Customer service is all about accurate information and staff who are confident in their systems.

PROMADIS Sales Order Entry was developed with a principal focus on customer service, and thus the imperative of concisely and accurately providing front line order staff with all of the data needed to do their job.

As such our design team created a system with:

- Flexibility … so that a customer would need to be on the phone for the shortest possible time

- Reliability … so that information given was totally accurate

- Simplified functions … to get to the information faster

- Comprehensive functionality … to provide all relevant information

- Logical operations … to enhance ease-of-use and staff training

PROMADIS Sales Order Entry is very much designed with the customer service operator in mind. It ensures that such staff can rapidly respond to a phone, fax or email order request. And it enables them to confidently and accurately advise customers on such things as current stock availability and delivery dates. Subject to user specified authorization, they can additionally adjust delivery priorities or identify reserved stock which can be released.

Because of the somewhat erratic nature of a typical order staff workday, the PROMADIS system also allows operators to seamlessly focus on a range of tasks at the one time. Thus they might be working on a specific

faxed order and, without needing to close or finish this, switch to a new telephone order, start a maintenance screen task or, indeed, several other concurrent activities. And all without losing their place in the original order.

Furthermore, PROMADIS gives its users the option of linking their own end customers directly into the Sales Order system. Under strict security control, this facility enables approved customers to connect with the system and to then review stock availability and place orders.

Other standard system facilities include standing orders, powerful and accurate back order processing, comprehensive order and sales reporting, variance processing, order enquiries and confirmations.

When PROMADIS Sales Order Entry is coupled with the power of the PROMADIS Purchasing and PROMADIS Inventory systems, a more complete customer service picture emerges.

For example, this total solution is able to predict shortfalls in customer delivery … perhaps due to delayed dispatches from the user's own suppliers. In any instance, such predictions will be immediately reported to trigger appropriate end customer follow up.

PROMADIS Sales Order Entry features include:

- Automatic delivery date calculation by line item provides clients with real time information
- Automatic sales representative allocation by line item
- Entry, based on current stocks and existing orders
- Standing orders automatically released in time for dispatch
- Monthly, fortnightly or weekly standing orders
- Standing order quantities variable by release
- Split deliveries
- Comprehensive back order management
- Credit checking
- Picking slip printing
- Invoice printing
- Cart note or invoice with goods
- Email ordering facilities
- Client special deals by stock group, stock item and quantity breaks
- Invoice rounding to nearest five cents
- Direct client order facilities
- Comprehensive sales and margin analysis by
  - client
  - representative
  - supplier
  - product
  - product group

- Manage sales orders which are unfinished, overdue or delayed
- Process sales returns
- Process Invoices Immediate (Urgent) or batched
- Print or eMail order confirmations
- Print or eMail stock holdings
- Multiple warehouse support
- Partial order or complete order only option
- Earliest delivery date processing

PROMADIS Sales Order Entry may be integrated with:

- PROMADIS General Ledger
- PROMADIS Accounts Receivable
- PROMADIS Accounts Payable
- PROMADIS Inventory
- PROMADIS Manufacturing