			SI: Customor Salos Invoico Ela	347		
			SI: Customer Sales Invoice Flo Swimlane Diagram Representation:	W		
ustomer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
Places order-SORDER -EPC/O&M	1. Order Fulfillment - CC, BOM, COPA, OR	5. Actual Delivery Plan -PRIMAVERA	6. Produce or Procure Goods/Service	7. Updates inventory records: MI	12. Generate RABILL	Updates inventory records-STK C
I. Receives goods/services	2. Confirms delivery Items-PROJECT/DET 3. Confirms delivery plan as per PROJECT	PRIMAVERADET-Engineering Plan PRIMAVERADET-Procurement Plan	Engineering Dept/Plan-DCI>REV= DWG Procurement Dept/Plan-MR>PR	8. Ship Goods-TRIP/COURIER/EMAIL 9. Generate Goods Transfer Invoice	13. Generate Profoma 14. Generates Project Invoice	MIR: Material Inward MI: Material Issue
. Receives goods/services	4. Confirms billing terms - BBU Steps-PM	PRIMAVERADET-Purchase Plan	Purchase Dept/Plan-PR>PO>MIR = RM/FG	11. Execute delivery process -RABILL	15. Posts invoice in ERP	Updates customer account
	BBU Item: SERVICE: 50-45-5% BBU Item: PRODUCT: 25-25-40-10%	PRIMAVERADET-Manufacturing Plan PRIMAVERADET-Subcontracting Plan	Manufacturing Dept/Plan-MFG>MIR =FG Subcontracting Dept/Plan-TENDER>SCO	BBU Item: SERVICE: 50-45% BBU Item: PRODUCT: 25%		
. Receives invoice	BBU Item: PROJECT ITEM: 30-30-40%	PRIMAVERADET-Construction Plan	Construction Dept/Plan-CONST>Msheet	BBU Item: PROJECT ITEM: 30-30-40%	16. Sends invoice to customer	Generates accounting document
Processes payment	18. Followup for Payments SORDER, PROJECT, PROJECTMASTER	PRIMAVERADET-Delivery Plan PRIMAVERA	Service Dept/Plan-TKT>DPR DCI, MR, PO, MDF, TENDER, CONST, TKT	BBU ITEM, MI, TRIPBOOKING, COURIER	PROFORMA, RABILL, INVOICE, SV, GSTR1	VOUCHER
		CCN: Customer Credit	Note Flow and RMA Return			
	1	1	Swimlane Diagram Representation:	1		1
ustomer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
Identifies discrepancy	3. Receives RMA request			8. Pull material from customer		
Raises request RMA Entry	4. Validates RMA issue 5. Approves RMA					
	6. Send RMA Details to WH					
Ships returned goods 5. Receives credit note				9. Receives returned goods 10. Inspects goods	13. Creates credit note 14. Posts credit note in ERP	12. Updates inventory records 15. Updates customer account
Acknowledges adjustment	RMA			11. Enter MIR in ERP TRIPBOOKING, MIR	17. Sends credit note to customer	16. Generates accounting docum
IGGERED FLOWS	RMA		CDN: Customer Debit Note Flo		INVOICE, Credit Note Voucher, GSTR1	VOUCHER
			Swimlane Diagram Representation:			
ustomer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
	-	Engineering/Flaming(internal)	Departments work (internal)	inventory/Logistics/Denvery		EKP System
Identifies discrepancy Raises complaint Entry	3. Receives complaint 4. Validates issue					
	5. Approves debit note				6. Creates debit note 7. Posts debit note in ERP	8. Updates customer account
. Receives debit note					10. Sends debit note to customer	9. Generates accounting docume
Acknowledges adjustment IGGERED FLOWS	COMPLAINT				INVOICE, Debit Note Voucher, GSTR1	VOUCHER
		CPF	R: Customer Payment Receipt	Flow		
			Swimlane Diagram Representation:			
ustomer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
Receives invoice	2. Updates Project Payment Records					
	3. Creates Design Payment Followup prc 4. Creates Supply Payment Followup prc				8. Records payment in ERP	11. Updates customer account
	5. Creates Const Payment Followup prc				9. Resolves discrepancies	12. Clears outstanding invoice(s)
Processes payment Entry . Receives Receipts	7. Receives payment				10. Posts payment in ERP	13. Generates accounting docum 14. Updates cash/bank ledger
. Updates records						
IIGGERED FLOWS	DesignRA, SupplyRA, ConstRA, Collections	CPD, Cu	nnlier Pill Dessing Flow (Only		PROJPAYMENTS, RECEIPTS, Rcpt Vchr	VOUCHER
		5DP: 5U	pplier Bill Passing Flow (Only Swimlane Diagram Representation:	GST DIIIS)		
applier	Procurement Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
Delivers goods/services Sends invoice	3. Receives invoice and enter in ERP			3. Updates inventory records: MIR		Updates inventory records-STK C
	4. Matches invoice with PO/GRN					
	5. Verifies invoice details 6. Approves invoice				7. Posts invoice in ERP	Undeter som aller ansamst
	8. Generates Payment Request					Updates supplier account
	a. Generates Payment Request				9. Resolves discrepancies GST etc.	Generates accounting document
1. Receives payment 2. Updates records					9. Resolves discrepancies GST etc. 10. Approves payment	Generates accounting document
2. Updates records	PINVOICE, PAYMENTS	ERD: Evne	nse Bill Passing Flow (Only No	MIR MIR	9. Resolves discrepancies GST etc.	
. Updates records		EBP: Expe	nse Bill Passing Flow (Only No		9. Resolves discrepancies GST etc. 10. Approves payment	Generates accounting document
2. Updates records RIGGERED FLOWS	PINVOICE, PAYMENTS	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment Payment Voucher, GSTR2B	Generates accounting document
2. Updates records RIGGERED FLOWS 'endor/Supplier		EBP: Expe			9. Resolves discrepancies GST etc. 10. Approves payment	Generates accounting document
2. Updates records NIGGERED FLOWS endor/Supplier Provides goods/services	PINVOICE, PAYMENTS Employee/Requester	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment Payment Voucher, GSTR2B	Generates accounting document
2. Updates records NIGGERED FLOWS endor/Supplier Provides goods/services	PINVOICE, PAYMENTS Employee/Requester 3. Receives and enters expense invoice 4. Attacke supporting docs	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment Payment Voucher, GSTR28 Finance Team 6. Receives invoice	Generates accounting document
2. Updates records NIGGERED FLOWS endor/Supplier Provides goods/services	PINVOICE, PAYMENTS Employee/Requester 3. Receives and enters expense invoice 4. Attacke supporting docs 5. Submits invoice to Finance	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment Payment Voucher, GSTR28 Finance Team 6. Receives invoice 7. Verifies invoice details/docs 8. Ensurs invoice approval	Generates accounting document VOUCHER, STOCKCARD ERP System
2. Updates records NIGGERED FLOWS endor/Supplier Provides goods/services	PINVOICE, PAYMENTS Employee/Requester 3. Receives and enters expense invoice 4. Attaches supporting dos 5. Submits invoice of Finance 10. Enters Payment Request	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment Payment Vaucher, GSTR28 Finance Team 6. Receives Invoice 7. Veriffes invoice details/docs 8. Ensures Invoice approval 9. Posts Invoice IEPP	Generates accounting document VDUCHER, STOCKCARD ERP System Updates vendor account
2. Updates records NIGGERED FLOWS endor/Supplier Provides goods/services	PINVOICE, PAYMENTS Employee/Requester 3. Receives and enters expense invoice 4. Attacke supporting docs 5. Submits invoice to Finance	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment 10. Approves payment Payment Vaucher, GSTR28 Finance Team 6. Receives Invoice 7. Veriffes invoice details/docs 8. Ensures Invoice approval 9. Posts invoice IEPP 12. Receives Payment Request 13. Resolves discrepancies	Generates accounting document VOUCHER, STOCKCARD ERP System
L Updates records INGGERED FLOWS endor/Supplier Provides goods/services Sends expense invoice	PINVOICE, PAYMENTS Employee/Requester 3. Receives and enters expense invoice 4. Attaches supporting dos 5. Submits invoice of Finance 10. Enters Payment Request	1	Swimlane Diagram Representation:	n-GST Bills)	9. Resolves discrepancies GST etc. 10. Approves payment 10. Approves payment Payment Voucher, GSTR28 Finance Team 6. Receives invoice 6. Receives invoice 7. Verifies invoice detail/foos 8. Ensures Invoice approval 9. Posts invoice in ERP 12. Receiver Payment Request	Generates accounting document VDUCHER, STOCKCARD ERP System Updates vendor account
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