SOP Reference #: SOP-IT007

Operation/Task:	Quality Assurance			Equipment:	N/A	
Owner:	It Services Supervisor	Date Prepared:	12/7/14	Department Responsibilities:	IT Service	

ALERTS (see below):   Critical Step ♦   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction purpose documents procedures to ensure accuracy in Ecommerce orders, customer requests and to make sure that IT staff is responding timely and appropriately to user requests.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	☑	Monitor Custom Data Administration (Cool Tool)	On a daily basis, use the Monitor feature of the 'Cool Tool' to make sure that items on E-commerce websites are set up to match PrintStream. • Verify Item numbers and weights • Check for orders that have not shipped seven days after ordering. • Check for items that are set up for viewing by admin only to determine if these settings are valid. • Monitor items that do not have a valid image on the website to determine if an image is available. • Review Inventory Notification Requests for items that may need further investigation.	Items on the E-commerce web sites must match items in PrintStream so that orders can be correctly processed and that each order is completed to customer satisfaction.
2	☑	Monitor TrackIT	TrackIt's must be monitored to make sure that all tasks assigned to individuals in the QA or IT Service Departments are completed in a timely manner. Critical TrackIts must be responded to within two business hours.	The TrackIt system is used by the entire organization to alert the IT staff of problems and also to make requests for website updates. This system provides the most visibility of the IT Dept to the entire ENPOINTE Staff.

| 3 | ☑ | Monitor Multiple Email Integrity reports. | Integrity reports are sent out multiple times each day. These will determine if E-commerce orders are being held up in the system or have been processed incorrectly in PrintStream.

The Inventory Notification report and the Order Confirmation and Shipping Confirmation emails to customers help ensure that all systems are working properly. | Any error in an E-commerce order must be identified and resolved as quickly as possible in order to avoid any delays for our customers. |
| 4 | ☑ | Monitor ITService, Info and Reports email boxes. | Customer requests (both internal and external) come in through the ITService box. When a team member identifies a task that he/she will perform, the email will be moved into that staff members personal email folder so that effort will not be duplicated by other team members. Emails are filed in the ITService mailbox by Customer when task is complete.

The Info mailbox receives emails that users reply to in regards to their orders. These must be responded to or forwarded to the appropriate individuals within one business hour.

The Reports mailbox must be checked for notifications of failed reports. Failed reports must be investigated and corrected (if needed) as quickly as possible.

Review all undeliverable messages as they may indicate that users have left the company or changed email addresses. | These email boxes are a primary way that customers and/or prospects can contact ENPOINTE. These emails must be responded to quickly to showcase the level of customer service that our customers can expect. |

Notes:

Definitions:

Revision History	**Description of Changes**	**Requested by**	**Date**

Rev 1	Revised SOP to new format	Lori VanPuyvelde	12/7/14
Rev 2	Added Revision History table	Lori VanPuyvelde	8/1/16
Rev 3	Updated "How To Do It" Sections	Tammy Worrell	3/29/19
Rev 4	Changed GLS references to ENPOINTE throughout document	Cristi Oakvik	3/9/21
Rev 5	Changed Owner	Cristi Trost	10/12/22