

SOP: Order Information Collection and Verification

This SOP details the process of **order information collection and verification**, including accurate data capturing, customer details confirmation, product and quantity validation, payment information checking, and order completeness assessment. The aim is to ensure all order data is correctly gathered and verified to facilitate smooth processing, minimize errors, and enhance customer satisfaction.

1. Purpose

To establish a standardized procedure for collecting and verifying order information to ensure accuracy and completeness prior to order processing.

2. Scope

This SOP applies to all personnel involved in order entry, processing, and verification across all sales channels.

3. Responsibilities

- **Order Entry Staff:** Collect initial order details and ensure accurate data input.
- **Verification Personnel:** Confirm correctness and completeness of order information.
- **Supervisors:** Oversee adherence to this SOP and address discrepancies.

4. Procedure

1. **Order Data Collection**
 - Receive order request via designated channel (phone, email, web, etc.).
 - Record customer details: full name, contact information, address.
 - Obtain product details: item codes, descriptions, quantities, and any variants.
 - Capture payment details as required.
2. **Initial Data Entry**
 - Input order data into the order management system accurately and promptly.
 - Ensure all required fields are filled.
3. **Customer Details Confirmation**
 - Contact customer (if required) to confirm provided details, including delivery address and contact number.
 - Correct any inaccuracies before proceeding.
4. **Product and Quantity Validation**
 - Verify products ordered are available and match customer request (item number and description).
 - Check ordered quantities are correct and available in inventory.
5. **Payment Information Checking**
 - Ensure payment method is valid and approved before finalizing the order.
 - Confirm payment amount matches order total (including taxes, discounts, shipping, etc.).
6. **Order Completeness and Final Review**
 - Review all order data for completeness and consistency.
 - Document any discrepancies and resolve before approval.
7. **Order Confirmation**
 - Send order confirmation to customer via agreed method (email, SMS, etc.).

5. Documentation and Records

- Retain order records and verification checklists per company policy.
- Maintain logs of communications with customers regarding order details.

6. Exception Handling

- If any discrepancies are found during verification, halt order processing until resolved.
- Escalate unresolved issues to supervisor or relevant department.

7. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial SOP template release for order information collection and verification.	[Your Name]