




APPROVAL

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PURPOSE

The purpose of this SOP is to describe the core processes of the International Operations division, provide an understanding of its standardized processes and a base for training.

SCOPE

The scope of this procedure includes Supply Chain and Customer Services processes in Aspivix, as well as how to operate Odoo in relation to Internal Operations activities.

RESPONSIBILITIES

The INT OPS is responsible for establishing, implementing, and maintaining this SOP.

DOCUMENT HISTORY

| Description of Changes | Version |
|---|---------|
| Initial version | A |
| Remove date from approval table. The procedure has been reviewed and is still applicable. | B |



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1. PROCEDURE DESCRIPTION

1.1. INT OPS CORE PROCESSES

International Operations is the division responsible for Supply Chain and Customer Services activities. This SOP lists the instructions related to its core processes, so that operations are standardized, streamlined, and documented for reference and training.

| Instruction Name | INS |
|------------------------------------|-----------|
| Managing Customer Master Data | INS-207-1 |
| Order Management and Fulfillment | INS-207-2 |
| Performing Stock Counts | INS-207-3 |
| Receiving and Inventory Inspection | INS-207-4 |
| Warehouse and Inventory Management | INS-207-5 |
| Database Back-up | INS-207-6 |

1.2. INSTRUCTIONS ON HOW TO OPERATE ODOO FOR INT OPS PROCESSES

To facilitate accurate comprehension and effective utilization of the ERP system (Odoo), user-friendly work instructions, also known as user guides, have been developed. These instructions are designed to provide clear and step-by-step guidance on how to use the ERP system, ensuring that users can navigate and leverage its functionalities appropriately.

In addition, the training matrix (T-300-6) includes information of who must be trained on which instructions. The table below summarizes the instructions related to the use of Odoo:

| Process Category | Instructions (user guides) | INS |
|---------------------|----------------------------------|-----------|
| General Knowledge | Account Setup & Basic Navigation | INS-207-7 |
| Customer Management | Customer Creation & Maintenance | INS-207-8 |
| | Customer Relationship Management | INS-207-9 |


| | | |
|-------------------------|--------------------------------------|------------|
| | Managing Tickets | INS-207-10 |
| Order Management | Creating Quotations & Sales Orders | INS-207-11 |
| Invoices & Refunds | Invoicing and Crediting | INS-207-12 |
| Warehousing & Logistics | Shipping a Sales Order | INS-207-13 |
| | Returning a Shipment | INS-207-14 |
| | Receiving an Inventory Replenishment | INS-207-15 |

Any person utilizing the ASPIVIX corporate ERP system (Odoo) must thoroughly read, comprehend, and implement these instructions according to their designated level of responsibility as outlined in the Training Matrix. Dedicated questionnaires have been developed to facilitate comprehensive understanding and will be incorporated into the employees' training plan.

2. REFERENCES

2.1. PROCEDURES, INSTRUCTIONS AND GUIDELINES

- [1] INS-207-1 Managing Customer Master Data
- [2] INS-207-2 Order Management and Fulfillment
- [3] INS-207-3 Performing Stock Counts
- [4] INS-207-4 Receiving and Inventory Inspection
- [5] INS-207-5 Warehouse and Inventory Management
- [6] INS-207-6 Database Back-up
- [7] INS-207-7 Account Setup & Basic Navigation
- [8] INS-207-8 Customer Creation & Maintenance
- [9] INS-207-9 Customer Relationship Management
- [10] INS-207-10 Managing Tickets
- [11] INS-207-11 Creating Quotations & Sales Orders
- [12] INS-207-12 Invoicing and Crediting
- [13] INS-207-13 Shipping a Sales Order
- [14] INS-207-14 Returning a Shipment

| | | |
|---|-----------------------------------|-------------------|
|  | Supply Chain and Customer Service | SOP-207 Rev. B |
|---|-----------------------------------|-------------------|

[15] INS-207-15 Receiving an Inventory Replenishment

2.2. TEMPLATES AND FORMS

N/A

Certificate of Completion

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