STANDARD OPERATING PROCEDURE

Last-Mile Delivery SOP

Document no.	SOP-LOG-002
Revision	1.0
Owner	Delivery Operations Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To complete the final delivery stop safely and consistently, giving customers a good handoff experience while capturing the documentation needed to close out the delivery.

2. Scope

Applies to the driver's actions at each delivery stop, from arrival to departure. Route planning and dispatch tracking are covered by separate SOPs.

Definitions

Delivery window	The time range promised to the customer for their delivery to arrive.
Contactless delivery	A delivery method where the driver leaves the package without requiring an in-person signature or handoff.
Failed delivery attempt	A delivery stop where the package could not be delivered, such as no one available to receive it or an inaccessible address.
Redelivery	A scheduled second attempt to deliver a package after a failed first attempt.

3. Responsibilities

Driver	Navigates to each stop, completes the handoff or contactless delivery, and captures proof of delivery.
Delivery Operations Manager	Sets delivery standards, reviews exception patterns, and approves redelivery scheduling.
Customer Service Representative	Handles customer inquiries about delivery status and coordinates redelivery or pickup arrangements.
Dispatcher	Monitors delivery progress against windows and reassigns stops when a driver falls behind.

RACI matrix

Activity	Driver	Delivery Operations Manager	Customer Service Representative	Dispatcher
Arrive and park safely at the stop	R/A	A	-	I
Complete customer handoff	R/A	A	-	-

Activity	Driver	Delivery Operations Manager	Customer Service Representative	Dispatcher
Handle a failed delivery attempt	R	A	C	C
Schedule redelivery	I	A	R	C
Respond to customer delivery inquiry	C	A	R	I

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Delivery app or handheld scanner
- Package manifest for the route
- Photo capture device for proof of delivery
- Door tag or attempted-delivery notice
- Hand truck or dolly
- Customer signature pad or app

Personal protective equipment

- Safety shoes
- High-visibility vest in loading areas
- Weather-appropriate outerwear

5. Procedure

Step	Task	Owner	Done
5.1	**Confirm the next stop details** Before leaving the previous stop, check the app or manifest for the next address, delivery window, package count and any customer instructions or access codes.	Driver	☐
5.2	**Park safely at the delivery location** Park in a legal, safe location as close to the delivery point as possible, using hazard lights if needed, and set the parking brake before leaving the vehicle.	Driver	☐
5.3	**Locate and verify the address** Confirm the unit or suite number matches the delivery address before approaching, especially at multi-unit buildings, to avoid delivering to the wrong door. **Checkpoint:** The address and unit number are visually confirmed against the package label before the package leaves the vehicle.	Driver	☐
5.4	**Attempt customer contact if required** For deliveries requiring a signature or age verification, knock or ring the doorbell and wait a reasonable time for a response before considering the attempt failed.	Driver	☐

Step	Task	Owner	Done
5.5	**Complete the handoff or contactless delivery** For an in-person handoff, verify the recipient if required and capture a signature; for contactless delivery, place the package in a safe, dry, hidden-from-street location per the customer's instructions. **Warning:** Never leave a package in a location that blocks an exit, ramp, or is clearly visible and accessible from the street when a hidden option is available.	Driver	☐
5.6	**Capture proof of delivery** Take a clear photo showing the package at the delivery location and the address or unit number visible in frame, and confirm it uploads successfully before leaving. **Checkpoint:** A proof-of-delivery photo or signature is captured and confirmed uploaded before the driver leaves the stop.	Driver	☐
5.7	**Mark the stop complete** Mark the delivery as complete in the app with the timestamp, method (handoff, contactless, or locker) and any delivery notes.	Driver	☐
5.8	**Handle a failed delivery attempt** If no one is available for a required handoff or the location is inaccessible, leave a door tag or notice with instructions, mark the attempt as failed with a reason, and photograph the location.	Driver	☐
5.9	**Report an access or safety issue** Report a locked gate, aggressive animal, unsafe property condition or other access barrier to dispatch immediately so future attempts can be planned around it. **Warning:** Never enter a property past a closed gate, fence or posted warning, or attempt to distract or approach an animal to complete a delivery.	Driver	☐
5.10	**Schedule a redelivery** For a failed attempt, schedule a redelivery date with the customer or confirm the pickup location option, and update the delivery record with the new plan.	Customer Service Representative	☐
5.11	**Respond to a delivery status inquiry** When a customer contacts support about a delivery, check the app for the delivery timestamp, photo and driver notes before responding with accurate status.	Customer Service Representative	☐
5.12	**Review delivery exception trends** Review failed delivery attempts and customer complaints weekly by area or building to identify recurring access issues and adjust delivery instructions.	Delivery Operations Manager	☐

6. Quality checks

- Every completed stop has a proof-of-delivery photo or signature confirmed uploaded.
- Address and unit number are verified against the package label before dropping off.
- Failed delivery attempts include a documented reason and a photo of the location.
- Redelivery is scheduled within the customer's expected timeframe.

7. Records

- Proof-of-delivery photos and signatures
- Failed delivery attempt log

- Redelivery scheduling records
- Delivery exception trend report

8. KPIs

- First-attempt delivery success rate
- Percentage of stops with confirmed proof of delivery
- Average time per stop
- Customer complaints per thousand deliveries

9. Common mistakes

- Leaving a contactless delivery in plain view of the street when a hidden spot was available.
- Marking a stop complete before the proof-of-delivery photo finishes uploading.
- Delivering to the wrong unit at a multi-unit address without checking the label.
- Not documenting the reason for a failed delivery attempt.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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