

# SALES OPERATIONS

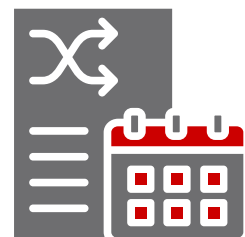
Würth Business Services helps customers in optimising their Sales Operations and improving the overall sales performance. We handle the non-core operations to assist sales leaders achieve improved productivity. We adopt a strategic and tactical approach in handling the non-core operations and provide required information to the sales representatives of customer organizations. Among different processes handled by us, Delivery Date Change is one of them.

## DELIVERY DATE CHANGE

In this process, we update the delivery date in the Enterprise Resource Planning (ERP) system as per the changes in customer requirements. Moreover, we update the quantity for rescheduling. This process provides an updated information about the delivery date. Furthermore, it enables planning the required quantity and stocking the articles to fulfil the demand.

## PROCESS FLOW AT WÜRTH BUSINESS SERVICES:

- **Step 1:** Receive a mail containing a file with changed delivery date
- **Step 2:** Select the order from ERP system and change the delivery date
- **Step 3:** Send confirmation about the change to the customer



## BENEFITS:

- Avail the updated information about the delivery dates
- Take follow-ups to avail order on time
- Plan orders and keep sufficient stocks at hand

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