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## Mini Case 2

### Lindenmeyer Munroe Sales Order Processing

Lindenmeyer Munroe is one of the leading independent distributors of paper in the United States. Sales representatives maintain close relationships individual clients, who purchase items on account.

To initiate the process of ordering a new shipment of paper, a customer contacts his or her sales representative at Lindenmeyer through phone and describes the purchase order. The first thing the sales rep does upon receiving an order is check the customer's credit using the customer account portal. If the customer's credit is in poor standing, the sale rep tells the customer this, and the sales process ends. If the customer's credit is acceptable, then the sales rep checks if the given desired item is in stock. To check availability he contacts a warehouse representative. The warehouse representative checks if Lindenmeyer currently has enough of the given item in stock to meet the customer's order, and relays the information to the sales rep. If Lindenmeyer cannot fulfill the customer's order, the sales rep tells the customer this information, and the order process ends.

If Lindenmeyer can fulfil the customer's order, the sales rep contacts the customer and tells him what the total price of the order will be. The customer has the option to refuse that price and cancel the order. If the customer decides he is willing to pay that price, then he asks the sales rep to place the order. The sales rep submits the order using his computer, which sends out an automatic notification to the warehouse. When the warehouse department receives the notification that the order has been placed, they package and ship the order.

After shipping the order, the warehouse manager contacts the accounting department to notify them of the shipment. The accounting department receives the notification and the details of the sale, and adds the total amount due from the order to the customer's account. The accounting department also creates an invoice and sends it to the customer to confirm that the price of the order has been added to the account, to be kept for their records. Payment comes at a later date, as per the terms of the contract that already exists between Lindenmeyer and the given customer.

Within the next few days, the customer receives the order, concluding the process.





