



Shipment Lifecycle SOP

1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to establish a standardized and controlled process for the lifecycle of all shipments handled by Sir Lancelot Logistics.

Shipments performed in accordance with this SOP ensure compliance with Good Distribution Practice (GDP), Good Documentation Practice (GDocP), and ALCOA+ data integrity principles, while meeting customer, regulatory, and contractual requirements.

This SOP defines requirements for order intake, assignment, documentation, chain of custody, delivery, incident management, and record retention to maintain shipment integrity, traceability, and accountability.

2. Scope

This SOP governs the end-to-end lifecycle of shipments from order receipt through job closure and record retention.

This SOP applies to all personnel involved in shipment execution, including but not limited to:

- Customer Service
- Dispatch
- Drivers / Independent Contractors
- Operations Management
- Quality Personnel

This SOP applies to all shipment types unless otherwise specified by customer contract, service agreement, or product-specific handling SOP.

3. Policy

All shipment activities and records generated throughout the shipment lifecycle must comply with:

- Good Distribution Practice (GDP)
- Good Documentation Practice (GDocP)



- ALCOA+ data integrity principles

Electronic systems designated for shipment management are considered official records and must be completed accurately, in real time, and by authorized users only.

Backdating, unauthorized record changes, deletion outside system controls, or shared-user entries are prohibited.

Any deviation from this SOP requires approval from Operations Management and documentation within the Quality system.

4. Procedure

4.1 Order Receipt

Orders may be received via:

- Email
- Telephone
- Customer portal

Requirements:

- All orders must be logged and traceable to a unique job number.
- Verbal instructions affecting shipment execution must be documented in the system record.
- No shipment activity may begin without a documented order.
- Emailed job requests must be acknowledged and assigned a job number.

4.2 Order Entry

Customer Service / Dispatch Responsibilities

All order data must be entered contemporaneously and accurately.

Required information:

- Customer account number
- Caller name and phone number



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- Pickup location details:
 - Full business name
 - Full address including suite/building/room/complex
 - City, State, Zip Code
 - Contact name and phone number
 - Special pickup instructions
- Delivery location details:
 - Full business name
 - Full address including suite/building/room/complex
 - City, State, Zip Code
 - Contact name and phone number
 - Special delivery instructions
- Service type and required vehicle type
- Pickup and delivery time windows
- Package description and references
- Piece count, weight, and dimensions

Controls:

- System searches must be performed before creating new customer or location entries to prevent duplicates.
- Pickup, stop-off, and delivery locations must be verified before dispatch.
- Missing or unclear information must be clarified with the customer prior to dispatch.

4.3 Order Assignment

Dispatch must assign orders based on:

- Vehicle suitability



- Shipment requirements
- Driver qualifications and authorization status
- Time sensitivity

Requirements:

- Only trained and authorized drivers may be assigned shipments.
- Orders must be dispatched through the approved mobile dispatch application.

4.4 Pickup

Driver Responsibilities

- Accept assigned jobs promptly.
- Arrive within the designated time window.
- Wear approved company attire and identification.
- Mark arrival and departure in the system in real time.
- Identify themselves and provide job numbers when applicable.

Shipment Verification

- Verify shipment identity and quantity against system records and paperwork.
- Obtain all accompanying documents (airway bill, bill of lading, or equivalent).
- Inspect shipment conditions.
- Verify seal or tamper-evident packaging integrity when present and record seal numbers when required.

Document Handling Requirements

- All pickup-related documents must be scanned by the Driver using the MobileTek (Xcelerator mobile application).
- Documents must be clear, complete, and legible.
- Documents must be submitted in PDF format.



- Dispatch is responsible for uploading and ensuring completed documents are properly attached to the corresponding job record in Xcelerator.

Visual Proof of Pickup (VPOP) – Standard

- Take clear photos showing the shipment and its condition at the time of pickup.
- Images must be in JPEG format.
- Photos must be captured in real time.
- Dispatch will ensure images are properly associated with the job record in Xcelerator.
- If VPOP cannot be obtained, notify Dispatch immediately.

Visual Proof of Pickup – Problem / Damage

- If damage or discrepancies are observed before taking possession, take additional photos clearly showing the issue.
- Notify Dispatch immediately for further instructions.
- Do not accept the shipment until guidance is provided by Dispatch or Operations.

Requirements

- Shipment must be secured appropriately for transport.
- Customers must confirm release of goods when applicable.
- Chain of custody begins upon driver acceptance from the pickup location.

4.5 Delivery

Driver Responsibilities

- Follow delivery instructions exactly as entered.
- Mark arrival in real time.
- Locate intended recipient or authorized consignee.
- Verify recipient identity when required by customer or handling instructions.



Proof of Delivery (POD) – Standard

- Obtain signature from recipient.
- Record printed name of recipient.
- Include date and time stamp.

Document Handling Requirements

- Any delivery-related documents must be scanned by the Driver using the MobileTek (Xcelerator mobile application).
- Documents must be clear, complete, and legible.
- Documents must be submitted in PDF format.
- Dispatch is responsible for uploading and ensuring completed documents are properly attached to the corresponding job record in Xcelerator.

Visual Proof of Delivery (VPOD) – Condition Verification

- Take clear photos showing the shipment condition at the time of delivery to confirm no transit damage occurred.
- Images must be in JPEG format and captured in real time.
- Dispatch will ensure images are properly associated with the job record in Xcelerator.

Visual Proof of Delivery (VPOD) – Location Verification

- When delivery is left unattended with client approval, take clear photos showing the shipment in its final location.
- Photos must include critical location context (e.g., company name, building number, or address) to confirm proper placement.
- If VPOD cannot be obtained, notify Dispatch immediately.

Controls

- POD is required for all standard deliveries when a recipient is present.
- VPOD is required when delivery is unattended or when condition verification is required by customer, contract, or SOP.



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- All pickup or delivery issues must be reported immediately to Dispatch.
- Chain of custody ends only after POD or VPOD (when applicable) is completed.

4.6 Completion and Job Closure

- POD must be provided to the customer when required.
- Drivers must return required paperwork and recovery items.
- All documents must be filed, scanned, and uploaded to the system record as applicable.
- Jobs may not be marked complete until POD and all required documentation are captured.
- Dispatch must verify job closure accuracy.

Records must be retained according to the Record Retention SOP.

4.7 Incident and Contingency Handling

Incident Types May Include:

- Loss
- Damage
- Delay
- Temperature excursion
- Security concern

Required Actions

- Notify Operations Management immediately.
- Maintain communication with the driver.
- Notify the customer promptly.

Documentation Requirements

- Record all facts in the system memo section.
- Create a CASE record.



- Include names, dates, times, photos, and actions taken.

Quality Escalation

Incidents must be reported to the Quality Manager for assessment of:

- Deviation requirement
- CAPA requirement

All records must be complete, accurate, and contemporaneous.

5. Definitions

ALCOA+ — Data integrity principles require records to be Attributable, Legible, Contemporaneous, Original, Accurate, Complete, Consistent, Enduring, and Available.

CASE Record — An incident or event record created in the system to document shipment issues, deviations, or investigations.

Chain of Custody — Documented control and accountability for a shipment from pickup through delivery.

Dispatch — Personnel responsible for job entry, coordination, assignment, and monitoring of shipments.

GDP — Good Distribution Practice guidelines governing proper distribution of regulated products.

GDocP — Good Documentation Practice requirements for creation and control of records.

Job Number — Unique system-generated identifier assigned to each shipment order.

POD (Proof of Delivery) Documented confirmation of delivery including signature, printed name, and timestamp.

Authorized Driver — A trained and approved driver or contractor authorized to perform shipments.

6. Documentation and Records

Designated electronic systems are official shipment records.

Records generated include:

- Order record



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- Dispatch assignment record
- Pickup and delivery time stamps
- Proof of Delivery
- Incident / CASE records
- Shipment photos
- Communication logs
- Supporting shipment documents

Requirements:

- Records must comply with GDocP and ALCOA+.
- Corrections must occur through controlled audit trail functions.
- Unauthorized alterations or deletions are prohibited.

7. Training Requirements

- Personnel must be trained in this SOP prior to performing shipment lifecycle duties.
- Training must be documented.
- Refresher training is required upon SOP revision or process change.

8. References

- GDP Guidelines
- GDocP Guidelines
- ALCOA+ Data Integrity Guidance
- Incident and CAPA SOP
- Training SOP
- Record Retention SOP



REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	20 July 2023		
1.1	3.7 added Contingency Plan	13 FEB 2024		
1.2	Company Logo Updated	19 JUN 2024		
2.0	Major revision to update shipment lifecycle workflow, responsibilities, and documentation requirements.	03 MAR 2026	DocuSigned by: <i>Bill Maloney</i> C34D253392F940F... 3/3/2026	Signed by: 213BC8E41A9D48A... 3/3/2026

Certificate Of Completion

Envelope Id: D6DDBF7B-BFE7-4CC2-B689-67C1A201D7DA

Status: Completed

Subject: Complete with Docusign: Lifecycle SOP 2.0.pdf

Source Envelope:

Document Pages: 10

Signatures: 2

Envelope Originator:

Certificate Pages: 5

Initials: 0

Bill Maloney

AutoNav: Enabled

bmaloney@myrushdelivery.net

Envelopeld Stamping: Enabled

IP Address: 152.193.129.100

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Record Tracking

Status: Original

Holder: Bill Maloney

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3/3/2026 5:57:34 AM

bmaloney@myrushdelivery.net

Signer Events

Bill Maloney

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Quality Manager

Sir Lancelot Courier & Delivery Service

Security Level: Email, Account Authentication (None)

Signature

DocuSigned by:

C34D253392F940F...

Signature Adoption: Pre-selected Style

Using IP Address: 152.193.129.100

Timestamp

Sent: 3/3/2026 6:01:14 AM

Viewed: 3/3/2026 6:01:39 AM

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Electronic Record and Signature Disclosure:

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Vince Lambert

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Vice President

Security Level: Email, Account Authentication (None)

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213BC8E41A9D48A...

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Using IP Address:

2600:1006:b125:be47:c56d:c4bf:3427:9882

Signed using mobile

Sent: 3/3/2026 6:01:15 AM

Viewed: 3/3/2026 8:10:59 AM

Signed: 3/3/2026 8:11:52 AM

Electronic Record and Signature Disclosure:

Accepted: 3/3/2026 8:10:59 AM

ID: f536430c-74a3-4ca3-b61b-ea810538adf4

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/3/2026 6:01:15 AM
Certified Delivered	Security Checked	3/3/2026 8:10:59 AM
Signing Complete	Security Checked	3/3/2026 8:11:52 AM

Envelope Summary Events	Status	Timestamps
Completed	Security Checked	3/3/2026 8:11:52 AM
Payment Events	Status	Timestamps
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