

# SOP: Customer Transaction Processing Guidelines

This SOP provides comprehensive **customer transaction processing guidelines**, detailing procedures for accurate order entry, payment processing, transaction verification, refund and cancellation protocols, customer data security, and compliance with financial regulations. The goal is to ensure efficient, secure, and transparent handling of all customer transactions to enhance customer satisfaction and maintain financial integrity.

## 1. Purpose

To outline standardized procedures for processing customer transactions to ensure accuracy, security, and regulatory compliance.

## 2. Scope

This SOP applies to all staff involved in the processing of customer orders, payments, refunds, cancellations, and data handling within the organization.

## 3. Responsibilities

- **Customer Service Team:** Entry, verification, and management of orders and transactions.
- **Finance/Accounting:** Oversight of payment processing, reconciliation, and refunds.
- **IT/Data Security:** Ensuring all customer data is processed and stored securely.
- **Compliance Manager:** Monitoring adherence to financial and data regulations.

## 4. Procedure

### 4.1 Order Entry

1. Receive order via approved channels (web, phone, email).
2. Validate customer details (name, contact, address).
3. Accurately enter order information into the transaction system.
4. Send order confirmation to customer.

### 4.2 Payment Processing

1. Offer approved payment methods (credit/debit card, bank transfer, etc.).
2. Process payment through secure payment gateways.
3. Verify payment approval and log the transaction.
4. Issue payment receipt to customer.

### 4.3 Transaction Verification

1. Review transaction logs for accuracy and completeness.
2. Flag and investigate any irregularities or errors.
3. Obtain management approval for corrections beyond set thresholds.

### 4.4 Refund and Cancellation Protocols

1. Receive and verify refund or cancellation requests from customers.
2. Cross-check request with original order and payment data.
3. Process refund/cancellation per policy and notify customer.
4. Log transaction and update records accordingly.

### 4.5 Customer Data Security

1. Handle all customer information in accordance with data privacy regulations (e.g., GDPR).
2. Store sensitive data in encrypted systems only.
3. Restrict data access to authorized personnel.
4. Immediately report and address any data breaches or suspected misuse.

### 4.6 Compliance with Financial Regulations

1. Verify all transactions comply with company policies and legal requirements.
2. Maintain accurate records for audit and reporting purposes.
3. Report suspicious transactions in accordance with anti-fraud and AML regulations.

## 5. Documentation and Records

- Keep transaction and payment records for the period required by law and company policy.
- Maintain logs of refunds, cancellations, and data access for auditability.
- Document all customer communications related to transactions.

## 6. Review and Update

This SOP must be reviewed annually or upon major process/regulatory changes, and updated as necessary.

## 7. References

- Company financial policies and procedures
- Relevant data protection regulations (e.g., GDPR, PCI DSS)
- Anti-money laundering (AML) and anti-fraud guidelines

## 8. Approval

| Name | Title | Date | Signature |
|------|-------|------|-----------|
|      |       |      |           |