Process Backorder Comments Flow

Filename: Process backorder comments.pdf

Front Office CSR

Daily

Check backorder comments

No action needed

Backorder comment evaluated (no action required)

Order can be changed without customer agreement (e.g. Name change)

Choice of packaging is not forecasted

DEV batch proposed

Other comment that require customer agreement

Validate choice of packaging

Confirm delivery with customer

Note: Consider to further detail the main scenarios of comments handled (particularly those that require involvement of other parts of the organization)

Need to change order
LINK to Change sales order

AccM

Verify DEV batch use with customer

Determine (reduced) price

Comment backorder

Customer agrees to change

Customer does not agree to change

Change cannot be accepted
LINK to Handle backorder

Customer