

Standard Operating Procedure (SOP)

Customer Information Validation and Order Confirmation

1. Objective

This SOP details the **customer information validation and order confirmation steps**, encompassing the verification of customer details such as contact information and shipping addresses, ensuring data accuracy and completeness before processing orders. It also includes procedures for confirming order receipt with customers, validating payment methods, and verifying product availability to prevent errors and enhance customer satisfaction. The objective is to streamline the order management process, reduce errors, and provide a reliable confirmation system that fosters trust and clarity between the business and its customers.

2. Scope

This SOP applies to all customer-facing sales and processing staff, as well as staff responsible for order management within the organization.

3. Procedure

1. **Order Receipt**
 - a. Receive the order via the designated channel (e.g., online portal, email, phone call).
 - b. Record the order in the order management system (OMS).
2. **Customer Information Validation**
 - a. Verify customer's full name and contact details (phone number and email address).
 - b. Confirm shipping and billing addresses with the customer.
 - c. Check for any discrepancies or missing information; contact customer for clarification if needed.
3. **Payment Method Validation**
 - a. Confirm the selected payment method (credit card, bank transfer, etc.).
 - b. Ensure payment information is complete and valid (check card expiration, authorization, and transaction limits).
 - c. Process payment or pre-authorize as per company policy.
4. **Product Availability Verification**
 - a. Check inventory on the order management system for stock availability.
 - b. Inform the customer of any out-of-stock items and offer alternatives or the option to wait/backorder.
5. **Order Confirmation**
 - a. Send an order confirmation (via email/SMS/phone) that includes order details, expected shipment date, and payment status.
 - b. Request the customer to review the order details and confirm acceptance.
6. **Final Review and Processing**
 - a. Once confirmation is received, conduct a final review of all captured information.
 - b. Initiate order fulfillment/dispatch procedures as per company policy.

4. Documentation & Recordkeeping

- Maintain digital records of all customer communications and confirmations.
- Archive order confirmations and related documents in the OMS for a minimum of 1 year (or as required by policy).

5. Roles & Responsibilities

- **Sales/Customer Service Representatives:** Responsible for customer communication, information validation, and order confirmation.
- **Order Processing Team:** Handles order entry, payment verification, and fulfillment initiation.
- **Supervisors/Managers:** Monitor compliance with SOP and address escalated issues.

6. Review & Revision

This SOP should be reviewed annually or when process changes occur. Updates must be communicated to all relevant personnel.