ANNEXE 1

**PLANIGRAMME DE SUIVI DES COMMANDES CLIENTS**

**MOIS DE MARS**

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| **Jours**  **Commandes** | **V**  **1** | **S**  **2** | **D**  **3** | **L**  **4** | **M**  **5** | **M**  **6** | **J**  **7** | **V**  **8** | **S**  **9** | **D**  **10** | **L**  **11** | **M**  **12** | **M**  **13** | **J**  **14** | **V**  **15** | **S**  **16** | **D**  **17** | **L**  **18** | **M**  **19** | **M**  **20** | **J**  **21** | **V**  **22** | **S**  **23** | **D**  **24** | **L**  **25** | **M**  **26** | **M**  **27** | **J**  **28** | **V**  **29** | **S**  **30** | **D**  **31** |
| N° ….. HORTUS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| ◆ **Date de réception de la commande** (◆ commande à traiter immédiatement ; **◊** commande nécessitant un complément).  ⏹ **Date d’enregistrement de la commande :** après contrôle, et en cas d’erreur, confirmation du client par téléphone ou par fax.  ⏺ **Date de livraison prévue :** délai de livraison 7 jours.  🞆 **Date de réclamation.** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |