

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, Drop Shipment Order Processing is one of them.

DROP SHIPMENT ORDER PROCESSING

In this process, a customer places the order for filling up Kanban containers installed at their manufacturing plants. Then the customer selects the Würth-approved drop shipment supplier. If the order is not delivered within the given deadline, our team takes updates from the suppliers. We check the delivery dates of the previous day and determine the current status of the order through Kanban Management System (KMS). If the status shows that the drop shipment order is pending for delivery, we send emails to the supplier to understand the reasons for delay. Based on their responses, we reply to their responses and update the details in KMS.

PROCESS FLOW AT WÜRTH BUSINESS SERVICES:

- **Step 1:** Extract a list of backlog articles from KMS
- **Step 2:** Determine the supplier and send reminders for backlogs
- **Step 3:** Receive a response and update the remarks in KMS



BENEFITS:

- Send reminders to suppliers to avail backlog orders
- Stay updated about the current status of backlog orders
- Maintain strong relationships with supplier

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)