STANDARD OPERATING PROCEDURE (SOP)

SALES MANAGEMENT

Online Purchase Procedure

Document No.	ISRAK/SOP/SMM/02
Process Owner	Sales and Marketing Depart ment
Released Date	01/03/2023
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Version No.	1
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Verification:

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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	5.1.1 Sa otl	and Price Update ales person needs to update the content on the website and her online mediums together with the media department to tract the crowd for online purchases. • Website • TikTok • Lazada • Shoppe	BD/D
5.2	5.2.1 Sa m	er Communication ales person shall monitor any enquiries come from online edium and entertain for all questions.	BD
	Update V		
5.3	the ite	ales person needs to provide the voucher code and update e price if necessary to the requested price of the requested em.	BD
	Update Payment Method		
5.4	m	ales person needs to ensure that the method of payment ade by the customer is in good condition and facilitate the ayment.	BD

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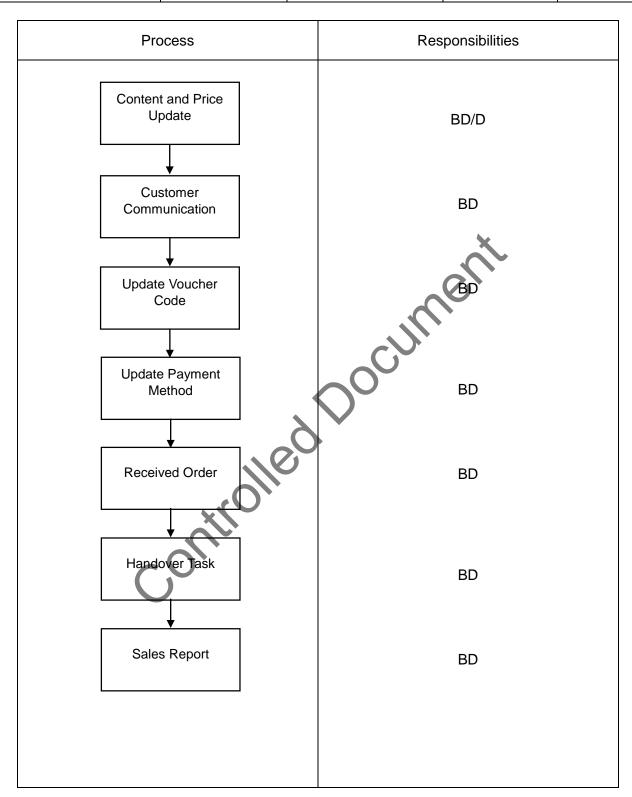


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5.5	Received Order S.5.1 If the order has been completed, the Sales Person needs to obtain information on the complete request for goods to be sent to the IT & Technical department.	BD
5.6	 Handover Task 5.6.1 Sales person needs to send complete work 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
	Online mediam for improvement.	



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