Once the order request (single for all the depots) is sent to a publisher, the publisher sends back a confirmation with the price.

After NewsEtc acknowledges the price, the publisher sends an invoice with the due-payment 15 days, and also initiates the delivery.

If the payment is not obtained at the time, then NewsEtc must pay a penalty. The central office uses Oracle database for data storing.

When placing an order, the newsagent selects among the available categories and papers by contacting a particular depot.

For every placed order, a final confirmation with the order sum is sent to the newsagents, which have to pay before the delivery is started (otherwise, the delivery process is terminated).

Currently, every newsagent order is at the end of the order process propagated to the central office for registering through e-mail.

The company drivers pick up parcels from the local depots and then drive a route that includes several stops;

at each stop a parcel is delivered to a newsagent.

There is a manager for each depot that plans and coordinates the paper delivery from the depot.

A manager makes the schedule for each route to be driven (i.e. start and end time) using MS Excel.

Each driver obtains its day’s route (manually), with the list of the parcels to be delivered.

Then he goes with the list to the stock to acquire the parcels.

After a driver delivers the papers he needs to confirm a successful delivery to the depot’s information system.

If the delivery was not successful (not delivered or delivered with a wrong content), then the manager needs to be informed; the information must be also registered in the central office.

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