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SHAKAMBHARI GROUP #SteelWithin	SHAKAMBHARI ISPAT & POWER LTD. (Formerly known as Ess Dee Aluminium Ltd.)		
STANDARD OPERATING PROCEDURE			
Title: Order Receipt, Review and Communication			**Page No.** 1 of 4
SOP No.	**Version No.**	**Effective Date**	**Next review date**
SIPL/SAS/001	00	06.07.2026	05.07.2028

1.0 PURPOSE

1.1 To define a procedure for receipt of customer purchase order, amendment, cancellation, and communication to the related interested parties.

2.0 SCOPE

2.1 This SOP applies to all purchase order receipts in any form.

3.0 REFERENCE(S) & ATTACHMENTS

3.1 References

3.1.1 In-house

3.2 Attachments

3.2.1 Attachment- I : PO Booking Format

4.0 RESPONSIBILITY

4.1 **Sales Department Head:** To prepare the SOP and its scope.

4.2 **QA Head:** To approve the SOP and to ensure implementation of the SOP.

5.0 DISTRIBUTION

5.1 Head Sales

5.2 Quality Assurance

5.3 Production Head

6.0 DEFINITION(S) & ABBREVIATION(S)

6.1 Definitions

6.1.1 Nil

6.2 Abbreviations

6.2.1 PO: Purchase Order

6.2.2 SO: Sales Order

Prepared By:	Checked By:	Approved By:
05.07.2026	05.07.2026	05.07.2026

7.0 PROCEDURE

7.1 Order Booking:

7.1.1 The department shall receive the order in terms of the original Purchase Order through emails or telephonic orders by customers.

7.1.2 Any verbal orders received from the customer shall be registered in the prescribed format on SAP for further assessment.

7.1.3 Customer details shall be checked through the Customer Master List available on SAP to ensure completeness before processing the order. In case changes are to be made, the accounts person can add the details in the Customer Master List or add a new customer to the list.

7.1.4 The order specifications shall be checked with the Item Master List to ensure completeness before processing the order. In case changes are to be made, the marketing person can revise the details in the Item Master List.

7.1.5 Technical specifications of a new product shall be shared with the customer for confirmation, if required. Acceptance of the consignment and further consumption of the supplied goods by a particular customer, without any reported complaint/communication, shall be considered as acceptance of the technical specifications for that product.

7.1.6 Every order shall be checked for required availability of raw material in the stores after considering the orders already booked and the raw material thereby assigned.

7.1.7 Commercial terms of each order shall be checked. If any change is required, the same shall be communicated to the customer in writing as a supporting document.

7.1.8 The delivery date for the order shall be committed to the customer after consideration of the machine capacity available, quantity of goods to be delivered, processing time, and finally the transit period.

7.1.9 Each customer's order shall have a unique Sales Order number for further traceability of the order. The delivery period shall be 15 days from the date of receipt of order if not specified by the customer.

7.2 Order Amendment:

7.2.1 Order amendment specifications shall be received either directly through the customer or through the sales coordination person, in written communication.

7.2.2 The order review procedure shall be followed again for technical specification changes, quantity changes, or rescheduling of delivery of goods.

7.2.3 A unique amendment number shall be given to the same Order Acceptance, with the reason for the amendment mentioned.

7.2.4 In case the order has already been processed before intimation of the amendment, communicate the same to the customer and decide on a mutually agreed solution.

7.3 Order Cancellation:

7.3.1 Order cancellation shall be followed after receipt of the order and it is later realized that the order cannot be processed due to some tangible or intangible reason.

7.3.2 The order cancellation is communicated to the customer through an Order Cancellation Note with proper explanation/justification.

7.3.3 Market Services should record such incidents and follow Corrective Action and Preventive Action to ensure that such incidents are not repeated in future.

7.3.4 If any customer cancels the order, the cancellation shall be accepted only through written communication, and the Cancellation Note shall be sent as an acknowledgement.

7.4 Sample Submission:

7.4.1 Sample requisitions are orders that are executed for machine trials at the customer's end, with a view to developing the customer, developing the market, or promoting new products. The samples are offered free to all customers.

7.4.2 The sample requisitions are received in written communication from the customer or sales personnel.

7.4.3 The sample quantity shall be 5 kg maximum if not specified by the customer. If the quantity demanded for sample purposes is more than 5 kg, it shall require approval from the Marketing Head, whoever requires the sample for submission. A copy of the same shall be sent to the Director for information and filed with QA.

7.4.4 The feedback of the sample shall be received, recorded, and reviewed periodically.

7.5 Dispatch of Goods:

7.5.1 The Sales Department shall ensure that the customer receives the goods along with packing slips and test certificates (COA).

7.5.2 The Dispatch Department shall ensure that:

7.5.2.1 Material is received on separate pallets/boxes for each order, and also for different materials of the same order.

7.5.2.2 A separate Packing Slip and Certificate of Analysis is provided for each type of material.

7.5.3 All necessary documents like e-way bill, etc., are available, and daily dispatches shall be planned in view of the scheduled dispatch date.

7.6 Communication:

7.6.1 Communication to Customer:

7.6.1.1 The Sales Coordination person shall communicate with customers regarding the order.

7.6.2 Internal Communication:

7.6.2.1 The Sales Coordination person shall send all relevant order details to Production and Quality Control through a "PO Status Report" on a daily basis.

7.6.2.2 Order Amendment or Order Cancellation shall be communicated by a separate Order Amendment or Order Cancellation note.

8.0 REVISION HISTORY

Revision No.	00	**Effective Date**	06.07.2026	CC No.	NA
Details of revision: New SOP					