

# E-COMMERCE ORDER EXECUTION STRUCTURE (Pure Trading + Logistics + Installation + Payment Flow)

This document defines a complete ERP-style execution structure for an E-Commerce Trading Business. The architecture covers customer order lifecycle, warehouse execution, logistics tracking, installation workflow, payment release, ERP ticketing, warranty activation, and AI automation.

## 1. Master E-Commerce Execution Flow

ID	Department	Process	Activity	Action	Progress %
1001	Sales	ORDER	Order Confirmed	Customer placed order	5
1002	Finance	PAYMENT	Payment Verification	Payment verified	10
1003	OMS	ORDER MGMT	Stock Allocation	Inventory reserved	15
1004	Procurement	SOURCING	Vendor Confirmation	Vendor accepted order	20
1005	Warehouse	PICKING	Item Picking	Warehouse picking started	25
1006	Warehouse	QC	Quality Check	Barcode/serial verification	30
1007	Warehouse	PACKING	Packing Completed	Packed & labeled	35
1008	Dispatch	LOGISTICS	Dispatch Generated	AWB generated	40
1009	Transport	LOGISTICS	Courier Pickup	Picked by courier	45
1010	Transport	LOGISTICS	In Transit	Shipment moving	50
1011	Transport	LOGISTICS	Regional Hub	Hub scanning completed	55
1012	Transport	LOGISTICS	Out For Delivery	Delivery assigned	60
1013	Delivery	DELIVERY	Delivered	Customer received item	70
1014	Service	INSTALLATION	Installation Scheduled	Technician assigned	75
1015	Service	INSTALLATION	Installation Completed	Demo completed	85
1016	CRM	CUSTOMER CARE	Feedback	Customer rating captured	90
1017	Finance	SETTLEMENT	Vendor Payment	Payment released	95
1018	CRM	WARRANTY	Warranty Activated	Warranty registered	100

## 2. Customer Tracking Timeline

**Order Confirmed** – Customer order successfully received.

**Payment Verified** – UPI/Card/COD payment verified.

**Stock Reserved** – Inventory allocated from warehouse.

**Packing Started** – Warehouse team initiated packaging.

**Quality Check Completed** – Barcode, serial no and accessories verified.

**Shipped** – Shipment handed over to courier partner with AWB.

**In Transit** – Shipment moving through logistics hubs.

**Out For Delivery** – Delivery executive assigned.

**Delivered** – Customer received shipment successfully.

**Installation Scheduled** – Technician visit planned.

**Installation Completed** – Demo and installation completed.

**Warranty Activated** – Warranty registered successfully.

### 3. Vendor Payment Release Structure

Stage	Release Condition	Payment %
Order Confirmation	Customer payment received	20%
Vendor Acceptance	Vendor accepted PO	20%
Material Dispatch	Shipment dispatched	20%
Delivery Confirmation	POD uploaded	20%
Installation Complete	Installation approved	10%
Warranty Activation	Warranty registered	10%

### 4. ERP Module Mapping

Module	Purpose
CRM	Customer order tracking
OMS	Order management system
WMS	Warehouse management
SCM	Vendor procurement
TMS	Transport tracking
FSM	Installation/service management
Finance	Vendor/customer settlement
Helpdesk	Complaints & returns
AI Engine	Auto ticket generation

### 5. AI-Based ERP Automation

- Auto generate tickets from customer emails
- Detect shipment delays automatically
- WhatsApp/SMS customer notifications
- AI-based escalation management
- OCR invoice scanning
- Vendor payment automation
- AI customer support chatbot
- Delivery and installation scheduling
- POD verification automation
- Predictive logistics analytics

## 6. Final ERP Architecture

### Customer Side:

Customer → Order → Payment → Tracking → Delivery → Installation → Warranty

### Internal ERP Side:

Sales → Procurement → Warehouse → Logistics → Delivery → Service → Finance

### AI Side:

Email AI → Ticket AI → Escalation AI → Notification AI → Analytics AI