

# PROCESS HEATMAP: SCM DELIVER

Highest Automation Potential



Plan	Source	Make	Deliver	After market
Warehouse management	Logistics administration	Inquiry and quotes	Order management	Reverse logistics
Good receipts updates and amendments	Shipment creation	Handle order inquiry	Order entry	Create RMA
Match GRs with planned arrivals	Ship. documentation gathering	Create and send quote	Order modification/cancellation	Create return of shipment order
Update batch no, serial	Ship tracking		Doc. handling	Create RMA
Generate pick lists	Carrier selection		Order allocation	RM communications management
Inventory panning and optimization	BOL creation		Order prioritizations	Schedule return pick up
Shelf life and quality check	Spot bid		EDI exception handling	Goods receipts