

# SOP Template: Order Dispatch and Handover to Shipping Provider

This SOP details the **order dispatch and handover to shipping provider** process, including order verification, packaging standards, labeling requirements, documentation preparation, coordination with shipping partners, and confirmation of handover. The goal is to ensure accurate, timely, and secure transfer of orders to the shipping provider, facilitating efficient delivery and maintaining customer satisfaction.

## 1. Purpose

To outline the standard procedure for dispatching orders and handing them over to the shipping provider.

## 2. Scope

This SOP applies to all personnel involved in order dispatch and shipping processes at the facility.

## 3. Responsibilities

- **Warehouse staff:** Pick, pack, and prepare orders for dispatch.
- **Shipping coordinator:** Verify readiness, manage documentation, and oversee handover.
- **Shipping provider:** Receive and confirm orders for transit.

## 4. Procedure

1. **Order Verification**
  - Retrieve order list from order management system.
  - Ensure items, quantities, and shipping details are accurate.
  - Report and resolve discrepancies before proceeding.
2. **Packaging Standards**
  - Select suitable packaging materials according to product type and fragility.
  - Pack items securely to prevent damage during transit.
  - Seal all packages appropriately.
3. **Labeling Requirements**
  - Affix shipping labels with recipient address, order number, and barcode (if applicable).
  - Attach any required handling or warning labels.
4. **Documentation Preparation**
  - Print and prepare packing slips, invoices, and customs forms (if required).
  - Ensure documents are included with the order or provided to the shipping provider as per policy.
5. **Coordination with Shipping Partner**
  - Notify shipping provider of orders ready for pickup, including total number and size of packages.
  - Arrange pickup time and location.
6. **Handover and Confirmation**
  - Present packaged orders and required documentation to shipping provider personnel.
  - Obtain written or electronic acknowledgment of order receipt from shipping provider.
  - Update order status in order management system to "Dispatched" or equivalent.

## 5. Records and Documentation

- Order verification checklists
- Shipping labels and tracking numbers
- Signed handover or dispatch confirmation
- Shipment log entries

## 6. Safety and Compliance

- Comply with all safety guidelines during packaging and handling.
- Follow any legal requirements for shipment of regulated items (e.g., hazardous or restricted goods).

## 7. Revision History

Date	Version	Description	Approved By
2024-06-13	1.0	Initial SOP implementation	Operations Manager