

# Sales Process Flow (Quote-to-Cash)

## Purpose

provides a comprehensive guide for the Sales, Warehouse, and Finance departments on using the ERP system to execute the entire sales cycle, from managing potential customers (prospects) to receiving payments.

## Relevant Department

- Sales Local & International Business: Responsible for the process from start to creation of Sales Orders.
- Warehouse: Responsible for the preparation and delivery of goods based on Sales Orders.
- Finance, Accounting, & Tax and Customs: Responsible for billing (invoices) and recording payments.

## Process Flow Visual



## Steps in the ERP System

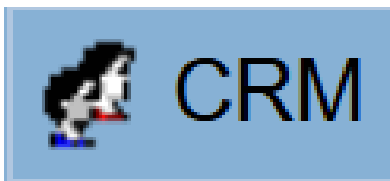
## 1. **Managing Prospects & Activities in CRM**

This initial step is important for recording all potential sales and customer interactions to ensure no opportunities are missed.

- PIC: Sales Local, International Business.

- When to Do: When there is a new potential customer or during sales interactions (phone, email, meetings).

- Related Module: CRM.

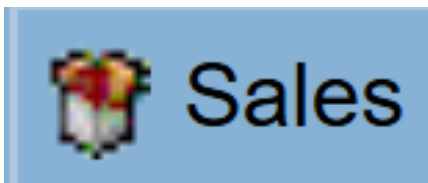


## 2. **Creating Official Quotations**

- PIC: Local Sales, International Business.

- When to Do: When there is an official price request from a customer.

- Related Module: Sales.



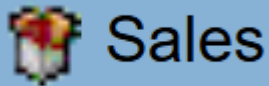
## 3. **Confirming Orders with a Sales Order (SO)**

This document is an internal "contract" that triggers other departments to take action

- PIC: Local Sales, International Business.

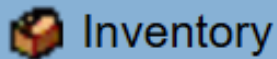
- When to Do: After the customer approves the price quotation.

- Related Module: Sales.



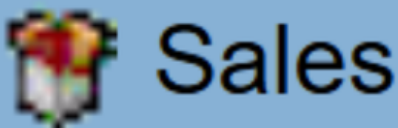
#### 4. **Preparing Goods Delivery (Delivery Note)**

- PIC: Warehouse.
- When to Do: After a valid SO (Sales Order) exists and the goods are ready to be shipped.
- Related Module: Sales, Accounts Receivable.



#### 5. **Creating a Sales Invoice (Invoice)**

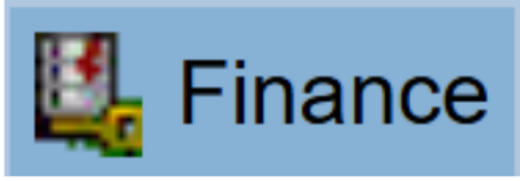
- PIC: Finance, Accounting, Tax and Bea.
- When to Do: After the Delivery Note is confirmed (goods have been shipped).
- Related Module: Sales, Accounts Receivable.



#### 6. **Recording Payment Receipts**

The final step of the cycle, where customer payments are recorded to settle receivables.

- PIC: Finance.
- When to Do: When receiving payment funds from customers (bank transfer, checks/giro, cash).
- Related Module: Accounts Receivable, Finance.



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Revision #6

Created 21 July 2025 14:45:22 by Muhammad Ali Akbar

Updated 22 July 2025 09:05:41 by Muhammad Ali Akbar