**SWISS DIRECT DELIVERY DOCUMENTATION OUTLINE**

**GETTING STARTED**

* Required System Access
  + GERP
    - DG SAL Logistics Manager
    - DG SAL OrderDesk User
  + GLAP\_OVS
* Required Folder Directory (First Look)
  + "Y:\Logistik\Zoll (neu)" Directory
  + "Y:\Vertrieb Braune Ware\Swiss\04.DD" Directory
  + DD List
  + Document Creator
  + Shipping Plan
* Current Contact Points (2019.03)
* Acronyms and Abbreviations
  + EO Case (Extraordinary Case)
* Training Material

**PROCESS OUTLINE**

* Timeline
  + DP Request (Factory)
  + Factory Feedback
  + Document Creation
  + SO-SA Mapping
  + SO-SA Closing Check

**DP REQUEST (FACTORY)**

* Outline
* Process
* EO Case (Missing DP Request)

**FACTORY FEEDBACK**

* Outline
* Process
* EO Case (Cancelled SO)

**DOCUMENT CREATION**

* Outline
* Process
* EO Case (Incorrect Sum of Sales Amount)

**SO-SA MAPPING**

* Outline
* Process
* EO Case (Refer to COMMON ISSUES – Mapping Errors)

**SO-SA CLOSING**

* Outline
* Process
* EO Case (Refer to COMMON ISSUES – Closing Errors)

**COMMON ISSUES**

* Mapping Errors
  + Orders on Hold
* Closing Errors
  + Manual Closing