Less re-keying. More control.

Order processing: a measured starting point for AI assistance.



Recommend a draft-only order-entry pilot.

Keep approval with the operations team. Validate the handling-time target before making an implementation commitment.

Reader: Steve Morgan, Operations Director
Illustrative engagement / 23 November 2026

Test the preparation. Keep the commitment human.

Start with standard email orders: extract the requested lines, check them against an approved product reference and prepare a draft for review. Do not post orders or send acknowledgements automatically.

600	56h	0
orders / month	potential capacity / month	cash savings agreed

01 Approve a bounded pilot

Use a deliberately selected 60-order test set: 48 standard orders and 12 exception cases. This is a proposed test, not completed implementation.

02 Approve the control boundary

Steve owns the process. An operations reviewer approves every draft. Exceptions, pricing, credit and customer commitments stay human.

Decision requested: authorise pilot scoping, not production deployment.

One baseline. Visible limitations.

E01

600 orders in four weeks

Authored sample volume log. Treat four weeks as the model month; no annual volume claim.

E02

10 minutes per order

Authored 30-order timing sample, including review and rework. Expand the sample before procurement.

E03

36 correction cases / 6%

Authored 600-order correction log. Handling time already includes rework; no extra error saving is added.

E04

80% standard-order coverage

Steve’s fictional estimate, not verified classification. Test the boundary on normal and difficult cases.

E05

3 assisted minutes per order

Pilot target including human review, not an observed result. The recommendation depends on achieving it.

All sources in this demonstration are fictional fixtures, not client fieldwork.

A draft enters the workflow. A person stays accountable.

01 **Receive**

Order email and attachment arrive in the shared mailbox.

02 **Prepare**

Extract account, product, quantity and delivery details into a draft.

03 **Check**

Compare against an approved product reference; surface missing or ambiguous fields.

04 **Approve**

An operations reviewer checks the draft and resolves exceptions.

05 **Commit**

Only an authorised person posts to ERP and sends an acknowledgement.

Technical discovery remains open.

TradeFlow is a fictional ERP. API access, security review and integration effort are unverified.

Capacity is valuable. It is not automatically cash.

100h	44h	56h
current monthly workload	proposed remaining workload	potential released capacity

The arithmetic

Standard orders: 600 × 80% = 480

Time released: 480 × (10 - 3) ÷ 60 = 56 hours

Capacity valuation: 56 × £32 = £1,792 per month

Illustrative year-one operating and setup cost:

£4,200 + (12 × £250) = £7,200

Cash case: not established.

No avoidable expense or headcount saving is agreed. Do not quote payback from the capacity valuation. The £1,792 is a value lens on the same 56 hours, not a second benefit.

Sensitivity matters

At 5 assisted minutes, capacity falls to 40 hours/month. At 10 minutes, there is no time benefit. Measure review effort rather than assuming it disappears.

Four weeks to earn the next decision.

01 Week 1 / Baseline and access

Confirm authorised sample data, process owner, product source and retention rules. Validate the 600-order volume and timing distribution.

02 Week 2 / Build a draft-only prototype

Use a restricted test environment. Produce drafts and an exception queue. Do not connect autonomous posting or outbound customer messaging.

03 Week 3 / Evaluate the full test set

Run 48 standard orders and 12 deliberately selected exceptions. Target at least 95% correct standard drafts, 100% exception escalation and zero critical errors.

04 Week 4 / Review and decide

Measure assisted handling including human checks: target average 3 minutes on standard orders. Steve reviews quality, security and support before any expansion.

Stop condition

Any silent critical error, unapproved posting or data exposure stops the pilot. Diagnose, correct and retest before reconsidering rollout.

A useful audit ends with a clear next step.

01 Steve / confirm the operating facts

Approve the process map, validate the standard-order boundary and identify two reviewers. Supply authorised redacted samples; do not email credentials.

02 Alderway / scope the pilot

Check ERP access, agree the test design and produce a separate implementation proposal. The £4,200 setup figure remains an illustration until discovery is complete.

03 Joint / review the decision

Agree acceptance and stop conditions before testing. Record which assumptions held, which failed and what remains uncertain. Pilot evidence, not this model alone, supports deployment.

Commercial context

The fictional story assumes a separately agreed £1,800 fixed-fee audit after the meeting. This report is the audit deliverable. It is not a contract, invoice or authorisation to implement.