EEA Customer Flow Chart

Purchase Order (PO)

Customer Service (C/S) processes the (PO)

NO ← Stock item(s) available? → **YES**

Manufacturing

Item(s) stored in warehouse

C/S sends Shipping Request Order (SRO) to warehouse

C/S sends Shipping Request Order (SRO) to warehouse

Warehouse/Shipping confirm item(s) and quantity are in the warehouse

Warehouse/Shipping contacts shipping broker for pick-up date

Warehouse/Shipping loads SRO into truck/container

C/S informs EEA customer the SRO is ready for delivery

REACH Article Certification on the Twitchell Website

Direct Communication

EEA Customer

Twitchell ↔ Only SITMAE Representative ↔ Interface Int.