

Job aid: [Task as verb + object, e.g. Issue a refund on a paid order]

Replace every text in [brackets]. Keep it to one page. Delete these grey hints when done.

For	[Who uses it, and that they have done the task before]
Before you start	[One line: what to have open or ready before step 1]

Steps

No.	Action
1	[Verb + exact label in bold, one line]
2	[]
3	[]
4	[]
Warning: [Only for a step that cannot be undone: what to check first. Place this row directly above that step.]	
5	[]
6	[]
7	[]

[Optional: one cropped screenshot of the field or menu people get wrong, personal data blurred]

Done when	[The message, screen or record that shows the task is finished]
Full SOP	[Title of the full SOP and where it lives; its owner]
Last checked	[Date someone last did the task with this page in hand]