In general the order can be placed without any interruptions if all information is complete (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).

**Taking order by phone:**

Mr. Oi is taking an order by phone. After he picks up the phone he asks the customer for his contact information and types them into the system.

* Cow Boys Ltd.
* Tegelseweg 255, 5912 BG Venlo, Niederlande
* [contact@milk-company.com](mailto:contact@milk-company.com)
* ID875982375 (sales tax ID number)

The employee tries to continue with the process and gets a prompt information that the phone number is missing. After asking the customer for the phone number and filling it out the employee can proceed the process.

The second part of the taking order process is to add information about the task that has to be done.

* Loading location: Amstelplein 1, Amsterdam, Niederlande on Tuesday 24 March 2016 at 8 a.m
* Friedrichstraße 136, Berlin Germany on Wednesday 25 March 2016 at 11 a.m.
* 15 tons
* milk

After filling out the form the order will be saved and printed. It´s also available for all departments except the truck driver. The driver will get those information he needs for his trips only.

**Save order temporary:**

If the customer shouln´t have all needed information then Mr. Oi has the possibility to save an incomplete order. In this case he has to tell the customer that this order is not finished. Including the order ID. The customer hast to call again (or email or fax) to complete the order with those missing information.

**Taking order by email:**

Mr. Oi is taking an after he recieves an email. He gets a notification about his email inbox. The first step is to check if the information is complete and then he types those into the system or add by copy and paste to avoid typing error.

* Cow Boys Ltd.
* Tegelseweg 255, 5912 BG Venlo, Niederlande
* 0031231234238534
* [contact(at)milk-company.com](mailto:contact@milk-company.com)
* ID875982375 (sales tax ID number)

The employee tries to continue with the process and gets a prompt information that the email adress is invalid. After replacing the (at) by @ the employee can continue with the order itself.

The second part of the taking order process is to add information about the task that has to be done.

* Loading location: Amstelplein 1, Amsterdam, Niederlande on Tuesday 24 March 2016 at 8 a.m
* Friedrichstraße 136, Berlin Germany on Wednesday 25 March 2016 at 11 a.m.
* 15 tons

The customer forgot to mention what kind of liquid it is that has to be transported. Not the order and invoice employee hast to contact the customer by phone, email or fax to get this missing information. He is still able to save this information already typed in for this order but can´t print it because of the missen information. He gets a notification of unfinished orders every time he connects to the data base (login). After completing the order will be saved and printed. It´s also available for all departments except the truck driver. The driver will get those information he needs for his trips only.

**Taking order by fax:**

In this case it´s nearly the same as getting an order by email. The only difference is that a printed fax is not always clearly readable or even complete. Then the employee has to contact the customer by phone, email or fax again to get those missing information.

**Save order temporary:**

If the customer should forget any information in his order that he has send by fax or email then Mr. Oi has the possibility to save an incomplete order. In this case Mr. Oi has to tell the customer by phone (or fax or email) that this order is not finished. Including the order ID. The customer hast to call back again (or email or fax) to complete the order with those missing information.