Customer

Checking Orderstatus

Ryan can call, send a fax or an emails to check the status of his order. He needs to tell his companys name or the order ID his company recieved after placing the order.

Faxing an order

Ryan notes all information (name of the company, adress, contact information and sales tax ID number, how many tons, where and when it has to be load and unload, what kind of liquid) that is needed for placing an order and sends it to the ‘orders and invoices’ department by fax. The employee of the order and invoices department recieves the order and adds this to the system. A fax machine and fax number are necessary. The customer should be connected to the local communication system and also know the correct fax number of the order and invoice department.

Mailing an order

Ryan creates a mail containing all information (name of the company, adress, contact information and sales tax ID number, how many tons, where and when it has to be load and unload, what kind of liquid) that is needed for placing an order and sends it to the ‘orders and invoices’ department. The customer should be connected to the internet and also know the correct email adress of the order and invoice department.

When faxing or emailing an order went wrong

If the placed order is incomplete or not clearly readable then Ryan gets a phone call (or email or fax) from the employee of the order and invoice department which wants to complete the order by asking for those missing information.

Ordering by phone

Ryan writes down what he wants to order (name of the company, adress, contact information and sales tax ID number, how many tons, where and when it has to be load and unload, what kind of liquid). He calls the order and invoice department and tells his order to the employee of that department. Telephone should be connected to a local communication system. Conversation between two parties must be clear without any language problems.

Ordering by phone is the best way to avoid mistakes that could happen if Ryan sends his order by mail or fax because the order only can be placed if all information are given to the order and invoice employee. If Ryan has forgotten to note down any needed information then the employee of the order and invoice department can save the incomplete order as an ‘incomplete order’. The conversation can end at this point. Ryan has to call back again after collecting the missing information and finish his order.