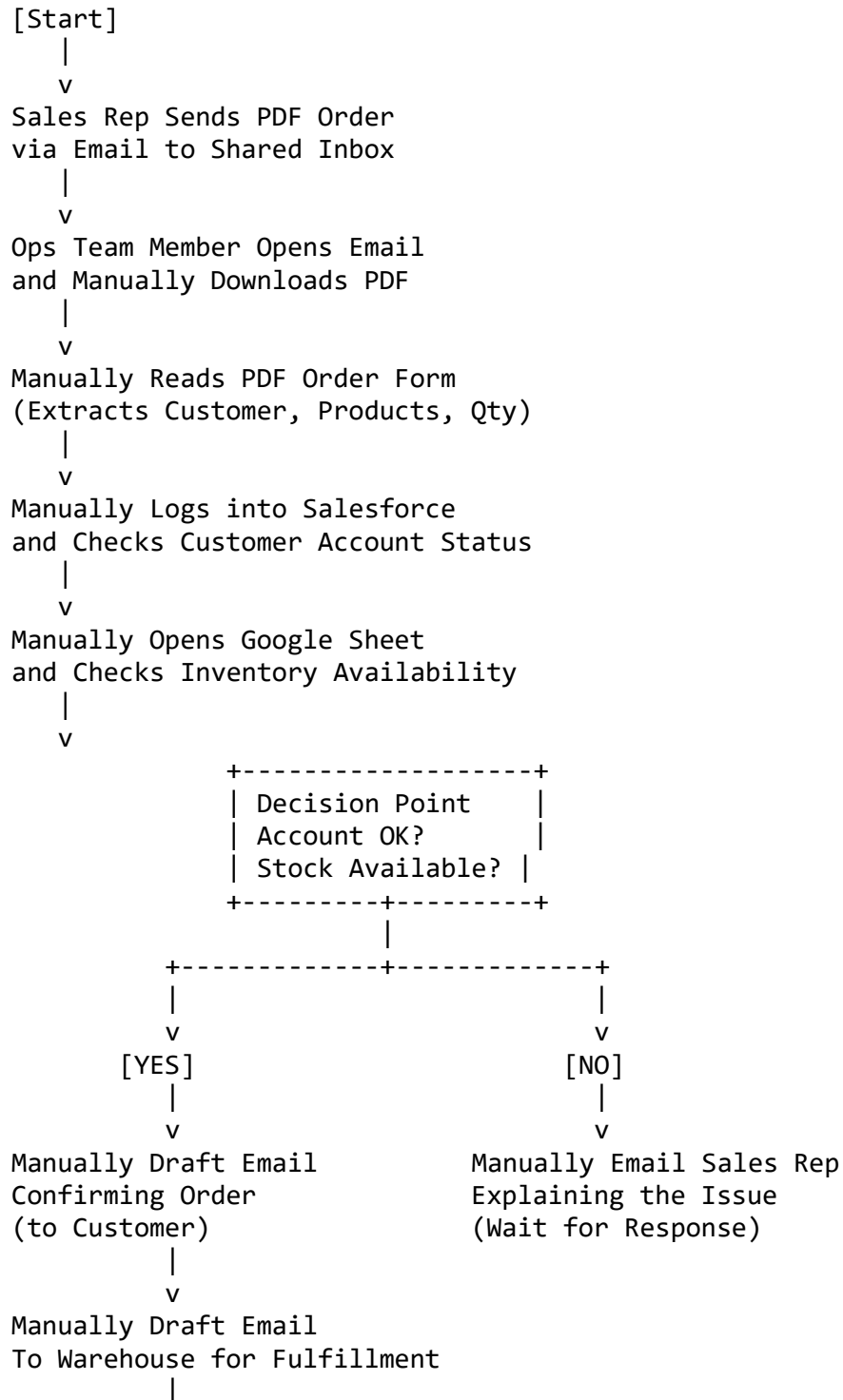


Current Manual Order Process (As-Is Flow)

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 - Data may be outdated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 - Outdated inventory in Google Sheets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.