**ORELCO Order Management software**

**Actors/Roles**

1. ORELCO sales agent
2. ORELCO Distribution person
3. ORELCO Accounts person
4. ORELCO Warehouse person
5. ORELCO Vehicle person
6. Dealer
7. Home Customer
8. Corporate customer
9. ORELCO admin
10. Superadmin

**Modules**

1. Product module
2. Account module
3. Order module
4. Payment module
5. Product Warranty module
6. Logging module
7. Target module
8. TADA module
9. Notice module
10. Notification module
11. **Product module**
12. This module holds product information. Products are listed into category, capacity, and specification.
13. All are finished products. A trading inventory is included in this module.
14. Package product support is required.
15. **Account module**
16. This module handles following type of accounts –
    1. Customer
       1. Dealer
       2. Corporate Customer
       3. Home Customer
    2. ORELCO persons
       1. ORELCO sales agent
       2. ORELCO Distribution person
       3. ORELCO Accounts person
       4. ORELCO Warehouse person
       5. ORELCO Vehicle person
       6. ORELCO admin
    3. Superadmin
17. Account authentication
18. **Order module**
    1. Manage all order activities i.e order place, order status transition.
    2. These are the order types –
       1. Sales Order

Order placed by customer with Sales agent reference. Order product will be sent to customer and payment will be received.

* + 1. Sales Return Order

Sales Return will be generated in following cases –

* + - 1. Customer can receive some some less products. Those adjustments are mentioned in challan by vehicle person. After receiving the challan, ORELCO office (????) will create sales return order and an additional challan for adjustment.
      2. ORELCO can declare product upgrade offer. In that case previous version products will be collected and replaced by new version product.
      3. A dealer can place product return request any time after receiving the product.

For all the return cases a new Sales Return Order will be created without modifying previous order. Previous order will be added as reference order if available. Return reason will be mentioned.

* + 1. Replace Order

For warranty products Home Customer will replace his defected product from Dealer. Dealer will inform ORELCO his total replacement product count and in next shipment ORELCO will add some replace product with normal product (in separate challan). In another case Dealer will replace his defected products with new products without challan. Collected defected products will be verified and Dealer wise Replace Order will be created.

* + 1. Sample Order

For promotional purposes products are given as sample to Dealer or Corporate Customer. There are three possibilities for those Sample cases. Customer will not return the products, customer will return the products, and Sample Order will convert to Sales Order.

1. **Payment module**
   1. Customer can pay through following ways-
      1. Cash
      2. Cheque  
         Sometimes cheques are received with advance date. A notification system is need for those dates.
      3. bKash
      4. Bank Payment
      5. DBBL Mobile
   2. Customer can pay multiple times for an order. Customer payable need to be calculated in cumulative fashion. A customer can make partial payment for a single order. Again a customer can make payment for multiple orders. So after a payment the balance will be added to customers account then it can be distributed to his Not Paid, Partial Paid orders.
   3. Customer can make a payment request after providing payment information in the system. In the same way Sales agent can make such request. Then accounts department will verify and confirm that payment.
2. **Product Warranty module**
   1. Customer can register his product for warranty system and check its status, due date.
3. **Logging module**
   1. Order status change log
   2. Product inventory change log
   3. User activity log
4. **Target module**
   1. Sales and collection targets are given to Sales agent on monthly basis. Sales target can be both in product quantity or taka. Collection target is in taka. Targets are divided into Base Target and Bonus Target.
   2. A Sales agents Target Achieved will be updated when an order is created with his reference.
5. **TADA module**
   1. This is the expenditure management module for Sales agents. They will input their TA/DA information here.
6. **Notice module**
   1. Company Notice, Central Decision Circulation, Product Upgrade, Launching, Discount Related information will be circulated by this module.
7. **Notification module**
   1. Mature dues, Deposit, Payment confirmation etc will be provided to customer with this module.

**Order Lifecycle**

**Order Statuses**

1. ~~Primary (Order just placed)~~
2. ~~Approve (Order acknowledged by Distribution dept and delivery date assigned)~~
3. ~~Confirm (Ready for challan)~~
4. ~~Challaned (Challan created by Accounts dept and send to Warehouse)~~
5. ~~Packed (Order parcel prepared and ready for shipment van)~~
6. ~~OnRoad (Parcel is in the shipment van and on the way to customer)~~
7. ~~Received (Customer received the parcel)~~
8. ~~Completed (Payment completed by customer for the order)~~
9. ~~Cancelled (Order cancelled)~~
10. ~~Returned (Total parcel returned by customer)~~
11. ~~OnHold (Order is currently on hold position)~~

**Another suggestion**

1. Order Placed
2. Distribution Confirmed
3. Accounts Received
4. Accounts Challaned
5. Warehouse Received
6. Warehouse Packed
7. Vehicle Received
8. Customer Received
9. Order Completed
10. Order Cancelled
11. Order Returned

**Status Changes**

1. Order Status: Null to Order Placed

Actor: Customer (Dealer, Corporate Customer, Home Customer), Sales Agent

Activity: ORELCO sales team is mainly responsible for order collection and placment. They visit dealers and corporate offices and try to collect orders from them. Sales agent will place order with customer, product information. Sales agent can optionally propose delivery date in that order.

1. Order Status: Order Placed to Distribution Confirmed

Actor: Distribution Person

Activity: Distribution department will check that order as well as proposed delivery date if given. If needed Distribution department can communicate with customer for further details before changing it to Distribution Confirmed.

1. Order Status: Distribution Confirmed to Accounts Received

Actor: Accounts Person

Activity: Accounts person will check the Distribution Confirmed order and move it to Account Received.

1. Order Status: Account Received to Accounts Challaned

Actor: Account Person

Activity: It is a requirement of Govt. VAT department that shipment vehicle must leave the warehouse to customer address on challan print date. So Account department will print challan for the order on suitable date, change its to Account Challaned and send the challan to Warehouse.

1. Order Status: Account Challaned to Warehouse Received

Actor: Warehouse Person

Activity: Warehouse person will receive the challan copy and mark the order to Warehouse Received.

1. Order Status: Warehouse Received to Warehouse Packed

Actor: Warehouse Person

Activity: Warehouse person will prepare parcel for the order and mark it to Warehouse Packed.

1. Order Status: Warehouse Packed to Vehicle Received

Actor: Vehicle Person/Warehouse Person

Activity: Warehouse person will hand over the parcel to vehicle person.

1. Order Status: Vehicle Received to Customer Received

Actor: ????

Activity: Now vehicle is at customers end. Customer will receive the parcel and give a Received signature on challan copy. Challan copy will return to ORELCO office (????) and that order will mark as Customer Received. This is normal scenario but there are some special cases here.

Customer can receive some extra product or some less products. Those adjustments will be mentioned in challan by vehicle person. After receiving the challan, ORELCO office (????) will create a new sales or sales return order and an additional challan for adjustment.

For customers COD payment, parcel is sent to him by third party courier. In that case the order challan will not return back to ORELCO. Orders payment status was marked as Paid after customers COD payment.

1. Order Status: [0~7] to Order Completed

Actor: Accounts Person

Activity: An order will bes marked as Order Completed when payment for that order is done. Payment status is maintained by another of status field. An order can be Not Paid, Partially Paid or Paid. When an orders order status is Order Received and payment status is Paid, it can be move to Order Completed.

1. Order Status: [0~5] to Order Cancelled

Actor: ???

Activity: An order can be Order Cancelled before it leaves warehouse.

1. Order Status: [6~9] to Order Received

Actor: ???

Activity: An order can be Order Returned after it leaves warehouse.