# SOP for Delivery Failure Issues

## Purpose

To troubleshoot and resolve Delivery Failure issues.

## Scope

Includes Email systems and Delivery Failure-related services.

## Procedure

1. User reports Delivery Failure issue via Help Desk.  
 2. Verify the reported issue by checking system logs and configurations.  
 3. Perform initial troubleshooting steps such as restarting services, checking settings, or running diagnostic tools.  
 4. If the issue persists, escalate to the respective Email support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.