Student’s Name

Instructor’s Name

Course Code

Date

**Enterprise System**

**Q1: Enterprise system (ERP)**

Enterprise System is a cross functional system, which provides companies with a wide coordination and integration of key business processes. It is essential in planning most resources of organization and therefore, it is used to improve efficient in business operations. The main problem associated with manual or paper based procurement process is the delay, which exist between different departments. In most cases, the paper work can be placed on the desk for days. The information or document can take days in mails when it should be electronically transferred either external or internal (Marr 32). ERP System reduces paper clutter, delays and also minimizes errors. It reduces error by ensuring that data can only be entered into the system only once and after that only reference could be made to the specific information. For example, the reference can be made to the vendor number and the shipping information keyed in the system.

Q2**: Describe the business process of ordering a product from your favorite retailer via e-commerce**

Ordering a product from an online retail is done through a vigorous process to ensure that the right product is received by the recipient. The first step is to access the website or the link to the retail platform. For instance, the purchasing a product from Newegg Company requires a customer to access the Newegg’s URL and have access to the website. For example the website for Newegg is [https://www.newegg.com](https://www.newegg.com/). The link will direct buyers to the Newegg’s retail platform where all the products sold by the company are listed. At the online platform a customer would be able to review and check all the products and make the right choice on which product to purchase (Corner 21). However, once a customer decides to purchase a product, he or she is required to login or register on the website by putting personal information to the system. The process of registration is to make sure that only correct information is used and the address for delivery is made available.

The registration is done by clicking the registration tab on the website. After completing registration a customer can proceed to check out a product he or she has viewed and made decision to purchase. When checking out a product, the payment platform would appear, which require only payment method to be conformed and a customer can click next to proceed to the check out. Once the product has been checked out, the data of delivery will be conformed and a customer can print receipt and tracking number for tracking the delivery and any further questions. It is advisable to print the order details including the tracking number for verification of the order when received,

**Recommendation**

Customers want an enjoyable and flexible purchasing platform. Most customers who make online purchase require a friendly website and interactive. Therefore, the best technique which can be used to improve purchasing experience of customers is through providing intelligent assistant on the company’s website. The automatic intelligence assistance ensures that all customers’ queries are answered properly. It is recommended to have a user friendly website and interactive. The Website should have links to other related products to allow customer to view variety of products. The company should have variety of payment system on the website to remove any limitation which can occur as a result of having unreliable payment system for online trading.

# Works Cited

Corner, Cherly. "The '8 Great' Challenges Every Business Faces (And How To Master Them All)." https://www.forbes.com/sites/cherylsnappconner/2013/03/04/the-8-great-challenges-every-business-faces-and-how-to-master-them-all/#34c981ab3891 (2019): 2-34.

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