

Mopilya.com

Website Order Capture and Cart Review SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-SLS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	E-commerce / Customer Care Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Website browsing, cart creation, checkout readiness	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To ensure customer orders placed through mopilya.com capture complete, accurate, and usable information before confirmation and operational processing.

2. Scope

Applies from customer website visit, product selection, add-to-cart, checkout data capture, and creation of a pending customer order.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.2 - Customer Requirements	Ensures product, delivery, payment, and customization requirements are captured and reviewed.
Clause 8.5 - Production and Service Provision	Provides controlled inputs for fulfilment and outsourced production.
Clause 8.6 - Release of Products and Services	Creates order information needed for final release and delivery.

4. Definitions

Term	Definition
Cart	Temporary selection of products, quantities, options, and delivery information before order submission.
Order Specification	Customer-selected product code, quantity, dimensions, color/fabric, add-ons, address, and notes.
Pending Order	An order submitted by the customer but not yet released to operations or supplier.

5. Responsibilities

Role	Main Responsibilities
Customer	Selects product details and submits accurate contact and delivery information.
Website / System Admin	Maintains product pages, pricing, delivery fee logic, checkout fields, and order notifications.
Customer Care	Reviews missing data, contacts customer for clarification, and confirms the order summary.
Operations	Uses only complete confirmed orders for fulfilment.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Customer visits mopilya.com and browses product pages, prices, dimensions, colors, availability	Customer / Website	Product pages display controlled product information.

	notes, and delivery promise.		
2	Customer selects product, quantity, dimensions, color/fabric, and optional add-ons or customization notes.	Customer	Order specification is captured.
3	Customer adds selected items to cart.	Customer / Website	Cart shows product, quantity, price, delivery fee, estimated lead time, and total amount.
4	Customer proceeds to checkout and enters name, phone, delivery address, city, preferred contact method, and special notes.	Customer	Mandatory fields completed.
5	System creates pending order and sends notification to customer care / operations.	Website / System	Order number generated.
6	Customer Care reviews the pending order for completeness and unclear specifications.	Customer Care	Missing or conflicting information is identified before payment confirmation.
7	If information is incomplete, Customer Care contacts the customer and updates the order notes.	Customer Care	Customer-approved clarification recorded.
8	Complete order is handed to Order Confirmation and Payment SOP.	Customer Care	Order is ready for confirmation and payment processing.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Website order record	System Admin	5 years	E-commerce platform / order system
Cart/order specification	Customer Care	5 years	Order record
Customer clarification notes	Customer Care	5 years	CRM / order comments
Product page change log	System Admin	3 years	Website admin records

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Wrong product or specification captured	Mandatory fields, clear product pages, order review before release.	Contact customer, correct order, and block supplier release until confirmed.
Incorrect delivery address or contact number	Mandatory phone and address checks during checkout.	Customer Care confirms before delivery scheduling.
Product page displays outdated information	Product data owner review and controlled update process.	Correct website, assess affected orders, notify customers if needed.

9. KPIs

KPI	Suggested Target	Review Frequency
Orders requiring clarification	<= 10% of orders	Weekly
Order data accuracy before supplier release	>= 98%	Weekly
Product page update errors	0 critical errors	Monthly

10. Related Documents / Forms

- MOP-SLS-FRM-001 Order Review Checklist
- MOP-SLS-FRM-002 Customer Clarification Log
- MOP-QMS-SOP-001 Control of Documented Information SOP

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date