Orders

Customer informed

Order sent back to call center by post

Accounts collect payment

Order is marked as delivered and mailed to accounts

When delivery is confirmed, order is mailed back

Order gets packaged and dispatched

Orders are picked

Order is mailed to warehouse

Stock levels are adjusted

The order is entered into a different system

Order added to customer record

Order gets sent by mail

Customer places order

Warehouse

Update system

Place on shelves

Confirm receipt

Reject

Receive goods from goods in

PO matched

Notify couriers that items are ready for dispatch

Place items on pallets

Return items to shelves

Prime any required items

Send order back to call

Cannot fulfill order

Pick items

Customer order comes in