Handle Overdue Delivery Pickup Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Handle Overdue Delivery Pickup" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Areas are involved in the "Handle Overdue Delivery Pickup" workflow:
- Supply Operations

In the "Handle Overdue Delivery Pickup" workflow, there are the following Functional Groups:
- Supply Chain Operation

The "Handle Overdue Delivery Pickup" have the following Functions involved in their workflow:
- CSL EMA
- SCO Bagsværd

If you have any questions, comments, changes or need to interact with the accountable of the "Handle Overdue Delivery Pickup", these are the responsible (Novozymes contact acronyms are applied):
- CBXJ
- AFC

The Resources/Roles involved in the "Handle Overdue Delivery Pickup" workflow are:
- CSR
- GCC-CSL
- Shipping Responsible
- 8L Front Office

The combined information of the "Handle Overdue Delivery Pickup" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Handle overdue delivery pickup	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Handle overdue delivery pickup	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	GCC-CSL
Handle overdue delivery pickup	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	Shipping Responsible
Handle overdue delivery pickup	Supply Operations	Supply Chain Operation	SCO Bagsværd	AFC	8L Front Office

Forwarder	POC CSL	Shipping responsible	Warehouse	Customer

Every morning just after 9 a.m. CET

Pull report of uncollected deliveries

Check if goods were shipped

X

Goods picked up

Goods not picked up

Move GI date

Post GI

X

GI is moved to next month

GI is still in current month

Change billing date

X

Delivery delayed

Delivery not delayed

Inform customer of delay

Uncollected delivery handled