

# SOP Template: Order Dispatch and Handover

## Procedures to Delivery Personnel

This SOP details the **order dispatch and handover procedures** to delivery personnel, covering order verification, packaging standards, documentation requirements, recipient confirmation, and communication protocols. It ensures accurate and efficient transfer of goods, maintains product integrity, and provides clear accountability during the dispatch process to facilitate timely and secure deliveries.

### 1. Purpose

To establish standardized procedures for the dispatch and handover of orders to delivery personnel, ensuring safe, accurate, and timely delivery of goods and clear accountability at each stage of the process.

### 2. Scope

This SOP applies to all staff involved in dispatching orders and all delivery personnel responsible for transporting goods to customers.

### 3. Responsibilities

- **Dispatch Staff:** Ensure accurate order preparation, packaging, documentation, and handover.
- **Delivery Personnel:** Verify receipt of goods, review documentation, and confirm handover.
- **Supervisors:** Oversee compliance and resolve dispatch issues.

### 4. Procedures

#### 1. Order Verification

- Match items against the order list/pick slip.
- Check quantities, item codes, and any order-specific instructions.
- Inspect goods for quality and integrity.

#### 2. Packaging Standards

- Use approved packaging materials appropriate for the item.
- Seal packages securely and label with shipping details, including order number and recipient's information.
- Ensure fragile items are marked and handled accordingly.

#### 3. Documentation Requirements

- Prepare required documents: invoices, delivery notes, and dispatch logs.
- Attach relevant documents to or within the package as per protocol.
- Maintain digital and/or physical records of the dispatch.

#### 4. Handover Process

- Present the packaged order and documents to the delivery personnel.
- Delivery personnel to verify and inspect package and documents.
- Obtain signatures from both parties on delivery and dispatch logs.
- Record date, time, and names involved in the handover.

#### 5. Recipient Confirmation

- Confirm recipient details on the delivery note before dispatch.
- Ensure delivery personnel understand recipient instructions and contact details.

#### 6. Communication Protocols

- Inform delivery personnel of any special handling or urgent instructions.
- Update customers (if required) with dispatch and delivery details.

## 7. Issue Escalation

- Report any discrepancies, damages, or missing items to the supervisor immediately.
- Document and address issues before goods leave the premises.

## 5. Documentation Example

Document Type	Required Signatures	Retention Period
Dispatch Log	Dispatcher & Delivery Personnel	1 year
Delivery Note	Recipient on delivery	6 months
Invoice	Not applicable	3 years

## 6. Revision & Review

This SOP should be reviewed annually or whenever significant changes are made to dispatch workflows.

## 7. Attachments

- Sample Dispatch Log Form
- Sample Delivery Note
- Packaging Guidelines Document