

# Standard Operating Procedure (SOP)

## Handling Special Shipping Instructions or Fragile Items

This SOP details the procedures for **handling special shipping instructions or fragile items**, including receiving and reviewing shipping requirements, proper packaging techniques, labeling and documentation, communication with carriers, and monitoring during transit. The goal is to ensure the safe and secure delivery of sensitive or delicate goods while minimizing damage and meeting customer expectations through standardized handling and shipping protocols.

### 1. Scope

This SOP applies to all personnel involved in the shipment of goods designated as fragile, sensitive, or accompanied by special shipping instructions.

### 2. Responsibilities

- **Shipping Coordinator:** Reviews shipping requirements and ensures compliance.
- **Packing Staff:** Packages items as specified and labels correctly.
- **Warehouse Supervisor:** Oversees adherence to procedures and monitors transit reporting.

### 3. Procedure

#### 1. Receiving and Reviewing Shipping Requirements

- Verify each order for special instructions or fragile item notes.
- Clarify ambiguous requirements with the ordering party before proceeding.

#### 2. Proper Packaging Techniques

- Use industry-standard cushioning materials (e.g., bubble wrap, foam, packing peanuts).
- Select a box or container that fits the item and provides adequate protection.
- Seal packages securely with reinforced tape.
- Double-box extremely fragile or high-value items when necessary.

#### 3. Labeling and Documentation

- Affix **"FRAGILE"**, **"HANDLE WITH CARE"**, or other relevant labels on all package sides.
- Include documentation of any special handling requirements with the shipping paperwork.
- Ensure the recipient and carrier are informed of any specific transit needs.

#### 4. Communication with Carriers

- Notify the shipping carrier of special handling needs and confirm their capability to comply.
- Retain confirmation for sensitive or high-value items.

#### 5. Monitoring During Transit

- Track all shipments with special instructions using the carrier's tracking tools.
- Respond promptly to any delay or incident reports during transit.

#### 6. Delivery and Feedback

- Confirm safe delivery with the recipient upon arrival.
- Document any damage or non-compliance and initiate corrective action if necessary.

### 4. Records

- Shipping checklists and special instructions forms
- Packing and labeling evidence (photos if required)
- Carrier communications and delivery confirmations

### 5. Review and Improvement

- Review procedures quarterly and after any incident.
- Update SOP as needed based on feedback and process improvement opportunities.