

SOP Template: Standardized Request Submission Procedures

This SOP defines the **standardized request submission procedures** to ensure consistent, efficient, and accurate processing of all requests. It outlines the steps for submitting, reviewing, approving, and tracking requests, including required documentation, format guidelines, submission channels, and timelines. The goal is to streamline communication, minimize errors, and enhance accountability in managing requests across departments.

1. Purpose

To establish a uniform procedure for submitting, reviewing, approving, and tracking all types of requests within the organization, thereby improving efficiency, transparency, and accountability.

2. Scope

This SOP applies to all employees, contractors, and departments involved in submitting or processing requests (e.g., resource requests, IT support, procurement, HR requests).

3. Definitions

Term	Definition
Request	Any formal submission made to seek approval, resources, support, or services.
Submitter	Individual initiating the request.
Approver	Person or body authorized to approve the request.
Request Tracker	System or tool used to monitor request status.

4. Responsibilities

- **Submitter:** Completes all required fields and provides correct documentation.
- **Reviewer:** Checks request accuracy and completeness before forwarding to approver.
- **Approver:** Reviews and decides to approve or reject requests within specified timeline.
- **Request Processor:** Updates request status and ensures proper recordkeeping.

5. Procedure

- Request Preparation**
 - Use the standardized [Request Form](#).
 - Attach all required supporting documentation (e.g., quotes, justifications).
 - Ensure all information is accurate and complete.
- Submission**
 - Submit requests via the designated channel:
Options: Online Portal / Email (*requests@company.com*) / Internal Ticketing System
 - Label the subject line or form fields as required for tracking.
- Review & Verification**
 - Reviewer checks submission for completeness and compliance with guidelines.
 - Incomplete or incorrect requests are returned to submitter within 2 business days.
- Approval**
 - Approver reviews requests and provides decision within 5 business days.
 - If approved, processor updates the status in the tracking system.
- Notification & Tracking**
 - Submitter receives notification of the decision via email or portal.
 - All request data is entered and tracked in the centralized system for auditing.

6. Documentation and Records

- All forms, supporting documents, and approvals must be retained for a minimum of 2 years.
- Records must be accessible to authorized personnel for audits or reference.

7. Related Documents/Forms

- [Standard Request Form](#)
- [Submission Checklist](#)
- [FAQ: Request Submission Process](#)

8. Revision History

Date	Version	Description	Author
2024-06-01	1.0	Initial SOP Released	Admin