

SOP: Order Completion, Invoicing, and Record-Keeping Process

This SOP details the **order completion, invoicing, and record-keeping process**, covering the steps from finalizing customer orders, generating accurate invoices, and maintaining organized records. It ensures timely order fulfillment, accurate billing, compliance with financial regulations, and efficient documentation to support audit trails and customer service. The procedure aims to streamline operations, reduce errors, and enhance overall business accountability.

1. Purpose

To establish standardized procedures for effectively completing customer orders, issuing invoices, and maintaining comprehensive records.

2. Scope

This SOP applies to staff involved in order fulfillment, billing, accounting, and records management.

3. Responsibilities

- **Sales Team:** Confirm order details with customer and hand off for fulfillment.
- **Order Fulfillment Team:** Ensure timely and accurate completion of customer orders.
- **Accounts/Finance Team:** Generate invoices, verify billing information, and maintain records.
- **Records Management:** Archive documentation and ensure compliance with retention policies.

4. Procedure

1. **Order Completion**
 - a. Verify order details and payment status.
 - b. Prepare order for delivery/shipment or service completion.
 - c. Document completion (e.g., packing slip, delivery note, service completion report).
 - d. Update order status in the Order Management System (OMS).
2. **Invoicing**
 - a. Generate invoice using approved templates/ERP system.
 - b. Verify all line items, taxes, discounts, and totals.
 - c. Include order reference, customer details, payment terms, and due date.
 - d. Send invoice to the customer via approved communication channel (e.g., email, online portal).
3. **Record-Keeping**
 - a. File completed order documents and corresponding invoice electronically and/or physically.
 - b. Index documents for easy retrieval (e.g., by order number, customer name, date).
 - c. Ensure records are backed up and stored securely, accessible only to authorized personnel.
 - d. Retain records according to company policy and relevant regulations (e.g., 7 years for financial records).
 - e. Document any discrepancies and steps taken to resolve them.

5. Documentation & Forms

Document/Form	Responsible Party	Retention Period
Order Forms	Sales Team	7 years
Invoices	Accounts/Finance Team	7 years
Delivery/Completion Reports	Order Fulfillment Team	7 years
Correspondence (Emails, Memos)	All relevant staff	3 years

6. Compliance & Review

- Regularly review procedure for updates in regulations or business operations.
- Conduct annual audits for accuracy and process adherence.

- Staff training to ensure understanding and compliance with SOP.

7. Revision History

Version	Date	Description	Approved By
1.0	2024-06-01	Initial release	[Name/Role]