

Loading Dock 3-Step SOP

A one-page checklist for dock operators and shift supervisors.

Before the truck doors open

- ☐ The camera lens is clean and unobstructed, and the dock is in view.
- ☐ The barcode scanner is charged and working.

01:

Scan the DO

- ☐ Scan the barcode on the delivery order (DO) or waybill before any cargo moves.
- ☐ Check that the DO number appears on the live CCTV video.

02:

Record the handling

- ☐ Keep all loading and unloading within camera view.
- ☐ Hold any damaged item close to the camera for about 3 seconds.

03:

Close and file

- ☐ When finished, scan the "DONE" barcode.
- ☐ The clip is closed and filed under that DO number.

Searching later

- Type the DO number to open the footage of that delivery.
- Use the clip and the DO on the video as a supporting record when you look into a claim.

Date

Dock / bay

DO no.

Operator

This checklist follows the operator workflow of a barcode-overlay setup such as Countersign by Vinotica. Without a barcode overlay, note the DO number and the start and end time of each load in your dock log.

Place CCTV notices at the docks and inform your workers and drivers. As the operator of the CCTV system, your company is the Personal Data Controller for the footage and is responsible for the legal basis for processing under the PDP Law, access rights and retention. This checklist is general guidance, not legal advice.