

SALES OPERATIONS

Würth Business Services helps customers in optimising their Sales Operations and improving the overall sales performance. We handle the non-core operations to assist sales leaders achieve improved productivity. We adopt a strategic and tactical approach in handling the non-core operations including Sales Order Booking, Backorder Processing, S and Zero Customer Management, and others. Let us have a look at Backorder Processing.

BACKORDER PROCESSING AND FOLLOW-UP

When stock is unavailable for an upcoming delivery, the missing articles are placed in backorder and the delivery is rescheduled accordingly.

PROCESS FLOW AT WÜRTH BUSINESS SERVICES :



- **Step 1:** Exporting a list of backorder articles using Kanban Management System (KMS) or SAP
- **Step 2:** Checking the stock in warehouse and the scheduled incoming shipments
- **Step 3:** Updating the delivery date accordingly

BENEFITS:

- Inform customers about the possible delivery date
- Get updated information about backorders once or twice a week
- Understand the trend and product sales

Reach out to Franziska Romer, Head of Sales, Admin & External Communications, Würth Business Services, and understand more about offerings.  franziska.romer@wuerth-industrie.com