

Standard Operating Procedure (SOP)

Supplier Communication and Order Placement Protocol

This SOP defines the **supplier communication and order placement protocol**, detailing the steps for effective interaction with suppliers, order request initiation, order confirmation, and tracking. It ensures clear and consistent communication to maintain timely procurement, accuracy in order specifications, and proper documentation. The procedures help optimize supplier relationships, reduce order errors, and enhance overall supply chain efficiency for seamless business operations.

1. Purpose

To establish a standardized protocol for supplier communication and order placement, ensuring efficiency, accuracy, and traceability in procurement activities.

2. Scope

This SOP applies to all employees involved in sourcing, purchasing, and managing supplier relationships.

3. Responsibilities

- **Purchasing Department:** Initiate orders, communicate with suppliers, maintain documentation.
- **Department Managers:** Approve purchase requests and oversee order processes.
- **Receiving Staff:** Confirm receipt of orders and report discrepancies or issues.

4. Procedure

- Supplier Communication**
 - Identify approved suppliers from the supplier database.
 - Initiate communication via official channels (email/phone/portal) using standardized templates.
 - Document all correspondence for record-keeping.
- Order Request Initiation**
 - Fill out an internal purchase requisition form with complete product specifications, quantities, and delivery requirements.
 - Obtain necessary approvals as per company policy.
 - Forward approved requisition to the purchasing department for processing.
- Order Placement**
 - Send official purchase order (PO) to the supplier, including all order details and delivery timelines.
 - Ensure PO is acknowledged/confirmed by the supplier within the agreed timeframe.
 - Update order status in the procurement tracking system.
- Order Confirmation and Tracking**
 - Track order status regularly and communicate updates to stakeholders.
 - Address any supplier queries or requests for clarification promptly.
 - Document all status updates and communications in the order file.
- Receipt and Verification**
 - Verify delivery against PO upon receipt of goods/services.
 - Report discrepancies, damages, or shortages within 24 hours to the supplier and relevant internal departments.
 - Update order records to reflect completion or issues as necessary.
- Documentation and Record Keeping**
 - Store all related documents (correspondence, POs, invoices, delivery notes, etc.) in the designated system or file repository for a minimum period defined by company policy.

5. Related Documents

- Purchase Requisition Form
- Purchase Order Template
- Supplier List/Database
- Procurement Tracking System Manual

6. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-14	Initial SOP release	Procurement Manager