Standard Operating Procedure (SOP)

Order Receipt and Confirmation Procedures

This SOP details the **order receipt and confirmation procedures**, including verifying customer information, recording order details accurately, confirming product availability, issuing order acknowledgments, coordinating with relevant departments for order processing, and ensuring timely communication with customers. The goal is to maintain accuracy, enhance customer satisfaction, and streamline the order fulfillment process.

1. Purpose

To establish a standardized process for receiving, confirming, and acknowledging customer orders to ensure order accuracy, timely processing, and improved customer satisfaction.

2. Scope

This procedure applies to all staff involved in order management, customer service, inventory, and fulfillment departments.

3. Responsibilities

- **Sales/Customer Service:** Receives and reviews order requests, confirms details with customers, and issues order acknowledgments.
- **Order Processing:** Records and processes orders as per confirmed details.
- **Inventory Team:** Confirms product availability and updates inventory status.
- **Logistics/Fulfillment:** Coordinates shipping and delivery based on processed orders.

4. Procedure

1. **Order Receipt**
   - Receive order requests via approved channels (email, phone, online portal, etc.).
   - Assign a unique order reference number.
2. **Verify Customer Information**
   - Cross-check customer name, address, contact information, and payment details.
   - Clarify any discrepancies directly with the customer.
3. **Record Order Details Accurately**
   - Enter all relevant order data into the Order Management System (OMS).
   - Ensure item codes, quantities, prices, and special instructions are documented.
4. **Check Product Availability**
   - Consult the inventory system to verify stock levels for each ordered item.
   - If any item is unavailable, notify the customer and offer alternatives or backorder options.
5. **Order Acknowledgment**
   - Send an acknowledgment to the customer within 24 hours of order receipt.
   - Include order summary, expected processing and delivery dates, and contact information for support.
6. **Coordinate with Relevant Departments**
   - Forward order details to inventory and fulfillment teams for processing.
   - Monitor order status and resolve any issues promptly.
7. **Communicate Order Status**
   - Provide timely updates to the customer regarding order confirmation, shipment, or any changes.
   - Respond to customer inquiries promptly throughout the process.

5. Documentation and Records

- Maintain electronic records of all orders, confirmations, and communications for audit and tracking purposes.
- Archive closed orders as per company policy.

6. Review & Revision

- This SOP should be reviewed annually or as needed to ensure alignment with operational best practices and business needs.