

INNOVATE

E-COMMERCE INC.

A broken supply chain may have nothing to do with your warehouse, logistics, or order fulfillment. It may, however have everything to do with a lost order which is at the core of the broken link. Does your customer service staff do everything they can to locate the customer's order, but cannot find it anywhere in your system?

Companies do everything they can to fulfill, expedite, and ship the customer's order, but never go back and research where the problem occurred. Where was the break in their supply chain? While companies have invested in Order Management, Innovate found that in most cases orders get lost in the electronic processes.

Here's where Innovate can help. We have done audit and control assessments for companies of all sizes to identify where their processes have failed. Utilizing an extensive questionnaire, Innovate will conduct an assessment of the electronic order life cycle. Why do you need an audit and control assessment?



How would you answer these questions?

- Can you guarantee to your auditors and/or customers that you will never lose an order?
- Is there one or more of your largest customers you cannot afford to lose their orders?
- If you could improve your processes to gain more business, would you be interested?

Innovate Audits and Controls Assessment will:

- Identify the data flow steps associated with the order processes and document how each checkpoint is managed. (Automatically or manually)
- Document the order flow process (i.e. Identify each program or process that moves, processes or converts the order format).
- Document how the success or failure at each checkpoint is captured and what proactive alerts are in place..
- Deliver a report to document how successfully the order is being captured at each checkpoint.
- Provide recommendations to achieve an "exception only" notification process.

Innovate Audit and Control Assessment is focused on the electronic order However, it can include the entire order to cash electronic processes. Call or email Innovate today to learn how we can help you improve your electronic ordering process.

