

# Order processing and customer communications

Automates order processing from customer inquiry to production scheduling, with intelligent routing based on job complexity and automated customer communication throughout the printing lifecycle.

[Download PDF](#)

[Get Your Blueprint](#)

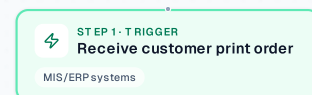


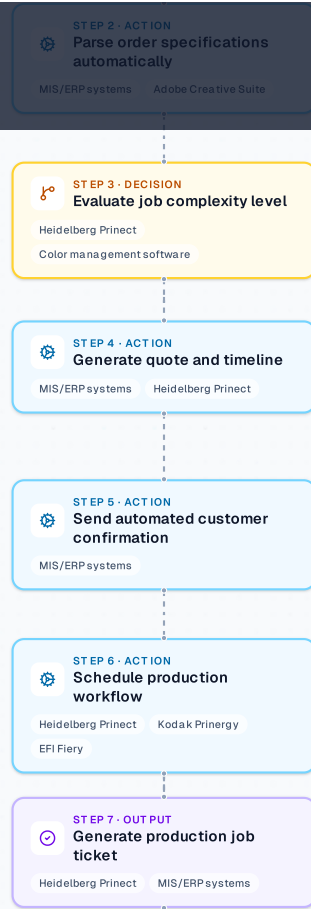
## WORKFLOW TRIGGER

Customer submits print order through web portal or email

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Receive customer print order

Customer submits order details including specifications, files, quantity, and delivery requirements through online portal or email system. Order data is captured and validated for completeness.

2

 ACTION

### Parse order specifications automatically

AI extracts job details from order forms and uploaded files, identifying print specifications, paper requirements, finishing options, and delivery dates.

System validates file formats and technical requirements.

MIS/ERP systems

Adobe Creative Suite

3

 DECISION

### Evaluate job complexity level

System analyzes order complexity based on file specifications, color requirements, finishing needs, and quantity to determine processing path.

Complex jobs route to manual review while standard jobs proceed automatically.

Heidelberg Prinect

Color management software

4

 ACTION

### Generate quote and timeline

AI calculates pricing based on specifications, material costs, and production capacity while generating realistic delivery timeline. System accounts for current production queue and resource availability.

MIS/ERP systems

Heidelberg Prinect

5

 ACTION

### Send automated customer confirmation

System automatically emails customer with quote, timeline, and order confirmation details. Includes production milestones and provides tracking portal access for order status updates.

MIS/ERP systems

6

 ACTION

## Schedule production workflow

Order is automatically queued in production system with optimized scheduling based on press availability, material requirements, and delivery deadlines. Prepress operations are initiated for approved jobs.

Heidelberg Prinect

Kodak Prinerger

EFI Fiery

7

 OUTPUT

## Generate production job ticket

System creates comprehensive job ticket with all specifications, scheduling details, and quality requirements for production team. Customer receives confirmation with tracking information and estimated completion date.

Heidelberg Prinect

MIS/ERP systems



## Outputs

## AI Business OS

- Production job ticket with complete specifications
- Customer confirmation email with timeline
- Scheduled production queue entry



### Key Metrics

- Order processing time
- Quote accuracy rate
- Customer response time



### Tools & Integrations

- MIS/ERP systems
- Adobe Creative Suite
- Heidelberg Prinect
- Color management software
- Kodak Prinergy
- EFI Fiery

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

### COMPANY

[About](#)

[Industries](#)

### CONNECT

[MVP.dev](#)

[LinkedIn](#)

### RESOURCES

[Articles](#)