

SI: Customer Sales Invoice Flow						
Swimlane Diagram Representation:						
Customer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
0. 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 CARD
10. Receives goods/services	2. Confirms delivery Items-PROJECT/DET 3. Confirms delivery plan as per PROJECT 4. Confirms billing terms - BBU Steps-PM	PRIMAVERA/ET-Engineering Plan PRIMAVERA/ET-Procurement Plan PRIMAVERA/ET-Purchase Plan	Engineering Dept/Plan-DCI-REV+ DWG Procurement Dept/Plan-MR+PR Purchase Dept/Plan-PR-PO+MIR + RM/FG	8. Ship Goods-TRIP/COURIER/EMAIL 9. Generate Goods Transfer Invoice 11. Execute delivery process -RABILL	13. Generate Profoma 14. Generates Project Invoice 15. Posts invoice in ERP	MIR: Material Inward MI: Material Issue Updates customer account
17. Receives invoice	BBU Item: SERVICE: 30-45-5% BBU Item: PRODUCT: 25-25-40-10%	PRIMAVERA/ET-Manufacturing Plan PRIMAVERA/ET-Subcontracting Plan	Manufacturing Dept/Plan-MFG+MIR +FG Subcontracting Dept/Plan-TENDER-SCD	BBU Item: SERVICE: 30-45% BBU Item: PRODUCT: 25%		
19. Processes payment	18. Followup for Payments	PRIMAVERA/ET-Construction Plan PRIMAVERA/ET-Delivery Plan	Construction Dept/Plan-CONST+Mshheet Service Dept/Plan-TKT+DPR	BBU Item: PROJECT ITEM: 30-30-40%	16. Sends invoice to customer	Generates accounting document
TRIGGERED FLOWS	SORDER, PROJECT, PROJECTMASTER	PRIMAVERA	DCI, MR, PO, MDF, TENDER, CONST, TKT	BBU ITEM, MI, TRIPBOOKING, COURIER	PROFORMA, RABILL, INVOICE, SV, GSTR1	VOUCHER
CCN: Customer Credit Note and RMA Return Material Authorization						
Swimlane Diagram Representation:						
Customer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Identifies discrepancy	3. Receives RMA request			8. Pull material from customer		
2. Raises request RMA Entry	4. Validates RMA Issue					
	5. Approves RMA					
	6. Send RMA Details to WH					
7. Ships returned goods				9. Receives returned goods	13. Creates credit note	12. Updates inventory records
16. Receives credit note				10. Inspects goods	14. Posts credit note in ERP	15. Updates customer account
18. Acknowledges adjustment	RMA			11. Enter MIR in ERP	17. Sends credit note to customer	16. Generates accounting document
TRIGGERED FLOWS				TRIPBOOKING, MIR	INVOICE, Credit Note Voucher, GSTR1	VOUCHER
CDN: Customer Debit Note Flow						
Swimlane Diagram Representation:						
Customer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Identifies discrepancy	3. Receives complaint					
2. Raises complaint Entry	4. Validates Issue				6. Creates debit note	
	5. Approves debit note				7. Posts debit note in ERP	8. Updates customer account
11. Receives debit note					10. Sends debit note to customer	9. Generates accounting document
12. Acknowledges adjustment					INVOICE, Debit Note Voucher, GSTR1	VOUCHER
TRIGGERED FLOWS	COMPLAINT					
CPR: Customer Payment Receipt Flow						
Swimlane Diagram Representation:						
Customer/Salesmen	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Receives invoice	2. Updates Project Payment Records					
	3. Creates Design Payment Followup prc				8. Records payment in ERP	11. Updates customer account
	4. Creates Supply Payment Followup prc				9. Resolves discrepancies	12. Clears outstanding invoice(s)
	5. Creates Const Payment Followup prc				10. Posts payment in ERP	13. Generates accounting document
6. Processes payment Entry	7. Receives payment					14. Updates cash/bank ledger
15. Receives Receipts						
16. Updates records						
TRIGGERED FLOWS	DesignRA, SupplyRA, ConstrA, Collections				PROPAYMENTS, RECEIPTS, Rcpt Vchr	VOUCHER
SBP: Supplier Bill Passing Flow (Only GST Bills)						
Swimlane Diagram Representation:						
Supplier	Procurement Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Delivers goods/services				3. Updates inventory records: MIR		Updates inventory records-STK CARD
2. Sends invoice	3. Receives invoice and enter in ERP					
	4. Matches invoice with PO/GRN					
	5. Verifies invoice details				7. Posts invoice in ERP	Updates supplier account
	6. Approves invoice				9. Resolves discrepancies GST etc.	Generates accounting document
	8. Generates Payment Request				10. Approves payment	
11. Receives payment						
12. Updates records						
TRIGGERED FLOWS	PINVOICE, PAYMENTS			MIR	Payment Voucher, GSTR28	VOUCHER, STOCKCARD
EBP: Expense Bill Passing Flow (Only Non-GST Bills)						
Swimlane Diagram Representation:						
Vendor/Supplier	Employee/Requester	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Provides goods/services						
2. Sends expense invoice	3. Receives and enters expense invoice				6. Receives invoice	
	4. Attaches supporting docs				7. Verifies invoice details/docs	
	5. Submits invoice to Finance				8. Ensures Invoice approval	
	10. Enters Payment Request				9. Posts invoice in ERP	Updates vendor account
	11. Tracks invoice for payment				12. Receives Payment Request	Generates accounting document
					13. Resolves discrepancies	
					14. Approves payment	
16. Receives payment					15. Send payment	
17. Updates records						
TRIGGERED FLOWS	INVOICE, PAYMENTS				Expense Voucher, Payment Voucher	VOUCHER
LMS: Logistics Management System with RCM Bill Passing Flow (Only Transport Bills without GST)						
Swimlane Diagram Representation:						
Transporter	Sales Team/Project Team	Engineering/Planning(Internal)	Departments Work (Purchase)	Inventory/Logistics/Delivery	Finance Team	ERP System
6. Receives RFQ	2. Raises Transport Request		5. Send RFQ to Transporters	Factory/Warehouse		
7. Send Quote	3. Tracks Transport Request		8. Receive Offers from Transporters	1. Ready for Dispatch informed to Sales		
11. Transporter Accepts Trip Order			9. Compare Quote and do Carrier Selection	4. Sender Issues Date for Dispatch		
12. Transporter Sends LR Info			10. Purchase Issues Trip Order(WO) to Carrier			
			13. Purchase does LR Entry			
17. Provides Transport services				14. Sender Issues Delivery Slip	15. Shipping Documents with Invoice	Updates transporter account
18. Transporter provides Tracking				16. Dispatch Goods w/shipping Docs	15. Shipping Docs given to Warehouse	Generates accounting documents
21. Raises bill			22. Receives & Enter Transporter bills	19. Delivery Details fed in	24. Modify bill in ERP for GST Chrges	Tracks payment status
			23. Verifies & Approvesbill	20. On Successful Delivery POD Entry	25. POST Bill to RC Voucher	Updates vendor account
			26. Enters Payment Request	29. Tracks Payment Status	27. Processes payment	
30. Receives payment	Trip Booking		29. Tracks Payment Status		28. Send Payments	
TRIGGERED FLOWS			Careerselection, WO, LREntry, RCPAY, Payment	DELIVERYSLIP, DISPATCH/DELIVERY, POD	INVOICE, RCM & PayVCHR, GSTR3B	VOUCHER, STOCKCARD
SDN: Supplier Debit Note Flow						
Swimlane Diagram Representation:						
Vendor	Procurement Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Delivers goods						
2. Receives return request				3. Identifies defective goods		Updates inventory records
	5. Validates return reason			4. Creates return delivery		
	6. Approves return			7. Ships goods back to vendor		
10. Receives returned goods					8. Issues debit note	Updates vendor account
					9. Posts debit note	Generates accounting documents
11. Acknowledges debit note						
12. Adjusts records						
TRIGGERED FLOWS	DRNOTE			TRIPBOOKING	Debit Note Voucher, GSTR2B	VOUCHER, STOCKCARD
SCN: Supplier Credit Note Flow						
Swimlane Diagram Representation:						
Supplier	Procurement Team	Engineering/Planning(Internal)	Departments Work (Internal)	Inventory/Logistics/Delivery	Finance Team	ERP System
1. Sends invoice						
2. Sends credit note request	3. Identifies discrepancy					
	4. Validates discrepancy				6. Issues credit note	Updates supplier account
	5. Approves credit note				7. Posts credit note	Generates accounting documents
8. Receives credit note						
9. Acknowledges adjustment						
10. Adjusts records						
TRIGGERED FLOWS	CRNOTE				Credit Note Voucher, GSTR2B	VOUCHER