

# SOP Template: Price Confirmation and Discount Policy Adherence

This SOP ensures **price confirmation and discount policy adherence** by establishing standardized procedures for verifying product prices before sales, applying authorized discounts accurately, and maintaining consistency with company pricing policies. It aims to prevent pricing errors, avoid unauthorized discounts, and ensure transparency and compliance in all sales transactions, thereby safeguarding company revenue and enhancing customer trust.

## 1. Purpose

To define and maintain the procedures for verifying and confirming product prices, and for ensuring all discounts are granted following pre-approved company policies.

## 2. Scope

This SOP applies to all employees involved in sales, invoicing, and price management within the organization.

## 3. Definitions

- **Price Confirmation:** Verification of item prices against the current price list before sales transaction completion.
- **Authorized Discount:** A price reduction approved in accordance with company policy.
- **Pricing Policy:** The organization's established guidelines on setting, confirming, and adjusting prices and discounts.

## 4. Responsibilities

- **Sales Staff:** Verify prices and seek discount approvals as required.
- **Supervisors/Managers:** Review and authorize special price or discount requests.
- **Finance/Accounts:** Audit transactional compliance with pricing and discount policy.
- **IT/System Admin:** Maintain updated price lists and discount codings in business systems.

## 5. Procedure

1. **Price Verification**
  - Confirm the intended sale item's price using the most recent approved price list or system data.
  - If discrepancies are found, halt the transaction and escalate to supervisor/manager for resolution.
2. **Discount Application**
  - Verify the customer's eligibility based on discount type (e.g., promotional, bulk, loyalty).
  - Obtain documented approval for non-standard discounts or those exceeding standard limits.
  - Input the discount code or value in the system as per policy.
3. **Record Keeping**
  - Document all pricing and discount approvals-retain supervisor/manager sign-off if required.
  - Attach supporting documentation to the sales record for audit purposes.
4. **Final Review**
  - Review the final invoice before submission to the customer to ensure price and discount accuracy.

## 6. Controls and Auditing

- Conduct periodic audits to ensure adherence to price and discount approval processes.
- Report and address any unauthorized pricing or discounting immediately to management.

## 7. Non-Compliance

**Any deviation from the SOP may result in disciplinary action, reversal of unauthorized transactions, and potential revocation of discounting privileges.**

## 8. References

- Company Pricing Policy Manual
- Discount Authorization Matrix
- Current Price List (Internal Document)

## **9. Review & Updates**

This SOP shall be reviewed annually or as needed to accommodate updates in pricing or discount policies.