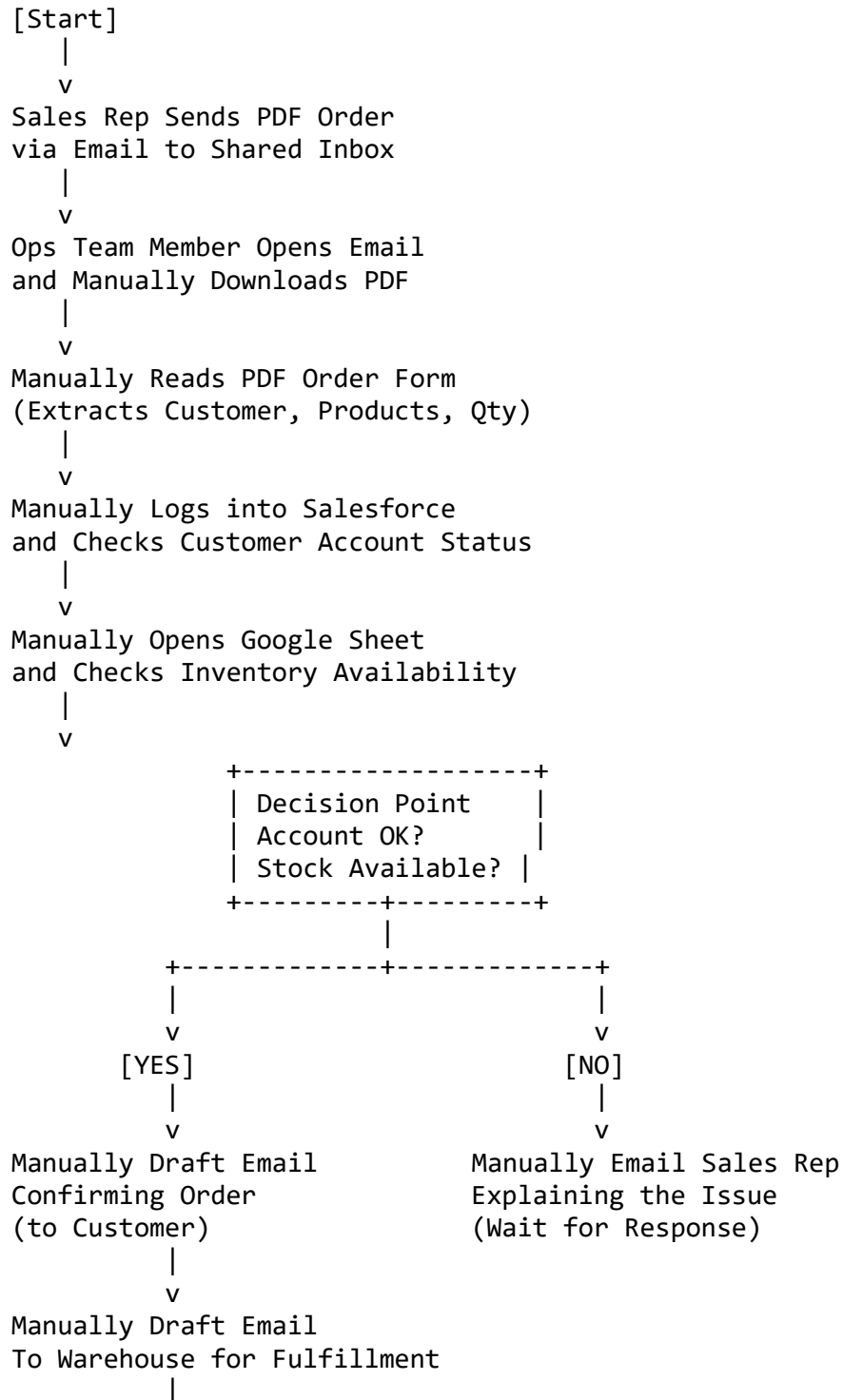


## Current Manual Order Process (As-Is Flow)

### Systems Involved

- Email (Shared Inbox)
  - Salesforce (Customer Account Status)
  - Google Sheets (Inventory Tracking)
- 

## Text-Based Flowchart (As-Is)



## Key Bottlenecks Identified

1. **Manual PDF Reading**
    - High time consumption
    - High risk of human error
  2. **Manual Salesforce Lookup**
    - Requires context switching
    - Delays when system is slow or user is unavailable
  3. **Manual Google Sheets Inventory Check**
    - Data may be outdated
    - Prone to version conflicts
  4. **Manual Email Drafting (2 Emails per Order)**
    - Repetitive administrative work
    - Inconsistent messaging
  5. **Exception Handling via Email to Sales**
    - Long back-and-forth cycles
    - No real-time visibility
- 

## Primary Points of Failure

- Incorrect data read from PDF
  - Outdated inventory in Google Sheets
  - Missed or delayed emails in shared inbox
  - Delayed sales rep responses
  - No centralized tracking or audit trail
- 

## Summary

This process is heavily dependent on: - Human interpretation - Multiple disconnected systems - Manual decision-making

This creates a high-risk, low-scalability operation with significant delays and operational fatigue for the Ops team.