STANDARD OPERATING PROCEDURE

Proof of Delivery SOP

Document no.	SOP-LOG-006
Revision	1.0
Owner	Logistics Operations Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To capture and retain a reliable delivery record for every shipment, so completed deliveries can be confirmed quickly and disputes can be resolved with evidence.

2. Scope

Applies to capturing, storing and retrieving proof of delivery records across all delivery methods, including signature, photo and electronic confirmation. Freight damage claims are covered by a separate SOP.

Definitions

POD	Proof of Delivery, the record confirming a shipment was delivered, such as a signature, photo or scan timestamp.
Exception POD	A proof of delivery record that also notes a problem, such as a shortage, damage or refused delivery.
Chain of custody	The documented sequence of who handled a shipment from pickup to final delivery.
Dispute window	The period after delivery during which a customer can raise a question or claim about the delivery.

3. Responsibilities

Driver	Captures the proof of delivery record accurately at the time of delivery.
Logistics Operations Manager	Audits POD quality, retains records, and oversees dispute resolution.
Customer Service Representative	Retrieves POD records to answer customer inquiries and disputes.
Billing Coordinator	Confirms POD exists before invoicing and flags missing records that could delay payment.

RACI matrix

Activity	Driver	Logistics Operations Manager	Customer Service Representative	Billing Coordinator
Capture POD at delivery	R/A	A	-	-
Upload and store POD record	R	A	I	I

Activity	Driver	Logistics Operations Manager	Customer Service Representative	Billing Coordinator
Audit POD completeness	I	R/A	-	C
Respond to a delivery dispute	C	A	R	I
Confirm POD before invoicing	-	A	I	R

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

4. Materials and PPE

Materials, tools and systems

- Delivery app or handheld scanner
- Signature capture pad or touchscreen
- POD storage system or TMS document archive
- Dispute investigation log
- Exception POD form
- Customer notification template

5. Procedure

Step	Task	Owner	Done
5.1	**Confirm the required POD method** Check the shipment record for the required proof of delivery method, such as signature, photo, or scan-only, before arriving at the delivery point.	Driver	☐
5.2	**Capture the delivery timestamp** Scan the shipment barcode or mark delivery in the app at the moment of handoff so the recorded timestamp matches the actual delivery time.	Driver	☐
5.3	**Capture a signature when required** Obtain the recipient's signature on the capture pad or app, along with their printed name, and confirm the signature is legible before moving to the next stop. **Checkpoint:** A legible signature and printed name are captured for every delivery that requires one.	Driver	☐
5.4	**Capture a delivery photo when required** Photograph the delivered shipment showing its condition, the delivery location and, where possible, an address marker or unit number in the same frame.	Driver	☐
5.5	**Note exceptions on the POD** If the shipment was short, damaged or the recipient refused part of it, record the exception details directly on the POD before it is finalized. **Warning:** Never finalize a clean POD when damage or a shortage was visible at delivery; note it as an exception POD instead.	Driver	☐
5.6	**Upload the POD record** Confirm the signature, photo or scan uploads successfully to the TMS or delivery app before leaving cellular or network coverage of the stop. **Checkpoint:** The POD record is confirmed uploaded and viewable in the system before the driver leaves the delivery location.	Driver	☐

Step	Task	Owner	Done
5.7	**Store the record centrally** Confirm the POD record is stored in the central system linked to the correct shipment or order number, retrievable by customer service and billing.	Logistics Operations Manager	☐
5.8	**Audit POD completeness daily** Review the day's completed deliveries for missing, blank or illegible POD records, and follow up with the driver the same day to capture a supplemental record if possible.	Logistics Operations Manager	☐
5.9	**Confirm POD before invoicing** Check that a valid POD exists for a shipment before it is invoiced, and hold invoicing on any shipment with a missing or exception POD until it is resolved.	Billing Coordinator	☐
5.10	**Retrieve POD for a customer inquiry** When a customer asks about a delivery, look up the shipment's POD record and share the relevant details, such as delivery time and signature name, to answer the question.	Customer Service Representative	☐
5.11	**Investigate a delivery dispute** For a dispute claiming non-delivery or damage, compare the POD photo, signature, timestamp and location against the customer's claim, and check driver notes for supporting detail.	Logistics Operations Manager	☐
5.12	**Resolve and document the dispute outcome** Record the dispute outcome, whether resolved in the customer's favor or upheld based on the POD evidence, and file it with the original POD record for future reference.	Customer Service Representative	☐

6. Quality checks

- Every delivery requiring a signature has a legible signature and printed name on file.
- POD uploads are confirmed successful before the driver leaves the delivery location.
- No shipment with a missing or exception POD is invoiced without review.
- Dispute outcomes are documented and filed with the original POD record.

7. Records

- Signature and photo POD records
- Exception POD forms
- POD completeness audit log
- Dispute investigation and resolution log

8. KPIs

- Percentage of deliveries with a valid POD on file
- Average time to resolve a delivery dispute
- Number of shipments held from invoicing for missing POD
- Dispute rate as a percentage of total deliveries

9. Common mistakes

- Marking a delivery complete before confirming the POD upload succeeded.
- Leaving a signature field blank when the shipment required one.
- Recording a clean POD despite visible damage or a shortage at delivery.

- Invoicing a shipment before checking whether a valid POD exists.

10. Revision history

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

Approval

Prepared by	Approved by	Date

This is a template. Adapt it to your organization, equipment and local regulations before use.

Scan for the latest version

Opens this template online, where you can download it again in Word, PDF, Excel or CSV — free, no sign-up.

Or add it to Perfect Wiki so your team can find it and ask questions about it in Microsoft Teams, Slack, kChat or Mattermost.