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 Departement

- 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.

Proccess 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.



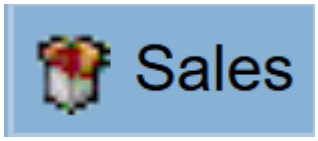
3. **Confirming Orders with a Sales Order (SO)**

   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.





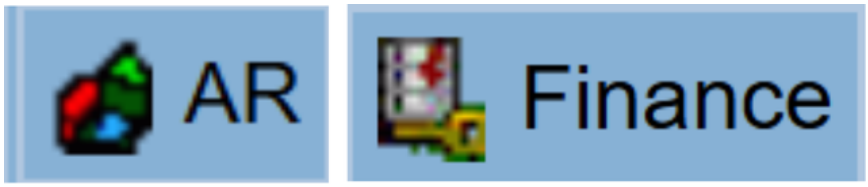
6. Recording Payment Receipts

   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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