

SOP: Request Submission Process and Required Information

This SOP details the **request submission process and required information**, outlining the steps for submitting requests efficiently and accurately. It covers the necessary documentation, data fields, approval workflows, timelines, and communication protocols to ensure requests are processed promptly and effectively. The purpose is to standardize the submission process, minimize errors, and enhance coordination among all involved parties.

1. Purpose

To establish a standardized process for submitting requests, define required information, and ensure fast, accurate processing of all requests within the organization.

2. Scope

This SOP applies to all employees, departments, and stakeholders involved in submitting, reviewing, or processing requests.

3. Definitions

- **Requestor:** The individual or department initiating the request.
- **Approver:** The authorized person responsible for reviewing and approving requests.
- **Request Form:** The official medium (physical or electronic) used to capture required request information.

4. Request Submission Process

1. **Identify Need:** Requestor determines the requirement for a request.
2. **Complete the Request Form:** Fill out the official request form with all required information (see section 5).
3. **Attach Supporting Documentation:** Attach any relevant documents as specified in section 6.
4. **Submit Request:** Send the completed form and supporting materials to the designated submission channel (e.g., portal, email).
5. **Acknowledgment:** Receive confirmation of receipt.
6. **Approval Workflow:** Request is reviewed and either approved, rejected, or sent back for additional info.
7. **Notification:** Requestor is notified of the decision and next steps.

5. Required Information

Field	Description	Mandatory
Request Title	Brief summary of the request	Yes
Requestor Name/Department	Name and/or department of origin	Yes
Date of Submission	Date the request is being submitted	Yes
Detailed Description	Comprehensive explanation of the request	Yes
Supporting Documentation	Relevant files, quotes, specifications, or references	If applicable
Approval Signature/ID	Signature or digital identification of approver (if required)	Yes
Desired Completion Date	Expected date by which the request should be fulfilled	No

6. Documentation and Attachments

- All requests must include relevant supporting documentation.
- Common documents: specifications, quotes, email correspondence, approvals.
- File formats must be accepted by the submission system (PDF, DOCX, XLS, etc.).

7. Approval Workflow

1. Submission is received by the responsible department/supervisor.
2. Initial review for completeness and accuracy.
3. Forward to designated approver(s).
4. Approval or rejection is recorded in the system.
5. If rejected or incomplete, request is returned to requestor for revision.
6. Once approved, request proceeds to implementation/fulfillment.

8. Timelines

- Standard review time: **3 business days** from receipt.
- For urgent requests, mark as *Urgent* with justification.
- Complex requests may require extended review; communication of delays is mandatory.

9. Communication Protocol

- Use official communication channels (e.g., company email, request portal notifications).
- Automated confirmation sent on receipt of request.
- Updates and decisions communicated promptly to the requestor.
- Clarification requests must be resolved within 2 business days.

10. Records and Archiving

- All requests and related documents must be archived electronically for a minimum of 2 years.
- Ensure compliance with data privacy and record retention policies.

11. Revision History

Version	Date	Description
1.0	2024-06-20	Initial SOP release