

Standard Operating Procedure (SOP): End-of-Day Reconciliation and Reporting for Courier Activities

This SOP details the **end-of-day reconciliation and reporting for courier activities**, covering the verification of completed deliveries, collection of delivery confirmations and signatures, reconciliation of cash and electronic payments, documentation of discrepancies or failed deliveries, preparation of daily performance reports, and secure submission of reports to management. The goal is to ensure accurate, timely, and comprehensive recording of courier operations to support accountability and operational efficiency.

1. Purpose

To establish a standardized procedure for reconciling and reporting courier activities at the close of each business day, ensuring accuracy, transparency, and compliance with company policies.

2. Scope

This SOP applies to all couriers and relevant supervisory staff responsible for end-of-day operational reporting and reconciliation.

3. Procedure

- 1. Verification of Completed Deliveries**
 - Review the delivery log/system for all scheduled deliveries.
 - Mark all deliveries as **Completed**, **Pending**, or **Failed**.
- 2. Collection of Delivery Confirmations and Signatures**
 - Gather all Proof of Delivery (POD), including recipient signatures and electronic confirmations.
 - Ensure all PODs correspond to the listed deliveries.
- 3. Reconciliation of Payments**
 - Tally received cash payments; match receipts with delivered orders.
 - Verify electronic payment confirmations (e.g., POS, online receipts).
 - Record totals in the daily payment reconciliation sheet.
- 4. Documentation of Discrepancies or Failed Deliveries**
 - Record incomplete, failed, or disputed deliveries, noting reasons and actions taken.
 - Flag any missing payments or documentation for investigation.
- 5. Preparation of Daily Performance Report**
 - Summarize completed deliveries, returns, discrepancies, cash/electronic payment totals, and notes on issues encountered.
 - Use the designated report template or system for consistency.
- 6. Secure Submission to Management**
 - Submit all reports, cash, and supporting documentation to the designated supervisor or through the approved digital system.
 - Confirm receipt and record the handover time.

4. Daily Reconciliation and Reporting Checklist

Task	Status (Y/N)	Comments
All deliveries verified		
Proof of Delivery collected for each delivery		
Cash payments reconciled and counted		
Electronic payments verified		
Discrepancies/failures documented		
Daily performance report completed		
All documentation submitted and handed over		

5. Roles and Responsibilities

- **Courier:** Completes deliveries, collects payments and signatures, prepares reports.
- **Supervisor/Manager:** Reviews reports, verifies reconciliations, addresses discrepancies, and ensures secure data management.

6. References

- Company Delivery Management System Manual
- Payment Handling Policy
- Data Protection and Record Retention Policy

7. Revision History

Date	Version	Description	Author
2024-06-19	1.0	Initial SOP template	[Your Name]