

Mopilya.com

Order Confirmation, Payment and Customer Communication SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-SLS-SOP-002	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Customer Care Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Order confirmation and payment status control	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 confirm customer orders, verify payment or agreed payment terms, communicate order acceptance, and release only valid orders to operations.

2. Scope

Applies to online payment, bank transfer, cash on delivery, partial payment, order confirmation, cancellation before release, and customer communication records.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.2.3 - Review of Requirements	Confirms that Mopilya can meet the customer order before accepting it.
Clause 8.2.4 - Changes to Requirements	Controls changes after order submission.
Clause 8.5.1 - Controlled Conditions	Ensures operations receive verified order and payment inputs.

4. Definitions

Term	Definition
Confirmed Order	Order reviewed, accepted, and ready for operational processing.
Payment Status	Paid, COD, partial payment, pending transfer, refunded, or cancelled.
Order Acceptance Message	Customer communication confirming product, amount, delivery promise, and next steps.

5. Responsibilities

Role	Main Responsibilities
Customer Care	Confirms order details with customer and communicates order status.
Finance / Admin	Verifies online payment, transfer, COD approval, refund, or partial payment.
Operations	Releases only confirmed orders to supplier production.
Customer	Confirms order summary and payment method.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive pending order from website order capture process.	Customer Care	Pending order is available with order number.
2	Review product specification, price, delivery fee, address, and customer notes.	Customer Care	Order Review Checklist completed.
3	Verify payment method and	Finance / Admin	Payment status recorded as

	payment status.		paid, COD, partial, pending, or cancelled.
4	Send order acceptance message to customer including order number, product summary, expected lead time, and communication channel.	Customer Care	Customer confirmation evidence retained.
5	If payment is pending, follow up according to agreed timeframe and do not release order unless management approves COD/partial terms.	Finance / Customer Care	No unauthorized supplier release.
6	If customer changes requirements, document the change, confirm feasibility, adjust price or lead time if needed, and obtain customer confirmation.	Customer Care / Operations	Order Change Record approved before release.
7	Release confirmed order to Operations for supplier production order.	Customer Care	Confirmed order handover completed.
8	If customer cancels before release, record reason and update payment/refund status.	Customer Care / Finance	Cancellation record completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Order Review Checklist	Customer Care	5 years	CRM / order folder
Payment confirmation record	Finance	5 years	Accounting / payment folder
Customer confirmation message	Customer Care	5 years	CRM / WhatsApp / email archive
Order Change Record	Customer Care	5 years	Order folder
Cancellation/refund record	Finance	5 years	Accounting folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Order released without payment approval	Payment status gate before production order.	Stop production release and escalate to Operations Manager.
Customer expects different specification or delivery date	Written order acceptance message and customer-approved changes.	Review communication, correct issue, and update customer.
Uncontrolled order changes	Formal change record and feasibility review.	Pause order until change is approved.

9. KPIs

KPI	Suggested Target	Review Frequency
Payment status accuracy	>= 99%	Weekly
Order confirmation cycle time	Same business day for complete orders	Daily
Unauthorized production releases	0	Monthly

10. Related Documents / Forms

- MOP-SLS-FRM-001 Order Review Checklist
- MOP-SLS-FRM-003 Payment Verification Log
- MOP-SLS-FRM-004 Order Change Record
- MOP-OPS-SOP-001 Production Order Release SOP

Approval

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