



Delivery Confirmation Process Audit Checklist

Process Documentation & Design

Evaluates the clarity, completeness, and accuracy of documented processes related to delivery confirmation.

Describe the documented delivery confirmation process flow.

Write something...

Is the process documented in a readily accessible location?

☐

Yes

☐

No

☐

Partially

Version Number of Current Delivery Confirmation Process Documentation.

Enter a number...

Date of Last Process Documentation Update.

Enter date...

Summarize the roles and responsibilities related to delivery confirmation documentation.

Write something...

Are there defined criteria for accepting a delivery confirmation?

- ☐ Yes
- ☐ No
- ☐ Unclear

Upload copy of current Delivery Confirmation Process Document.

 Upload File

System Configuration & Integration

Assesses the technical setup and connectivity of systems used for delivery confirmation, including TMS, WMS, and carrier portals.

TMS Integration Status

- ☐ Fully Integrated
- ☐ Partially Integrated
- ☐ Not Integrated

WMS Integration Status

- ☐ Fully Integrated
- ☐ Partially Integrated
- ☐ Not Integrated

Carrier Portal API Version (if applicable)

Enter a number...

Describe any manual data entry points in the delivery confirmation process.

Write something...

Real-time Tracking Integration?

☐ Yes

☐ No


Date of Last System Integration Update

Enter date...

Document any known issues or limitations with the current system integration.

Write something...

Integration Configuration Documentation

 Upload File

Data Accuracy & Integrity

Focuses on the correctness and reliability of data used in the delivery confirmation process.

Percentage of Delivery Confirmations with GPS Coordinates

Enter a number...

Error Rate in Delivery Confirmation Timestamp Data

Enter a number...

Method for verifying delivery recipient identity?

- ☐ Signature Capture
- ☐ Photo Proof
- ☐ PIN/Code Verification
- ☐ None

Describe the process for resolving discrepancies between order details and delivery confirmation records.

Write something...

Is Data Validation performed on delivery confirmation data? (e.g., address format, valid recipient names)

- ☐ Yes
- ☐ No
- ☐ Partial

Date of last data integrity check of delivery confirmation records.

Enter date...

Which data fields are regularly audited for accuracy?

- ☐ Delivery Timestamp
- ☐ Recipient Name
- ☐ Delivery Address
- ☐ Proof of Delivery (Signature/Photo)
- ☐ Tracking Number
- ☐ Vehicle ID

Describe the reconciliation process between carrier delivery confirmation and internal system records.

Write something...

Communication & Notifications

Reviews the effectiveness of communication protocols for notifying stakeholders about delivery confirmations.

Notification Method for Customer Confirmation

- ☐ Email
- ☐ SMS
- ☐ Phone Call
- ☐ App Notification
- ☐ Other

Standard Email/SMS Template Review

Write something...

Average Time for Customer Confirmation Response (minutes)

Enter a number...

Notification Trigger Method

- ☐ Automatic (system-generated)
- ☐ Manual (agent-initiated)

Date of Last Notification Template Update

Enter date...

Notification Channels Used for Internal Updates (e.g., warehouse, customer service)

- ☐ Email
- ☐ Slack
- ☐ Internal System
- ☐ Other

Description of Escalation Process for Unconfirmed Deliveries

Write something...

Exception Handling & Resolution

Examines procedures for addressing and resolving delivery exceptions and discrepancies.

Describe the documented procedure for handling delivery exceptions (e.g., damaged goods, incorrect address, missed delivery).

Write something...

Average time (in hours) taken to resolve a delivery exception.

Enter a number...

What is the primary method used to escalate delivery exceptions?

- ☐ Email
- ☐ Phone Call
- ☐ Automated Ticketing System
- ☐ Other (Specify)

Which stakeholders are typically involved in resolving delivery exceptions?

- ☐ Delivery Driver
- ☐ Customer Service
- ☐ Warehouse Team
- ☐ Logistics Manager
- ☐ Carrier Representative

Provide examples of common delivery exception root causes and the corrective actions taken.

Write something...

How are delivery exceptions documented and tracked?

- ☐ Spreadsheet
- ☐ TMS System
- ☐ WMS System
- ☐ Dedicated Exception Management Software

Date of last review of the exception handling procedure.

Enter date...

Reporting & Analytics

Focuses on the availability and accuracy of reports and dashboards related to delivery confirmations.

Percentage of Deliveries with Automated Confirmation

Enter a number...

Average Time to Delivery Confirmation (Hours)

Enter a number...

Number of Delivery Exceptions Requiring Manual Resolution Per Week

Enter a number...

Reporting Frequency (e.g., Daily, Weekly, Monthly)

- ☐ Daily
- ☐ Weekly
- ☐ Monthly


Reporting Tool Used (e.g., Excel, Tableau, Power BI)

- ☐ Excel
- ☐ Tableau
- ☐ Power BI
- ☐ Other

Brief Description of Key Performance Indicators (KPIs) Tracked for Delivery Confirmation

Write something...

Sample Delivery Confirmation Report (Last Month)

 Upload File

Description of data sources used in delivery confirmation reports.

Write something...

Security & Access Controls

Evaluates security measures and access controls to protect delivery confirmation data.

Is access to delivery confirmation data role-based?

- ☐ Yes
- ☐ No
- ☐ Partially

Are user accounts regularly reviewed and deactivated for terminated employees?

- ☐ Yes
- ☐ No
- ☐ Occasionally

Number of users with access to sensitive delivery confirmation data (e.g., addresses, proof of delivery)

Enter a number...

Which authentication methods are used for accessing delivery confirmation systems?

- ☐ Username/Password
- ☐ Multi-Factor Authentication (MFA)
- ☐ Biometrics
- ☐ Other (Specify in LONG_TEXT)

If 'Other' authentication method was selected, please specify.

Write something...

Are delivery confirmation systems protected by firewalls?

- ☐ Yes
- ☐ No
- ☐ Unknown

Upload screenshot of access control list (ACL) for the delivery confirmation system (if available)

 Upload File

Compliance & Regulatory Requirements

Confirms adherence to relevant industry regulations and internal policies regarding delivery confirmation.

Is the process compliant with GDPR requirements regarding customer data?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Does the process adhere to carrier-specific contract requirements for delivery confirmation?

- ☐ Yes
- ☐ No
- ☐ N/A - No Carrier Contracts

Describe any specific legal or regulatory documentation related to delivery confirmation (e.g., signed agreements, permits).

Write something...

Upload copies of relevant agreements or contracts.

 Upload File

Does the process comply with industry standards for data retention periods?

- ☐ Yes
- ☐ No
- ☐ Unsure

Number of documented exceptions related to regulatory non-compliance in the last year.

Enter a number...

Date of last compliance review related to delivery confirmation.

Enter date...

Continuous Improvement & Feedback

Assesses mechanisms for ongoing process improvement and feedback collection.

Describe current feedback mechanisms for delivery confirmation process (e.g., surveys, meetings, direct communication)

Write something...

How frequently are delivery confirmation process reviews conducted?

Enter a number...

What is the primary method used to track and prioritize process improvement requests?

- ☐ Ticketing System
- ☐ Spreadsheet
- ☐ Email
- ☐ Meetings
- ☐ Other

Which stakeholders provide feedback on the delivery confirmation process?

- ☐ Drivers
- ☐ Customers
- ☐ Warehouse Staff
- ☐ Logistics Managers
- ☐ IT Department
- ☐ Carrier Representatives

Date of the most recent delivery confirmation process review.

Enter date...

Summarize key findings and recommendations from the most recent process review.

Write something...

How are improvement recommendations communicated to relevant stakeholders?

- ☐ Email
- ☐ Team Meetings
- ☐ Shared Documentation
- ☐ Dedicated Platform