



CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.


ISSUANCE LETTER OF ACCEPTANCE

Co-X/SMD/SOP09

Revision No.: 00

Effective Date: 1st November 2022

PREPARED BY	REVIEWED BY	APPROVED BY
		
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	TITLE	ISSUANCE LETTER OF ACCEPTANCE		
	DEPARTMENT	SALES MANAGEMENT	DATE	1 ST NOVEMBER 2022
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1.0 OBJECTIVE

The objective of this procedure is to ensure issuance of Letter of Acceptance (LOA) for all confirmed events.

2.0 SCOPE

This procedure applies to confirmed event only.

3.0 DEFINITION


- 3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
- 3.2 PICC : Putrajaya International Convention Centre
- 3.3 SMD : Sales Management Department
- 3.4 SP : Sales Personnel
- 3.5 SC : Sales Coordinator
- 3.6 LOA : Letter of Acceptance

4.0 RESPONSIBILITY

All SP.

5.0 REFERENCE

N/A

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6.0 PROCEDURE

6.1 Issuance of LOA

6.1.1 SP to email LOA together with the quotation to client.

6.1.2 Client shall acknowledge on the LOA as confirmation of the agreed quotation once verified the accuracy of the details.

6.1.3 SP shall verify again the details e.g. quotation number, event title, date of event, organizer details and official company stamp in the LOA as compared to the agreed quotation once received from client.


6.1.4 Filing for future references.

7.0 RECORDS

7.1 Letter of Acceptance

8.0 APPENDIX / ATTACHMENT

8.1 Process Flow

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PROCESS FLOW

<u>RESPONSIBILITY</u>	<u>OUTLINE</u>	<u>ACTION</u>
- SP	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="border: 1px solid black; width: 20px; height: 15px; display: inline-block; margin-bottom: 2px;">1</div> Email LOA to client </div>	- SP to email LOA together with quotation.
- SP	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="border: 1px solid black; width: 20px; height: 15px; display: inline-block; margin-bottom: 2px;">2</div> Accept and confirmed </div>	- Client shall acknowledge on the LOA as confirmation of the agreed quotation once verified the accuracy of the details.
- SP	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <div style="border: 1px solid black; width: 20px; height: 15px; display: inline-block; margin-bottom: 2px;">3</div> LOA received </div>	- SP shall verify again the details e.g. quotation number, event title, date of event, organizer details and official company stamp in the LOA as compared to the agreed quotation once received from client.
- SC	<div style="border: 1px solid black; padding: 5px;"> <div style="border: 1px solid black; width: 20px; height: 15px; display: inline-block; margin-bottom: 2px;">4</div> Filing </div>	- Copy of LOA to be kept in the Event File for future reference