

Use Case ID:	001
Created By:	Nicole Golestani
Use Case Name:	Supply Chain Order Management
Description:	The course of action to create and process orders within a supply chain.
Actor(s):	Buyer and Customer Service Representative (CSR).
Secondary Actor(s):	Shipper and Receiver
Trigger:	Buyer initiates an order by calling, faxing or using e-Commerce; Web/Electronic Data Interchange (EDI) and ordering systems.
Pre-Conditions:	The item information and the contract information should be loaded into both the provider and supplier systems.
Post-Conditions on Success:	The order is successfully created, delivered on time, and received.
Post-Conditions on Failure:	The order is delivered late and receiving was not successful.
Basic Flow:	<p>The order is received by EDI:</p> <ol style="list-style-type: none"> 1. The buyer enters an order into the system. 2. The EDI order is typically sent to a Network Gateway. 3. The Network Gateway sends the order to the supplier/distributor. 4. The supplier/distributor receives the order. 5. The information on the order is correct and the acceptance order acknowledgment is sent back to the buyer via Network Gateway. 6. The order is picked and the ship is confirmed by the supplier/distributor. 7. The EDI Advanced Ship notice is sent to the buyer via Network Gateway 8. The order is packed and delivered to the buyer based on the date and time on the EDI Advanced Ship Notice (ASN). 9. The order was received by the buyer successfully.
Alternative Flow:	<p>If the order is received via web, the order will be entered into the supplier's system automatically, however; the rest of the communications will be done by phone. If the process begins with a phone call or fax, the order will be entered into the system manually and the other communications will be done by phone as well.</p>
Exception Flows:	<p>The order is received by EDI:</p> <ol style="list-style-type: none"> 1. The item information (unit price, unit of measure, etc.) is incorrect <ul style="list-style-type: none"> o The CSR corrects these changes and an acknowledgement is sent to the buyer explaining these issues. 2. The item number on the order is incorrect or the item is obsolete <ul style="list-style-type: none"> o The line is deleted from the order by the supplier/distributor's CSR. o The purchase order acknowledgement is sent back to the buyer notifying the buyer that the line is deleted. The buyer might call to ask for a substitute item to be added to the order or the buyer will create another order for the item in question.
Associated Use Case:	None



The Global Location Numbers (GLNs) in this use case include: Bill To location, Ship From location (e.g., a warehouse or a physical building, etc.), Ship To location and Delivery location (e.g., a floor, a cart, etc.).

Bill To location and Ship To location will be used by supplier/distributor on the Purchase Order Acknowledgments (POA), Advance Ship Notices (ASN) and invoices.

The Ship From is used in the ASN, to notify the customer on which location the goods are coming from. The hospitals need to know this information in advance to be prepared to unload the goods when the shipment arrives at their door.

Ship To location is also used by hospitals at the order creation time to notify the supplier/distributor where the goods must be delivered.

Delivery location can be used interchangeably with Ship To location to define a location where the goods will be received and to define the final destination for a product in the supply chain. It is used by both the supplier and the provider.