

Sales and Distribution – Customer Order Management

Course Outline

Step-1 Customer Order Management Cycle	<ul style="list-style-type: none">• Pre-Sales Activities• Sales Order Processing• Inventory Sourcing• Delivery• Billing• Customer Payment
Step-2 Sales from Stock - Available	<ul style="list-style-type: none">• Pre-Sales Activities• Sales Order Processing• Inventory Sourcing• Delivery• Billing• Customer Payment
Step-3 Sales from Stock - Shortage	<ul style="list-style-type: none">• Pre-sales Activities• Sales Order Processing• Inventory Sourcing• Delivery• Billing• Customer Payment
Step-4 Make-to-Order	<ul style="list-style-type: none">• Pre-sales Activities• Inventory Sourcing• Delivery• Billing• Customer Payment
Step-5 Contracts and Scheduling Agreements	<ul style="list-style-type: none">• Pre-sales Activities• Sales Order Processing• Inventory Sourcing• Delivery• Billing• Customer Payment
Step-6 Returns and Credits	<ul style="list-style-type: none">• Pre-sales Activities• Inventory Sourcing• Delivery• Billing• Customer Payment
Step-7 Reporting And Analysis	<ul style="list-style-type: none">• List Processing• Sales Processing System