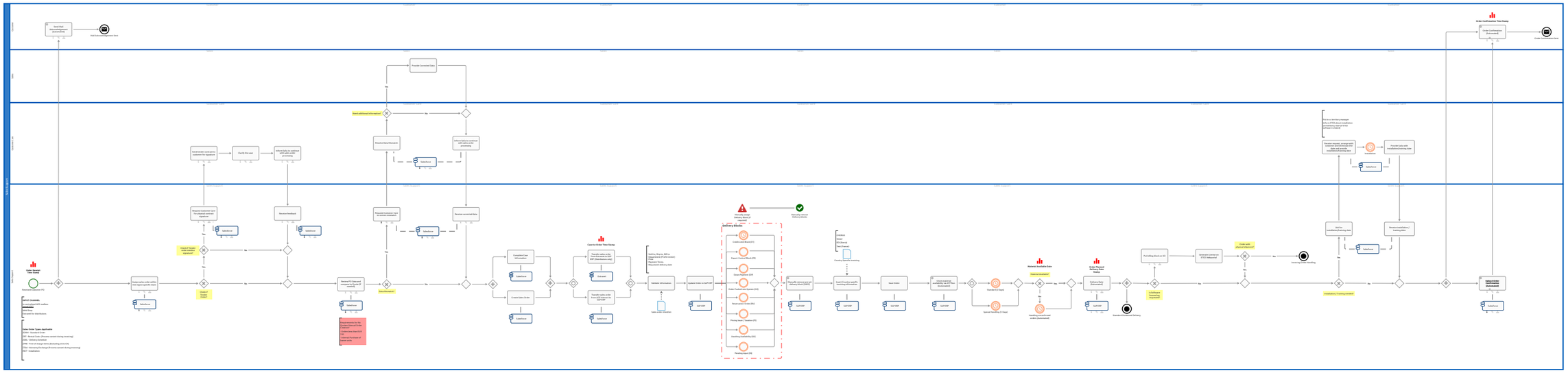
Příloha č. 1


Customer
Sales
Customer Care
Sales Support
Send Mail Acknowledgment (Automated)
Mail Acknowledgment Sent
Provide Commercial Data
Need additional information?
Send/remder contract to customer for signature
Clarify this case
Inform/Ask/Inv to confirmed sale/sales order processing
Provide Data (Manual)
Inform/Ask/Inv to confirmed sale/sales order processing
Salesforce
Request Customer Care for contract signature
Receive Feedback
Request Customer Care for missing/incorrect
Receive corrected data
Check if Sales order requires signature?
Order Manager Time Stamp
Process Commercial Data
Assign sales order to Sales Support specialist
Check if Sales order requires signature?
Receive PO Data and Customer Data (if needed)
Data Sufficient?
Complete Case information
Create Sales Order
Case to Order Time Stamp
Transfer sales order from SAP Customer to SAP (Distribution side)
Automatic
Transfer sales order from SAP Customer to SAP (Distribution side)
Sales Order Type: Sales Order, Rental Order, Service Order, Demo Order, Replacement Order, Consignment Delivery, Loan
Validate Information
Sales order checklist
Update Order in SAP ERP
Manually assign delivery blocks if required
Manually release delivery blocks
Delivery Blocks
Credit control Block (01)
Finance Control Block (02)
Order Processing Block (03)
Order Product Information Block (04)
Resource Order (06)
Pricing Issue / Taxation (05)
Awaiting availability (08)
Pending Input (09)
Manually remove or put on hold Delivery blocks
SAP ERP
Invent Country specific requirements/checks
Country Specific Inventory
Country Specific Inventory
Spare Orders
SAP ERP
Check material availability via ATP Run (automated)
SAP ERP
Material Available Date
Material Available?
Reserved (1 Days)
Special Handling (5 Days)
Manually Input Invent or date (automated)
Order Planned Delivery Date Stamp
Delivery Date Determination
SAP ERP
Standard Delivery Delivery
Pre-billing Block on SD
Is Delivery Blocked (manually assigned)
Generate License or POD Deliverable
Order with physical deliverable?
Licensing Order Handling
Provide Sales with installation/training date
Receive request, arrange sales order, provide delivery date and provide installation/training date
Salesforce
Provide Sales with installation/training date
Reminder installation / training date
Salesforce
Just for installation/training date
Installation / Training needed?
Order Confirmation Time Stamp
Order Confirmation (Automated)
Order Confirmation Sent
Upload Order Confirmation (Automated)
Salesforce