SOP Template: Customer Identification and Handoff Procedures

This SOP details the **customer identification and handoff procedures**, outlining the steps for verifying customer identity, ensuring secure and accurate transfer of information or products, maintaining privacy and compliance with data protection regulations, and enhancing customer experience through clear communication and accountability. The objective is to establish a reliable process that safeguards customer data and ensures seamless service delivery from one point of contact to another.

1. Purpose

The purpose of this SOP is to:

- Consistently verify customer identity to prevent fraud and unauthorized access.
- Ensure secure and accurate transfer of customer information or products.
- Maintain compliance with privacy laws and data protection regulations.
- Enhance the customer experience through professional and clear communication.
- Establish accountability at each stage of the customer journey.

2. Scope

This procedure applies to all employees involved in customer service, sales, support, or any customer-facing activities where identification and transfer of information or products are required.

3. Responsibilities

- **Customer Service Representatives (CSRs):** Initiate identity verification and follow handoff protocols.
- **Supervisors/Managers:** Oversee compliance with procedures and handle exceptions.
- **Receiving Party:** Confirm receipt of correct information or products and verify re-identification as necessary.

4. Procedure

4.1 Customer Identification

1. Greet the customer and clearly state the need for identity verification for their protection.
2. Request and verify at least two forms of identification:
   - Primary: Government-issued photo ID (e.g., driver's license, passport).
   - Secondary: Account number, security question, or recent transaction details.
3. Cross-check the provided information with system records.
4. If discrepancies arise, escalate to a supervisor before proceeding.
5. Assure the customer their data is confidential and handled securely.

4.2 Information/Product Handoff

1. Confirm that all action items, information, or products to be transferred are correct and complete.
2. Prepare a summary of the information or items for the receiving party.
3. Communicate to the customer that a handoff is occurring and introduce the receiving party (if applicable).
4. Transfer all relevant documents or materials via secure, approved channels (e.g., CRM systems, tracked courier, encrypted email).
5. Obtain acknowledgment or receipt from the receiving party.

6. Document the handoff in the appropriate log or system, noting date, time, parties involved, and specifics of the transfer.

4.3 Communication and Documentation

1. Clearly notify the customer of key handoff details and contact information for follow-up.
2. Record all steps, including challenges or exceptions, in the CRM or relevant case log.

5. Compliance and Privacy

- All identification and handoff procedures must comply with applicable privacy laws (e.g., GDPR, CCPA).
- Ensure that sensitive data is never shared via insecure channels.
- Only authorized personnel may access or handle customer data.

6. Training & Review

- Staff must complete training on this SOP annually.
- Supervisors conduct periodic reviews and audits for compliance.
- Immediate corrective action must be taken in case of procedure breaches.

7. Record Keeping

Document/Record	Responsibility	Retention Period	Storage Method
Customer Verification Log	CSR	3 years	CRM System (secured)
Handoff Confirmation	Receiving Party	3 years	Digital/Physical File (locked)
Exception/Incident Reports	Manager	5 years	Incident Management System

8. Revision History

Date	Version	Description	Author
2024-06-15	1.0	Initial issue	SOP Team