

Standard Operating Procedure (SOP)

Subject: Shipment Tracking

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Department: Logistics

1. Purpose

The purpose of this SOP is to outline the procedures for tracking shipments to ensure timely delivery and accurate status updates.

2. Scope

This procedure applies to all logistics personnel involved in the shipment process.

3. Responsibilities

- Logistics Coordinator: Responsible for initiating shipment tracking.
- Warehouse Staff: Ensure accurate information is provided for tracking.
- Customer Service: Communicate shipment updates to customers.

4. Procedure

1. Upon shipment dispatch, log the tracking number in the shipment tracking system.
2. Monitor the tracking status daily and update the system accordingly.
3. Notify customer service immediately of any delays or issues.
4. Provide weekly reports on shipment statuses to management.

5. Documentation

All tracking information must be documented and maintained for review.

6. Review and Updates

This SOP will be reviewed annually and updated as necessary.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Position]