff of the scheduled delivery with order details and any special instructions.
5. **Arrival and Check-in:**
   Upon arrival, carrier checks in at the designated receiving area, presenting delivery and order documentation.
6. **Documentation and Recordkeeping:**
   Maintain a log of all pre-arrival notifications, delivery schedules, and completed deliveries for auditing and performance review.

5. Documentation

- Pre-arrival notification forms/emails
- Delivery schedule/calendars
- Receiving logs
- Order verification checklists

6. References

- Company Receiving Policy
- Supplier Manual
- Procurement Process Guidelines

7. Revision History

Date	Revision	Description	Author
2024-06-12	1.0	Initial release	Logistics Manager