

Delivery order checklist

Print this and keep it by the loading area

Before the goods go out

- ☐ DO number filled in and recorded against the customer
- ☐ Customer's PO number written on the DO
- ☐ Item descriptions match what is physically loaded — checked, not assumed
- ☐ Quantities counted at the tailgate, not copied from the order
- ☐ Partial delivery? The balance is written on the DO
- ☐ Three copies present and legible

At the point of delivery

- ☐ Receiver checks the goods BEFORE signing
- ☐ Signature PLUS printed name — a squiggle alone is not proof
- ☐ Company chop where the customer uses one
- ☐ Date written by the receiver
- ☐ Any shortage or damage noted on the DO itself, at the time
- ☐ Customer keeps the original; driver returns the other two copies

Back at the office

- ☐ Signed copy filed against the customer
- ☐ Stock records updated
- ☐ DO added to the list of deliveries waiting to be invoiced

The one-line test: if something leaves your premises and you would struggle to prove it arrived, you needed a delivery order.