

Confirmation of a Sales Order

Source: [PrTW01, p. 31 – Fig. 25; Sche97, p. 456], adapted by Farid El Masri, adjusted by Martin Roshkev

Transfer the following verbal description into an EPC:

- a) Upon receipt of a customer inquiry, the sales department makes and then sends the offer using the sales & distribution system (SD). After sending the offer, sales follow up with the customer.
- b) Once the customer order is received, customer service captures it in SD. Then an availability check is automatically performed on the order.
- c) Products may be available, partially available or unavailable. Depending on which case applies, the system will automatically assign available products to the order (if products are available) or create schedule lines for future goods receipt (if products are partially available or unavailable).
- d) After the availability check run has been done, the customer service agent posts the order and then confirms it. Thereafter, the customer service agent confirms the intended delivery date(s) to the customer. The process ends once the order is confirmed.



