

SOP: Process for Verifying Sender and Recipient Information

This SOP defines the **process for verifying sender and recipient information** to ensure accuracy and prevent errors in communication and documentation. It includes steps for confirming identities, validating contact details, cross-checking against authorized lists, and maintaining records of verification. The procedure aims to enhance security, reduce risks of fraud, and ensure reliable correspondence within organizational operations.

1. Purpose

To establish a standardized process for verifying sender and recipient information to ensure the reliability and security of all communications and transactions.

2. Scope

This SOP applies to all employees involved in sending, receiving, or processing internal or external communications and documentation on behalf of [Organization Name].

3. Responsibilities

- **All Staff:** Follow this SOP when handling correspondence.
- **Supervisors/Managers:** Monitor compliance and provide support/training.
- **Records Department:** Maintain verification logs.

4. Procedure

1. Obtain Sender and Recipient Information

- Gather full name, department, position, contact number, and email address.
- Request supporting identification if available (e.g., staff ID, business card).

2. Confirm Identities

- For internal staff: Verify details against the internal staff directory.
- For external parties: Use recognized company contacts, official websites, or prior approved contact lists.

3. Validate Contact Details

- Cross-check contact numbers and emails against internal records or authorized lists.
- If uncertain, directly contact the sender/recipient using official channels (not contact details provided in the current communication).

4. Cross-Check Against Authorized Lists

- Ensure sender and recipient are present on relevant authorized lists (e.g., approved vendors, recognized clients, employee rosters).

5. Document Verification

- Record verification steps in the log, including date, method, and outcome.
- Attach any supporting documents used for verification.

6. Report Discrepancies

- If information cannot be verified or potential fraud is suspected, escalate immediately to a supervisor or the security department.

5. Documentation and Record-Keeping

- Maintain a log of all verification activities. Include:
 - Date/time of verification
 - Names of persons involved
 - Summary of checks performed
 - Outcome (verified/not verified)
- Ensure all records are stored securely and comply with data protection policies.

6. References

- Internal Communication Policy
- Data Protection Policy
- List of Authorized Contacts

7. Review and Update

This SOP shall be reviewed annually or as needed based on changes to procedures or regulatory requirements.

Appendix: Sample Verification Log

Date	Sender/Recipient	Method of Verification	Documents Checked	Outcome	Verified By
2024-06-25	Jane Doe	Staff Directory	ID Card	Verified	A. Smith
2024-06-25	Acme Corp (John Smith)	Authorized Vendor List	Business Card	Verified	B. Lee