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.