

Customer order processing and fulfillment

Automates customer order processing from receipt through fulfillment, including inventory verification, compliance checks, and shipping coordination to ensure accurate and timely wine deliveries.

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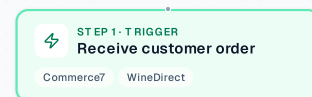


WORKFLOW TRIGGER

Customer places wine order through online store or tasting room POS

Visual Flow

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





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive customer order

Customer order is submitted through the e-commerce platform or tasting room system. Order details including wine selections, quantities, and shipping information are captured.

2

 ACTION

Verify inventory availability

System checks current wine inventory levels against order requirements. Real-time stock quantities are validated for each requested vintage and varietal.

VintagePoint

Harvest ERP

3

 DECISION

Check shipping compliance requirements

System validates shipping destination against wine shipping regulations and customer age verification. Determines if order can be legally fulfilled to the specified address.

VinSuite

Commerce7

4

 ACTION

Process payment authorization

Payment method is charged and authorization is confirmed. Customer billing information is validated and transaction is recorded in the system.

Commerce7

WineDirect

5

 ACTION

Generate pick list and allocate inventory

Warehouse pick list is created with specific bin locations and lot numbers. Inventory is allocated and reserved for the order to prevent overselling.

6

 ACTION

Create shipping labels and tracking

Shipping labels are generated with appropriate wine shipping carriers and tracking numbers are assigned. Delivery timeline is calculated based on destination and shipping method.

VinSuite

WineDirect

7

 OUT PUT

Send order confirmation and tracking

Customer receives order confirmation email with tracking information and estimated delivery date. Internal fulfillment team is notified to begin picking and packing process.

Commerce7

WineDirect



Outputs

- Order confirmation email with tracking details
- Warehouse pick list with bin locations
- Compliance documentation for wine shipment



Key Metrics

- Order processing time (minutes)
- Inventory accuracy rate (%)
- Order fulfillment success rate (%)



Tools & Integrations

- Commerce7
- WineDirect
- VintagePoint
- VinSuite
- Harvest ERP

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