SOP: Order Fulfillment Documentation and Record-Keeping

This SOP details **order fulfillment documentation and record-keeping** processes, including accurate recording of customer orders, inventory management, shipping and delivery tracking, invoice generation, and maintaining comprehensive records for audit and compliance purposes. It ensures efficient order processing, enhances customer satisfaction, and supports accountability and traceability throughout the fulfillment cycle.

1. Purpose

To establish standardized procedures for documenting and maintaining records throughout the order fulfillment process, ensuring compliance, transparency, and efficient operations.

2. Scope

This SOP applies to all staff involved in order processing, inventory control, shipping, and accounts receivable within the organization.

3. Responsibilities

- **Order Processing Staff:** Record and verify customer orders.
- **Inventory Staff:** Update inventory records upon order entry and dispatch.
- **Shipping Staff:** Document shipping and delivery details.
- **Accounts Staff:** Generate and archive invoices.
- **Compliance/Audit Team:** Review and maintain comprehensive fulfillment records.

4. Procedure

1. **Order Recording**
   - Receive customer order via authorized channels (e.g., phone, email, web portal).
   - Enter order details into the Order Management System (OMS): customer name, contact, order date, item(s), quantity, price, delivery address.
   - Verify order accuracy and confirm with customer if necessary.

2. **Inventory Management**
   - Check real-time inventory levels in the Inventory Management System (IMS).
   - Reserve ordered stock for fulfillment and update records.
   - Flag items for purchasing if below threshold levels.

3. **Shipping and Delivery**
   - Prepare and pack items as per order details.
   - Generate shipping label and document tracking number.
   - Record dispatch date, carrier, and expected delivery date.
   - Update OMS with shipping details.

4. **Invoice Generation**
   - Create an invoice referencing order number, itemized products, price, tax, and total amount.
   - Send invoice to customer and archive digital copies in the accounting system.

5. **Record-Keeping**
   - Store all order-related documents (order forms, inventory logs, shipping receipts, invoices) securely (digitally or physically) for a minimum of seven years or as mandated by regulations.
   - Ensure records are retrievable for audits or compliance checks.
   - Back up electronic records as per IT policy.

5. Documentation Requirements

Document	Responsible Party	Storage Method	Retention Period

Document	Responsible Party	Storage Method	Retention Period
Customer Order Form	Order Processing Staff	OMS / Physical File	7 Years
Inventory Log	Inventory Staff	IMS / Digital	7 Years
Shipping/Delivery Receipt	Shipping Staff	OMS / Physical	7 Years
Invoice	Accounts Staff	Accounting System / Digital	7 Years

6. Audit and Review

- Quarterly reviews will be conducted to verify documentation accuracy and compliance with SOP.
- Discrepancies will be documented and corrective actions implemented.

7. Revision History

Version	Date	Summary of Changes	Approved By
1.0	2024-06-01	Initial release	[Name/Title]