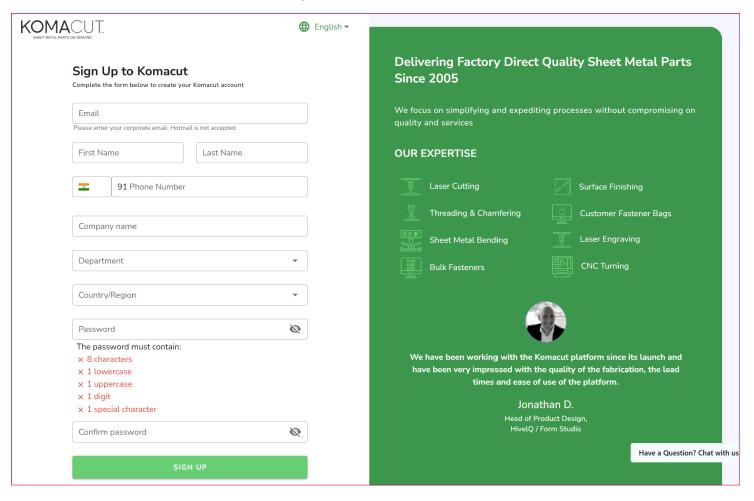
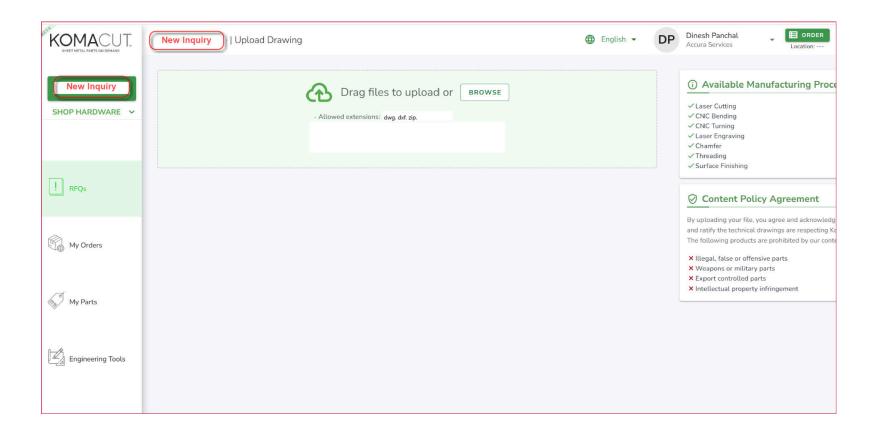
E -commerce Website Sample Flow Chart.

https://b2b.komacut.com/signup

1. Customer will create the Account with required details.

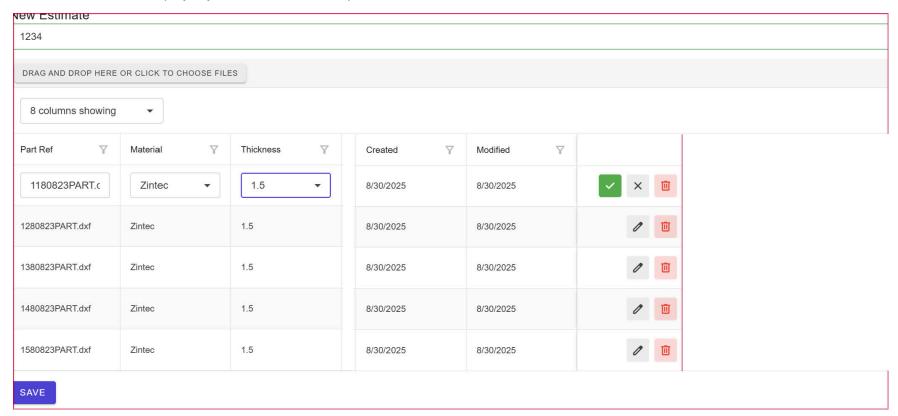


2. After login – Customer Generate New Inquiry & upload the dwg. dxf. zip. Files & than add the required data like Material, Thickness, Grade, Required Quantity, for each file. With Remark.



Material & Thickness Data added through Admin (Back Office)

Customer can Edit the inquiry anytime before order acceptance. Each time



Order Processing Workflow

1. Inquiry Generation

- Customer submits an inquiry.
- The inquiry is automatically sent to the **Back Office** via email along with attachments (DWG, DXF, ZIP,). Wirth add details mentioned in Excel File.

2. Quotation Preparation

- o Back Office reviews the inquiry.
- o Prices are added to the component files, **or** a quotation PDF is prepared.
- o The quotation is then sent to the customer via email and SMS. (also added to customer portal)

3. Customer Response

o If the customer accepts the quotation, they proceed to place the order.

4. Payment Process

- o Customer receives the payment option details.
- o Once payment is completed, an Order Acceptance & Payment Confirmation mail is sent to the Back Office.

5. Order Confirmation

- o Back Office verifies the payment.
- o Delivery time is added and shared with the customer via email and SMS. (also added to customer portal)

6. Order Dispatch

- o Once the order is completed, Back Office updates the dispatch details.
- o Dispatch details are sent to the customer via email and SMS. (also added to customer portal)