

# Standard Operating Procedure (SOP)

## Order Receiving and Confirmation Procedures

This SOP details the **order receiving and confirmation procedures**, covering the steps for accurately receiving incoming orders, verifying order details, communicating order acceptance, updating inventory systems, handling discrepancies, and ensuring timely confirmation to customers. The aim is to streamline the order processing workflow, minimize errors, and enhance customer satisfaction through reliable and efficient order management.

### 1. Purpose

To define the standardized process for receiving, confirming, and managing incoming orders to ensure accuracy, consistency, and prompt communication with customers.

### 2. Scope

This procedure applies to all staff involved in order processing and inventory management, including customer service, sales, and warehouse personnel.

### 3. Responsibilities

- **Customer Service/Sales Team:** Receive and review orders, communicate with customers.
- **Warehouse/Inventory Staff:** Verify stock availability and update inventory records.
- **Order Processing Manager:** Monitor order flow and resolve discrepancies.

### 4. Procedure

1. **Order Receipt**
  - Receive customer orders via approved channels (e.g., email, online portal, EDI, phone).
  - Log order into the Order Management System (OMS) within 1 hour of receipt.
2. **Order Verification**
  - Check order for completeness: customer details, product codes, quantities, delivery information, and any special instructions.
  - Cross-check order against current inventory levels and customer account status.
3. **Inventory Update**
  - Reserve or allocate stock for the order in the inventory management system.
4. **Discrepancy Handling**
  - If discrepancies (e.g., incorrect item codes, insufficient stock) are found, notify the customer within 2 hours of order receipt.
  - Work with the customer to resolve any issues before proceeding.
5. **Order Confirmation**
  - Send formal order confirmation to customer by email or approved method, including order number, product details, quantities, expected delivery date, and contact information for support.
  - Confirmation must be sent within 4 business hours of order receipt.
6. **Record Keeping**
  - Ensure all order-related documents and communications are archived in the OMS for traceability and future reference.

### 5. Related Documents

- Order Management System User Guide
- Inventory Control Policy
- Customer Communication Policy

### 6. Revision History

Date	Version	Description	Author
2024-06-15	1.0	Initial Release	SOP Team

