SOP: Order Receipt and Verification Process

Purpose:

This SOP describes the **order receipt and verification process**, detailing the steps to accurately receive, review, and validate customer orders. It includes procedures for confirming order accuracy, verifying item availability, cross-checking customer information, updating order status in the system, and handling discrepancies or errors. The purpose is to ensure efficient and error-free order processing, improve customer satisfaction, and maintain accurate inventory records.

Scope

This procedure applies to all staff responsible for receiving and processing customer orders, both online and offline, at [Company Name].

Responsibilities

- **Order Processing Team:** Receive and review orders, verify details, and update order status.
- **Inventory Team:** Confirm item availability and update inventory records.
- **Customer Service:** Communicate with customers regarding discrepancies or order issues.
- **Management:** Oversee compliance with this SOP and handle escalated discrepancies.

Definitions

- **Order Receipt:** The act of receiving a customer's order through the established channel.
- **Order Verification:** The review of order details for accuracy and completeness.
- **Discrepancy:** Any inconsistency or error in order details, item availability, or customer information.

Procedure

1. **Receive Customer Order**
   - Access order via [order system/platform/email/phone].
   - Note time and date of receipt.
2. **Review Order Details**
   - Check items, quantities, prices, and any special instructions.
   - Cross-check order against company policies/offers.
3. **Verify Customer Information**
   - Confirm customer name, shipping address, contact details, and payment method.
   - If any information is missing or unclear, contact customer for clarification.
4. **Check Item Availability**
   - Verify stock levels in inventory management system.
   - If item is out of stock, inform customer promptly and offer alternatives if available.
5. **Update Order Status**
   - Mark order as "Received" or "In Process" in the order management system.
   - Notify relevant departments for further processing (e.g., picking, packing, shipping).
6. **Address Discrepancies or Errors**
   - Document any discrepancies (e.g., mismatched information, unavailable items).
   - Contact customer for resolution if required.
   - Escalate unresolved issues to supervisor or management.
7. **Document and File Order Records**
   - Ensure all correspondence and actions are logged in the system.
   - Maintain accurate records for audit and reference purposes.

References

- Order Management System User Manual
- Inventory Control Policies
- Customer Service Policy

Revision History

Version	Date	Author	Description
1.0	2024-06-19	[Your Name]	Initial creation