order fixed

new order arrives

create an order in ERP based on received mail

Is everything on stock?

Contact supplier about delivery terms

1 day

set the article as undelivered

response received

change the order

send the modifed order to the customer for acceptance

1 week

response received

change the order

send order for preparation to warehouse

order packed

send order for invoice preparation

invoice ready

start delivery process

payment arrives

wait for invoice payment

14 days

send the order to debt collection dept.

close order

order

new order arrives → open mailbox → open new order → create order in ERP → Is everything on stock? (X)

Is everything on stock? → Contact supplier about delivery terms → response received → arrange modifiedorder with a customer → (end)

Is everything on stock? → send order for preparation to warehouse → order packed → send order for invoice preparation → send order → wait for invoice payment → close order

wait for invoice payment → 14 days → send the order to debt collection dept. → (end)