

SOP: Shipping Schedule Coordination and Carrier Booking

This SOP details the process for **shipping schedule coordination and carrier booking**, including planning shipment timelines, selecting appropriate carriers, confirming booking details, managing carrier communication, and ensuring timely dispatch. The goal is to optimize logistics efficiency, reduce delays, and maintain clear coordination between shipping departments and transport providers.

1. Scope

This SOP applies to all staff involved in the shipping, logistics, and supply chain functions.

2. Responsibilities

Role	Responsibility
Shipping Coordinator	Shipment planning, schedule preparation, and carrier communication.
Logistics Manager	Carrier selection, confirmation, and escalation management.
Carrier/Transport Provider	Transportation provision, schedule confirmation, and updates on movement status.
Warehouse Staff	Preparing cargo and loading as per shipping schedule.

3. Procedure

- Shipping Schedule Planning**
 - Review order fulfillment targets and required delivery dates.
 - Coordinate with warehouse for cargo readiness timelines.
 - Create or update shipping schedule spreadsheet/calendar.
- Carrier Selection**
 - Identify available carriers based on route, mode, capacity, and reliability.
 - Request quotations if applicable and evaluate costs vs. timelines.
 - Select optimal carrier from approved list.
- Booking Confirmation**
 - Contact selected carrier with shipment details (date, time, type of goods, volume, destination).
 - Receive and review booking confirmation; verify all details.
 - Enter booking reference and details into shipping schedule.
- Carrier Communication & Coordination**
 - Maintain open communication for special handling, ETAs, load requirements, etc.
 - Provide warehouse instructions for cargo handover and loading times.
 - Address and resolve any scheduling conflicts or issues promptly.
- Dispatch & Documentation**
 - Ensure cargo is ready for pick-up at scheduled time.
 - Confirm carrier arrival and oversee cargo loading as per safety and compliance.
 - Ensure all shipping documents (BOL, delivery notes) are complete and provided to carrier driver.
 - Update the shipping schedule with actual dispatch time and carrier information.
- Follow-up & Issue Handling**
 - Monitor shipment status and carrier updates.
 - Address delays or exceptions; communicate updates to relevant stakeholders.
 - Log issues and corrective actions for future review.

4. Documentation

- Shipping Schedule Spreadsheet/Calendar
- Carrier Booking Confirmations
- Bill of Lading (BOL) and Delivery Notes
- Communication Logs/Emails
- Issue Reports & Corrective Actions Records

5. Revision History

Date	Version	Description
2024-06-19	1.0	Initial template release