# Order processing:

a) First, the customer creates an order using a retail website. Thereafter, the order is confirmed and sent to the contractor.

b) After the contractor has received the order, it is checked. If the required products are not available, the contractor and the production manager determine the workload, free capacities and the time frame for producing the products.

c) Next, the contractor evaluates the order financially, for example by determining delivery arrangements, checking price conditions and the customer's creditworthiness. Following this, a decision is made by the contractor.

d) Thereafter, the contractor informs the customer of the acceptance or rejection of the order. After receiving a rejection, the process for the rejected customer ends.

e) If the order is accepted, the processing of the order begins. If the products are not available, the production process of the products will be planned by the production manager, and the products will be produced and assembled by the production employees. Finally, the order is checked for fulfillment by the contractor. If it has not been fulfilled, the contractor resolves the problem.

f) The contractor will then inform the customer about the date of delivery. The controller checks the outgoing goods in the warehouse for external damage before transporting. If there is any external damage, it is remedied. If this is not possible, a new undamaged product will be provided. The customer then receives the delivery.

g) Finally, the accounting department employee uses an accounting system to create an invoice and send it to the customer. This can be done on delivery, in advance or after delivery of the money. The customer transfers the money. This completes the order processing.

## Financial controlling

Evaluate the order financially
Ⓡ Contractor

Determine delivery arrangements
Ⓡ Contractor

Check price conditions
Ⓡ Contractor

Check customer creditworthiness
Ⓡ Financial controller

Take a decision
Ⓡ Contractor

Order rejected

Inform the customer about rejection
Ⓡ Contractor

Customer informed

Order accepted

Inform the customer about acceptance

## Production planning

Process the order
Ⓡ Production employees
Production manager

Products not available

Plan the production process
Ⓡ Production manager

Produce compenents
Ⓡ Production employees

Assemble
Ⓡ Production employees

Products available

---

Check fulfillment of order
Ⓡ Contractor

Not fulfilled

Resolve the problem
Ⓡ Contractor

Fulfilled

---

Inform the customer about date of delivery
Ⓡ Contractor

Check external damage
Ⓡ Outgoing goods employee

Damage dedected

Remedy the problem

Provide a new undamaged product

Deliver to customer
Ⓡ Transport employee

Customer received the delivery

No damage dedected

---

Create an invoice
Accounting-System
Ⓡ Accountant

Check invoice
Accounting-System
Ⓡ Accountant

Send invoice
Accounting-System
Ⓡ Accountant

Send on delivery
Accounting-System
Ⓡ Accountant

Send on advance
Accounting-System
Ⓡ Accountant

Send after delivery
Accounting-System
Ⓡ Accountant

Check the money receipt
Accounting-System
Ⓡ Accountant

Order processing completed