STANDARD OPERATING PROCEDURE (SOP)

Reusable step-by-step operations SOP with owner, verification check and revision log.

SOP ID & Title:	SOP-OPS-014 — Sales Order to Dispatch Handoff
Process Owner / Dept:	Operations Manager · Fulfilment & Warehouse
Effective / Review Date:	2026-11-21 · Next review: 2027-05-21
Scope & Purpose:	Standardise order verification, stock allocation, packing and dispatch sign-off.

Step	Role / Owner	Action & Instruction	Tool / Record	Verification Check
1	Sales Ops	Confirm customer PO matches quoted SKUs, quantities, pricing and ship-to address.	Sales Order	PO # attached; totals match
2	Inventory Lead	Allocate stock from primary bin locations; flag backorders to purchasing immediately.	Warehouse ERP	Stock reserved; zero negative
3	Warehouse	Pick items with barcode scan, inspect condition and generate packing list + BOL.	Handheld / WMS	Scan count equals order qty
4	Dispatch	Hand over parcel/pallet to carrier, capture tracking # and signed carrier receipt.	Shipment Record	Tracking # sent to customer
5	Finance	Issue invoice from dispatched quantities and match payment against remittance.	AR / Invoice	Invoice matches shipped qty
6				
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Keep one controlled copy per procedure. Review every 6 months or after any process/system change.