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SOP – Site Delivery Procedure

SOP Number: 1	Date Revised: 21/2/21
SOP Updated by: Ryan Cox	Requirements: PPE, Vehicle, Transvirtual Enabled Device, 'SWMY Cards', Pen, Desktop Access to Transvirtual, Redelivery Slips, Phone
Applies to: Drivers, CS Staff, Freight Handler	

Standard Operating Procedure Steps	Applies To
1. Arrive at address, park in safe, legal spot.	Driver
2. Toot horn if residential address	Driver
3. Switch off vehicle, remove key from ignition. Collect freight from vehicle	Driver
4. Lock vehicle and proceed to business receiving or front door of private address	Driver
5. Knock on door, or press door bell, and call out delivery.	Driver
6. If customer is at address to accept delivery if: Private Address: Driver to say to person at address "I have a delivery for *Name*". If the parcel belongs to or the know the person it belongs to driver is to input name of person accepting delivery into transvirtual and record CV19 in signature panel. Business Address: Driver to hand over parcel and ask for receiving persons name, name to be recorded in transvirtual, with CV19 to be recorded in signature panel.	Driver
7. If customer is not home at private address after knocking on two separate occasions, and waiting 2 minutes, driver to check parcel for authority to leave. If: Atl is present: Driver to change delivery condition to Left as instructed on	Driver

<p>transvirtual, and take photos of where freight has been left.</p> <p>No ATL is given: Driver to proceed back to vehicle and collect a SWMY card. Fill out all details and leave card at front door of premises. Take photo of card using transvirtual and change freight condition to Not Home Card Left. Record date on freight that card was left and place freight back in vehicle and take back to depot.</p>	
<p>8. If residential or business customer refuses delivery. Write on freight, refused and reason, along with date, place back in vehicle and take back to depot.</p>	Driver
<p>9. Freight for customers not home, place in carded bay back in depot, freight will await until customer contacts depot</p> <p>Refused delivery freight to be taken into office for CS Staff to call sending customers to get further instruction</p>	Driver and Customer Service Staff
<p>10. Customer calls depot after receiving SWMY card. Customer service staff organise day for redelivery when customer will be home, or advise them to sign SWMY card to authorise driver to leave freight in specified freight</p>	Customer and Customers Service Staff
<p>11. Redelivery slip is filled out and placed on freight and moved into rerun freight for next day</p>	Customer Service Staff
<p>12. Freight handlers sort freight into relevant bay for next service day</p>	Freight handler
<p>13. Driver loads freight using and follows delivery SOP</p>	Driver
<p>14. If unsuccessful delivery freight ages more than 5 working days, customer service staff must attempt to call receiver and organise redelivery. Once contacted enable from step 10.</p> <p>If contact can not be made, consignment to be returned to sender.</p>	Customer Service