Queries, escalations, Paused orders SLA

IOMS SOA

Order tracking

Portal DB

Retail Channel RMA

ERP

Collections and Waybills from Remedy

W House Portal

RMA Corporate PostPayed

User Management

Helios

Returned orders

SOA calls service

Paused Order State

Siebel exposed on SOA

Invoice Doc ERP

POD doc WCC

Paused SLA breach Returned

SOA

## Context for the Warehouse Support Model.

RMA online channel is unknown.