



GWC

CASE STUDY – GWC ORDER MANAGEMENT SYSTEM

1. Introduction

1.1 Document Purpose

The purpose of this document is the Case Study Documents

1.2 Intended Audience

Gulf warehouse corporation is the leading Qatar warehouse company .The Order Management System is a web portal application provided as a service by Gulf warehousing Company (GWC) for customers whose inventory is managed by GWC. The application is intended to provide the customers' end-users with a multi interface to order items which they want to retrieve from the warehouse.

2. Problem & Causes

GWC is big warehouse company in Qatar.GWC need to manage his inventory and their warehouses. GWC need Order Management system to order ,approve and dispatch their products .

3. Solutions



We develop web portal applications as service to the customer whose inventory is managed by GWC through Warehouse Management Solutions. Retail Customer's users can log in and access the materials concerning their departments. They can place the material requests online and see what is available in stock and what is not available directly from the ordering screen. Users can search for the materials they would like to order and see item attributes, photographs as well as stock availability in real time. User access rights should ensure that each user views only their concerned materials (only the assigned catalog).

We have provided best solution to GWC by implementing Web portal, Mobile Apps and Interface to manage their inventory. Super-admin setup the customer by entering multiple warehouse ,in the customer details super-admin able to warehouse for e-commerce and also can set financial approver for particular warehouse.

User can request their order by selection warehouse and able to add items into list. User can also the change the price for the products if that warehouse having price change flag set. Requestor need to select location as well as alternate address for delivery.

User also select the payment option while ordering but that warehouse should have payment method (current payment methods are: COD, SIP, FOC, Credit card).

Once the order saved then order will go to approver but if price change by the requestor then order will go to financial approver else it will go to general approver. Once the order is approved then Interface will call and then Order details send through API to WMS.

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WMS will view the order details and send back message to requestor and all user's which are related to that same warehouse. If quantity is available in warehouse then WMS will send message to OMS order ready for pick.

Once the Status is Ready for dispatch then OMS admin can allocate driver for that order by selection driver.

Delivery Tracking System is the order delivery mobile application which is developed by Brilliant WMS Driver is delivery tracking application's user he only having access to mobile interface. Driver will check the Customer details, Product details and then he will delivered order by capturing and taking signature and photid. Once he delivered order then order status will change as Dispatch.

4. Conclusion

GWC is satisfied by using Order management system.GWC has using system without any problems.GWC able to manage all stock and inventory.