ISRAK SOLUTIONS SDN BHD

STANDARD OPERATING PROCEDURE (SOP)

SALES MANAGEMENT

Online Purchase Procedure

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Date	: 01/03/2023	Date	: 01/03/2023

1.0 Purpose

The purpose of this procedure is to ensure online shopping is a form of electronic commerce which allows consumers to directly buy goods or services from a seller over the Internet using a web browser or a mobile app.

2.0 Scope

This procedure is applicable to all documents, forms and records which is implemented in Israk Solutions Sdn Bhd.

3.0 Definition

SMM : Sales and Marketing Management
MD : Managing Director
BD : Business Development
D : Designer

4.0 References

- ISO 9001:2015 Quality Management System
- ISO 1900:2014 Shariah Based Management System

5.0 Process Step

S/N	Process	Responsibility
5.1	**<u>Content and Price Update</u>** **5.1.1** Sales person needs to update the content on the website and other online mediums together with the media department to attract the crowd for online purchases. • Website • TikTok • Lazada • Shoppe	BD/D
5.2	**<u>Customer Communication</u>** **5.2.1** Sales person shall monitor any enquiries come from online medium and entertain for all questions.	BD
5.3	**<u>Update Voucher Code</u>** **5.3.1** Sales person needs to provide the voucher code and update the price if necessary to the requested price of the requested item.	BD
5.4	**<u>Update Payment Method</u>** **5.4.1** Sales person needs to ensure that the method of payment made by the customer is in good condition and facilitate the payment.	BD

5.5	**Received Order** **5.5.1** If the order has been completed, the Sales Person needs to obtain information on the complete request for goods to be sent to the IT & Technical department.	BD
5.6	**Handover Task** **5.6.1** Sales person needs to send complete work information to IT in CRM to facilitate the work to be carried out well at the customer's premises and Finance to issuance Invoice and DO.	BD
5.7	**Sales Report** **5.7.1** Monthly reports need to be prepared or auto generate from online medium for improvement.	BD

Process	Responsibilities
Content and Price Update	BD/D
↓ Customer Communication	BD
↓ Update Voucher Code	BD
↓ Update Payment Method	BD
↓ Received Order	BD
↓ Handover Task	BD
↓ Sales Report	BD