








Operation/Task:	Order Acceptance			Equipment:	N/A
Owner:	Purchasing Manager	Date Created:	2/12/15	Department:	Premiums & Promotions
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction describes the process of accepting a Promotional Products order.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Account Executive or Customer Service Representative acts on the Customer's behalf to determine the actions required.	Review the options available and give direction on how to proceed or obtain approval from the Customer.	To ensure the successful completion of the job.
2		Order acceptance can be done by Account Executive, Customer Service Representative or Director of Promotional Products	Order acceptance can be received in the form of Customer purchase order, signed quotation letter, fax confirmation, letter, email or verbally. By signing or initialing the job jacket (158-1030) the person accepting the order accepts responsibility for the order.	Know who accepted the order.
3		Director of Promotional Products will coordinate the delivery date.	Contact supplier via phone, email or fax to confirm delivery date.	To determine if the due date can be met.
4		Establish a schedule		Communicate when a job will be completed.

Notes: If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	2/12/15
Rev 2	Added Revision History table	Rick Hamann	8/1/16

Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21
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Rev. Date 4/20