

# STANDARD OPERATING PROCEDURE

## E-commerce Order Fulfillment Standard Operating Procedure

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Jennifer Martinez

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### Document Approval

Approved By:	Michael Thompson
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Signature:	Digital signature on file

# DOCUMENT CONTROL

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**Document Location:** Electronic copies are maintained in the company document management system.

## PURPOSE AND SCOPE

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### 1. Purpose

This Standard Operating Procedure establishes the comprehensive process for e-commerce order fulfillment from order receipt through customer delivery confirmation. The purpose is to ensure consistent, accurate, and timely order processing while maintaining high customer satisfaction, inventory accuracy, and operational efficiency.

### 2. Scope

This procedure applies to all personnel involved in order fulfillment operations including order processing specialists, warehouse staff, inventory managers, quality control inspectors, shipping coordinators, and customer service representatives.

### 3. Applicability

This Standard Operating Procedure applies to all personnel involved in the processes described herein. Compliance with this procedure is mandatory for all applicable staff members and must be followed consistently to ensure operational excellence and regulatory compliance.

## RESPONSIBILITIES

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### Order Processing Specialist

Responsible for order verification, inventory allocation, processing payment confirmations, and generating pick lists. Must maintain 99%+ order accuracy.

### Warehouse Operations Manager

Oversees all warehouse activities including inventory management, pick/pack operations, quality control, and shipping coordination.

### Quality Control Inspector

Responsible for order accuracy verification, product quality inspection, and proper packaging validation.

### General Responsibilities

All personnel are responsible for:

- Ensuring compliance with this SOP at all times
- Reporting any deviations or issues immediately to the process owner
- Participating in regular training and competency assessments
- Maintaining accurate records as specified in this procedure
- Following all safety and regulatory requirements
- Contributing to continuous improvement initiatives

# ORDER RECEIPT AND PROCESSING

## 1 Order Verification and Validation

All incoming orders must be verified within 30 minutes of receipt. This includes payment confirmation, inventory check, and address validation.

**Instructions:**

- Check payment authorization status in payment system
- Verify shipping address using validation service
- Confirm all items in stock with sufficient inventory
- Run fraud detection screening
- Validate customer account status

**PREREQUISITES**

- Access to order management system
- Payment processing credentials
- Inventory system access

**EXPECTED OUTCOME**

Order validated and approved for processing

**TIME ESTIMATE**

8 minutes

**REQUIRED RESOURCES**

- Order Management System
- Payment Gateway
- Inventory Database

**QUALITY CHECKPOINTS**

- Payment status shows authorized
- All items in stock
- Address validation passed

## 2 Pick List Generation

Generate optimized pick lists for warehouse operations

### Instructions:

- Reserve inventory quantities
- Generate pick list by location
- Assign to warehouse staff

#### EXPECTED OUTCOME

Pick list ready for warehouse

#### TIME ESTIMATE

5 minutes

#### QUALITY CHECKPOINTS

- Inventory allocated correctly
- Pick path optimized

# RELATED DOCUMENTS

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The following documents are referenced in or related to this Standard Operating Procedure:

Document Title	Reference	Type
Inventory Management Policy	POL-OPS-001	Policy