**Order Arrival**

**Assumptions:**

* Customer was charged a deposit while special order was placed

1. The process begins when Maple Leaf Nissan receives an order (shipment arrives)
2. The contents of the box are then verified against packing slip to see if everything matches.

If they don’t match or something is broken on arrival. The issue is resolved by parts manager

1. If the parts matches packing slip, the Parts Associate then brings up the order in the system
2. Parts Associate then checks to see if a part was on backorder
   1. If all parts arrives and nothing was on back order
      1. He then selects received in the system.
      2. The inventory gets updated at this point and the order is marked as complete
   2. If a part was on backorder
      1. Parts Associate then adjusts the purchase order in the system to account for packing slip
      2. He the selects received in the system
      3. The inventory then gets updated but the order remains as outstanding in the system
3. **For special orders**
   1. The Parts Associate may check if there was any special order with the current order.
   2. If there were no special order, the new stock gets added to the physical inventory
   3. If the Parts Associate discovers a part was a special order, he might set the part aside
      1. If the part wasn’t set aside, customer special order gets added with the regular inventory and may be sold to another customer looking for the same part
   4. If he sets the customer part aside, it is kept ready for customer pick up
   5. He may contact the customer to inform part arrival
   6. When the customer comes in to pick up the ordered part and pays for the part either using cash or on account depending on the type of customer
   7. The Parts Associate then prints an invoice and the inventory system gets updated at that point
   8. Customer is then given his special order part and the transaction is complete
   9. If the customer fails to show up to pick his special order part, the part gets put back in with the physical inventory
   10. After a prolonged period, the customer may even loose the deposit, if it was paid while ordering the special order