

FREE OPERATIONAL TEMPLATE

Delivery Audit Checklist

Use this 60-point checklist to audit ordering, preparation, food quality, packaging, dispatch, delivery partners, transit, customer handoff, payments, complaints, performance, and corrective-action closure.

Restaurant / location

Audit date

Auditor

Delivery lead

1. Audit setup, delivery model, service levels, roles, and accountability

1

Confirm the location, audit date, auditor, service period, delivery lead, channels, delivery zones, and partner scope included in the audit.

DELIVERY AUDIT

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign

Q

Execution tip: Define the channels, service levels, evidence rules, critical failures, and ownership before reviewing delivery transactions.

2

Document the approved delivery workflow from order acceptance through preparation, dispatch, transit, customer handoff, final status, and reconciliation.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

Q

Execution tip: Define the channels, service levels, evidence rules, critical failures, and ownership before reviewing delivery transactions.

3

Verify promised preparation, pickup, transit, and end-to-end delivery targets are defined for each channel, zone, daypart, and order type.

DELIVERY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

Q

Execution tip: Define the channels, service levels, evidence rules, critical failures, and ownership before reviewing delivery transactions.

4

Review previous delivery scores, late-order trends, missing-item claims, seal failures, temperature complaints, cancellations, refunds, and open actions.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Q

Execution tip: Define the channels, service levels, evidence rules, critical failures, and ownership before reviewing delivery transactions.

5

Define critical failures, including allergen mismatch, unsafe food, tampered packaging, wrong customer, unverified rider, data exposure, and false proof.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

Q

Execution tip: Define the channels, service levels, evidence rules, critical failures, and ownership before reviewing delivery transactions.

6

Confirm ownership for order acceptance, kitchen release, packing, dispatch, partner coordination, customer support, finance, reporting, and action closure.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

Q

Execution tip: Define the channels, service levels, evidence rules, critical failures, and ownership before reviewing delivery transactions.

2. Ordering channels, menu accuracy, availability, pricing, and customer information

7 Verify restaurant name, address, contact details, operating hours, delivery zones, minimum order, fees, taxes, and estimated times are accurate.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Execution tip: Place sample orders across channels and devices to confirm that customers see accurate information before payment and preparation begins.

8 Compare menu items, sizes, modifiers, prices, promotions, images, descriptions, and availability across POS, website, app, kiosk, and aggregators.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Execution tip: Place sample orders across channels and devices to confirm that customers see accurate information before payment and preparation begins.

9 Confirm allergen, dietary, ingredient, preparation, and substitution information is visible, current, and consistent across ordering channels.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip: Place sample orders across channels and devices to confirm that customers see accurate information before payment and preparation begins.

10 Test order acceptance, rejection, pause, throttling, stock-out, item-disable, cancellation, and customer-notification workflows during live service.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Execution tip: Place sample orders across channels and devices to confirm that customers see accurate information before payment and preparation begins.

11 Verify customer name, contact, address, landmark, delivery notes, access instructions, and contactless preferences transfer correctly to operations.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

Execution tip: Place sample orders across channels and devices to confirm that customers see accurate information before payment and preparation begins.

12 Check discounts, vouchers, loyalty credits, delivery charges, taxes, tips, payment methods, and final totals calculate and display correctly.

DELIVERY AUDIT

ACTUAL Enter

TARGET Enter

DEVICE ID Enter

Execution tip: Place sample orders across channels and devices to confirm that customers see accurate information before payment and preparation begins.

3. Order preparation, food quality, accuracy, allergens, and packaging

13 Match sampled orders to the kitchen ticket for items, quantities, sizes, modifiers, substitutions, preparation requests, and paid add-ons.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Sample different order profiles, including hot and cold items, beverages, allergen requests, high-value orders, and complex modifiers.

14 Inspect sampled food for freshness, doneness, portion, taste, texture, colour, garnish, presentation, and consistency with the approved standard.

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Sample different order profiles, including hot and cold items, beverages, allergen requests, high-value orders, and complex modifiers.

15 Verify allergen and dietary orders follow the approved preparation, segregation, communication, labelling, final verification, and release process.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Sample different order profiles, including hot and cold items, beverages, allergen requests, high-value orders, and complex modifiers.

16 Record selected hot, chilled, frozen, dessert, or beverage temperatures and compare them with approved product and food-safety limits.

CRITICAL

DELIVERY AUDIT

ACTUAL Enter

TARGET Enter

DEVICE ID Enter

 **Execution tip:** Sample different order profiles, including hot and cold items, beverages, allergen requests, high-value orders, and complex modifiers.

17 Inspect containers, lids, bags, cup holders, insulation, absorbent materials, vents, seals, labels, and separation for fitness and correct use.

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Sample different order profiles, including hot and cold items, beverages, allergen requests, high-value orders, and complex modifiers.

18 Confirm the complete order includes sauces, condiments, cutlery, napkins, receipts, promotional items, and customer-requested accessories.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Sample different order profiles, including hot and cold items, beverages, allergen requests, high-value orders, and complex modifiers.

4. Dispatch staging, readiness, temperature control, sealing, and rider verification

19 Inspect the dispatch area for cleanliness, lighting, security, traffic flow, weather protection, signage, and separation from waste and customers.

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip: Observe dispatch during a normal peak and trace each staged order to its final verified collection record.

20 Verify orders are staged by status, platform, time, route, and order reference without mixing ready, incomplete, delayed, cancelled, or remade orders.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Execution tip: Observe dispatch during a normal peak and trace each staged order to its final verified collection record.

21 Confirm hot, chilled, frozen, beverage, allergen-sensitive, fragile, and high-value orders remain protected within approved holding conditions.

CRITICAL

DELIVERY AUDIT

ACTUAL Enter

TARGET Enter

DEVICE ID Enter

Execution tip: Observe dispatch during a normal peak and trace each staged order to its final verified collection record.

22 Check tamper seals, bag closures, labels, order identifiers, package counts, and special-handling markers are intact and visible before transfer.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

Execution tip: Observe dispatch during a normal peak and trace each staged order to its final verified collection record.

23 Match the order number, customer reference, platform, rider identity, vehicle, and collection code before releasing physical possession.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Execution tip: Observe dispatch during a normal peak and trace each staged order to its final verified collection record.

24 Record ready time, rider arrival, handoff time, waiting duration, employee completing the transfer, package count, seal reference, and delay reason.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

Execution tip: Observe dispatch during a normal peak and trace each staged order to its final verified collection record.

5. Delivery partner readiness, hygiene, equipment, training, and conduct

25 Verify active delivery partners, agencies, rider rosters, identification, background requirements, licences, insurance, and agreements are current.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Inspect partner readiness before the first collection and repeat observations during normal delivery activity.

26 Inspect uniforms, grooming, hand hygiene, illness reporting, prohibited behaviours, and customer-facing conduct against the approved standard.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Inspect partner readiness before the first collection and repeat observations during normal delivery activity.

27 Check delivery bags, boxes, racks, cup holders, dividers, insulation, cold packs, cleaning condition, odour, damage, and capacity.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Inspect partner readiness before the first collection and repeat observations during normal delivery activity.

28 Verify vehicles, bicycles, motorcycles, or carts are roadworthy, clean, secure, suitable for food transport, and compliant with local requirements.

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Inspect partner readiness before the first collection and repeat observations during normal delivery activity.

29 Confirm riders understand pickup verification, food protection, route use, customer privacy, proof of delivery, failed delivery, and emergency escalation.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Inspect partner readiness before the first collection and repeat observations during normal delivery activity.

30 Review training, induction, performance warnings, complaint history, repeat failures, suspension controls, and partner corrective actions.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Inspect partner readiness before the first collection and repeat observations during normal delivery activity.

6. Transit execution, route control, time, temperature, and chain of custody

31

Compare actual dispatch, travel, arrival, and completion times with the approved preparation, pickup, transit, and end-to-end targets.

CRITICAL

DELIVERY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

Q

Execution tip: Trace multiple deliveries from restaurant handoff through route events, customer arrival, proof, and final platform status.

32

Verify routing, batching, stacking, zone assignment, sequence, traffic response, and detour decisions do not create avoidable quality or service risk.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Q

Execution tip: Trace multiple deliveries from restaurant handoff through route events, customer arrival, proof, and final platform status.

33

Confirm packages remain upright, sealed, secured, separated, protected from weather, and inaccessible to unauthorized persons during transit.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

Q

Execution tip: Trace multiple deliveries from restaurant handoff through route events, customer arrival, proof, and final platform status.

34

Review temperature-control methods for long routes, extreme weather, hot food, chilled items, frozen products, beverages, and mixed orders.

CRITICAL

DELIVERY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

Q

Execution tip: Trace multiple deliveries from restaurant handoff through route events, customer arrival, proof, and final platform status.

35

Check platform or fleet events show a credible chain of custody without unexplained stops, status manipulation, false arrival, or premature completion.

CRITICAL

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

Q

Execution tip: Trace multiple deliveries from restaurant handoff through route events, customer arrival, proof, and final platform status.

36

Verify accidents, breakdowns, spills, lost orders, suspected tampering, unsafe delays, and emergency rerouting are reported and contained immediately.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

Q

Execution tip: Trace multiple deliveries from restaurant handoff through route events, customer arrival, proof, and final platform status.

7. Customer handoff, proof of delivery, payments, privacy, and service experience

37

Confirm the rider reaches the correct address, follows access instructions, contacts the customer appropriately, and waits for the approved period.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Q

Execution tip: Review the handoff from the customer perspective and verify proof without exposing personal or payment information.

38

Verify the customer name, order reference, package count, seal condition, and delivery method before completing the handoff.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Q

Execution tip: Review the handoff from the customer perspective and verify proof without exposing personal or payment information.

39

Check contactless, reception, security-desk, curbside, leave-at-door, and third-party handoffs follow approved authorization and proof rules.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

Q

Execution tip: Review the handoff from the customer perspective and verify proof without exposing personal or payment information.

40

Review proof of delivery, including timestamp, scan, PIN, signature, photo, geolocation, comments, and recipient confirmation where applicable.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

Q

Execution tip: Review the handoff from the customer perspective and verify proof without exposing personal or payment information.

41

Verify cash, card, wallet, tip, change, receipt, failed payment, duplicate charge, and cash-on-delivery reconciliation controls.

CRITICAL

DELIVERY AUDIT

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Q

Execution tip: Review the handoff from the customer perspective and verify proof without exposing personal or payment information.

42

Confirm customer phone numbers, addresses, images, access codes, payment data, and delivery notes are protected, retained, and deleted appropriately.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

Q

Execution tip: Review the handoff from the customer perspective and verify proof without exposing personal or payment information.

8. Delays, cancellations, failed deliveries, returns, refunds, and complaints

- 43 Review delayed orders to identify the actual cause, responsible stage, customer communication, revised estimate, compensation, and prevention action.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Reconcile each exception across restaurant, partner, platform, customer-support, and finance records before closing the case.

- 44 Verify cancellations are authorized, communicated, stopped at the correct stage, recorded with reason, and reflected in inventory and payment records.

DELIVERY AUDIT

Compliant Partial Non-compliant N/A

 **Execution tip:** Reconcile each exception across restaurant, partner, platform, customer-support, and finance records before closing the case.

- 45 Check failed delivery attempts follow approved contact, waiting, proof, return, disposal, refund, food-safety, and customer-notification rules.

CRITICAL

DELIVERY AUDIT

Safe Needs action Critical LIVE PHOTO Add

 **Execution tip:** Reconcile each exception across restaurant, partner, platform, customer-support, and finance records before closing the case.

- 46 Confirm returned food is never reissued and is segregated, assessed, disposed of, credited, and recorded according to the approved process.

CRITICAL

DELIVERY AUDIT

Compliant Partial Non-compliant N/A

 **Execution tip:** Reconcile each exception across restaurant, partner, platform, customer-support, and finance records before closing the case.

- 47 Record complaints for missing, wrong, cold, damaged, spilled, late, tampered, unsafe, or undelivered orders with complete transaction evidence.

CRITICAL

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Reconcile each exception across restaurant, partner, platform, customer-support, and finance records before closing the case.

- 48 Verify refunds, credits, remakes, redeliveries, goodwill payments, partner deductions, and customer resolutions are approved and completed accurately.

DELIVERY AUDIT

ACTUAL Enter TARGET Enter DEVICE ID Enter

 **Execution tip:** Reconcile each exception across restaurant, partner, platform, customer-support, and finance records before closing the case.

9. Performance data, partner compliance, financial controls, security, and management review

49 Review order volume, acceptance, preparation time, rider wait, transit time, on-time delivery, completion, cancellation, and failed-delivery rates.

DELIVERY AUDIT

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

 **Execution tip:** Compare dashboard results with raw order records and investigate unusual gaps, overrides, repeated exclusions, and unsupported adjustments.

50 Compare missing-item, wrong-order, temperature, seal, damage, complaint, refund, remake, and redelivery rates by location, channel, and partner.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Compare dashboard results with raw order records and investigate unusual gaps, overrides, repeated exclusions, and unsupported adjustments.

51 Verify partner scorecards use consistent definitions, complete data, fair attribution, documented exclusions, and approved review periods.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Compare dashboard results with raw order records and investigate unusual gaps, overrides, repeated exclusions, and unsupported adjustments.

52 Reconcile commissions, delivery charges, promotions, taxes, tips, cash collections, refunds, deductions, settlements, and outstanding balances.

CRITICAL

DELIVERY AUDIT

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

 **Execution tip:** Compare dashboard results with raw order records and investigate unusual gaps, overrides, repeated exclusions, and unsupported adjustments.

53 Review user access, shared credentials, device security, unauthorized order changes, suspicious refunds, false proof, collusion, and data exports.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO | Add

 **Execution tip:** Compare dashboard results with raw order records and investigate unusual gaps, overrides, repeated exclusions, and unsupported adjustments.

54 Confirm management reviews recurring delivery risks, low-performing partners, high-risk locations, overdue actions, and required operational support.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Compare dashboard results with raw order records and investigate unusual gaps, overrides, repeated exclusions, and unsupported adjustments.

10. Findings, corrective actions, verification, trends, and management sign-off

55

Record every finding with the requirement, order or process affected, observed condition, risk, evidence, immediate containment, and customer impact.

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Keep delivery actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

56

Classify findings as critical, major, minor, or observation using approved food-safety, customer, financial, privacy, security, and escalation rules.

CRITICAL

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Keep delivery actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

57

Assign each corrective action to a named owner with priority, due date, required proof, partner involvement, temporary control, and escalation route.

CRITICAL

DELIVERY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Keep delivery actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

58

Verify closure through repeat audits, transaction samples, timestamps, temperature records, photos, system data, retraining, refunds, or partner confirmation.

CRITICAL

DELIVERY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Keep delivery actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

59

Review repeat failures, root causes, action ageing, partner trends, location trends, customer outcomes, and issues requiring regional or head-office support.

DELIVERY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Keep delivery actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

60

Record the final score, critical failures, unresolved risks, next review date, delivery lead, auditor, reviewer, approval, and signatures.

CRITICAL

DELIVERY AUDIT

NAME | Enter

DATE / TIME | Enter

APPROVAL | Sign

 **Execution tip:** Keep delivery actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

RUN THIS CHECKLIST DIGITALLY

Turn delivery findings into verified operational improvement

Use Taqtics to schedule delivery audits, capture transaction evidence, compare service levels, escalate failures, assign actions, verify closure, and track partner performance.

Try This Checklist
in Taqtics