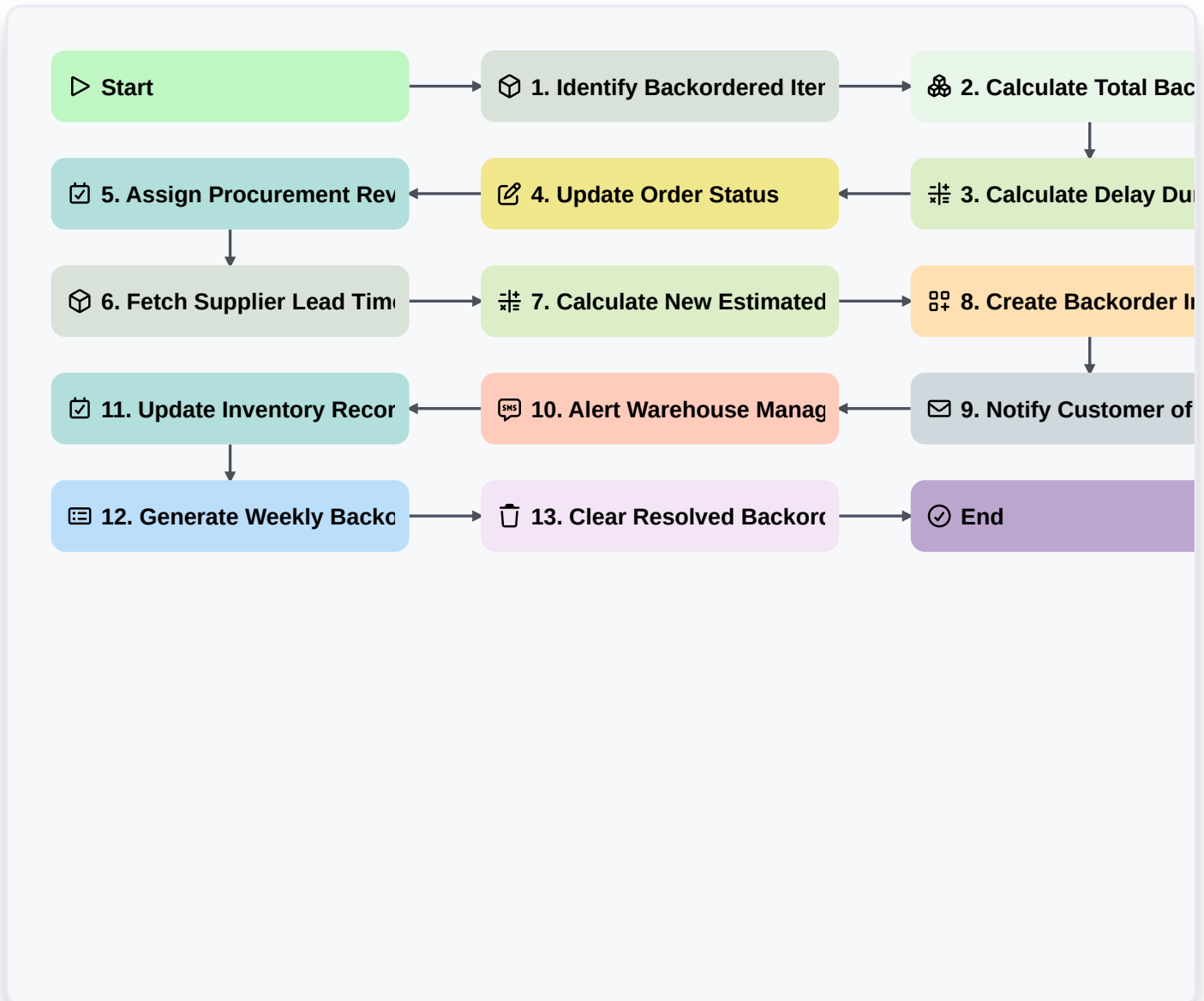


Backorder Management And Notification Process



▶ Start

Start of the Workflow/Process.

📦 1. Identify Backordered Items

Retrieve all order entries where the status is 'Backordered' and the fulfillment date is overdue.

💰 2. Calculate Total Backorder Value

Sum the total monetary value of all identified backordered items to assess financial impact.

📅 3. Calculate Delay Duration

Calculate the number of days between the original promised delivery date and the current date.

✍️ 4. Update Order Status

Update the 'Last Checked' timestamp and 'Current Status' in the Order Data Model.

📅 5. Assign Procurement Review

Create a task for the Procurement Manager to investigate the cause of the stock shortage.



6. Fetch Supplier Lead Times

Retrieve data from the Supplier Model to find updated estimated delivery dates for the missing items.

7. Calculate New Estimated Delivery Date

Add the retrieved supplier lead time to the current date to project a new delivery window.

8. Create Backorder Incident Log

Create a new entry in the 'Incident Log' data model to document the delay and the mitigation plan.

9. Notify Customer of Delay

Send an automated email to the customer containing the order details and the new estimated delivery date.

10. Alert Warehouse Manager

Send an SMS alert to the Warehouse Manager if the backorder value exceeds a certain threshold.

11. Update Inventory Records

Create a task for the Inventory Clerk to adjust expected stock arrival quantities in the system.

12. Generate Weekly Backorder Report

Create a summary report for stakeholders showing backorder trends, aging, and total revenue at risk.

13. Clear Resolved Backorder Alerts

Delete temporary notification entries or alerts once the order has been moved to 'Fulfilled' status.

End

End of the Workflow/Process.