

Order Entry

Distribution

When your customers call in with an order, you want to be able to record the order accurately and then deliver it right the first time. This means your staff need a system that helps them be efficient, accurate, knowledgeable, and timely. A great solution to all these needs is SouthWare's Order Entry.

Benefits

- Get customer's orders recorded in less time
- Immediately answer customer's questions about pricing, availability, order status, etc.
- Instantly access past sales orders for a customer and even duplicate one
- Keep accurate records of returns, billing adjustments, no charge shipments, and other special situations
- Sell what the customer needs even if it has to be special ordered or shipped from another location
- Know exactly how and where the customer wants an order shipped, and even have an order drop-shipped from the vendor
- Make sure a customer's credit status gets checked before and after an order is recorded
- Automatically handle complex situations involving special pricing, special commission structures, or special sales tax rates
- Produce picking tickets and shipping labels to get the right items shipped to the right address at the requested time
- Provide order acknowledgment forms to customers to make sure the order is right before you ship it
- Create sales quotations and then turn them into orders when the customer agrees to buy

Quick Screens Order Entry Portal

Order Entry integrates with SouthWare's Inventory Series to give you a complete order processing and inventory management system. With Order Entry you'll be confident that you're getting orders recorded accurately and courteously, shipping them right the first time, and getting them invoiced promptly.

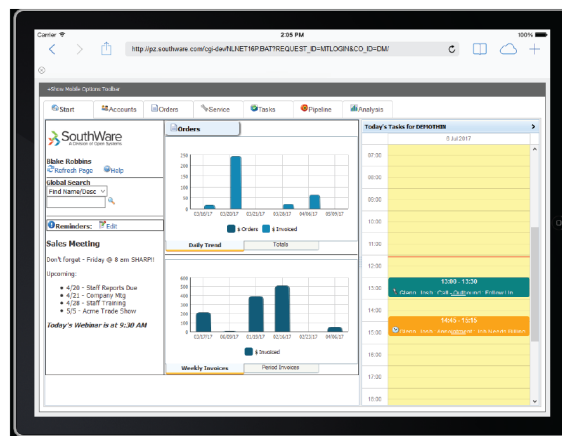
Order Entry – Features & Functionality

Order Entry Features

- Regular, no charge, credit memo, billing adjustment, payment on account, location transfer, and drop-ship type orders
- Option to add customer record during sale
- Billing info, PO#, ship info, other info
- Credit limit checking
- Customize the keystrokes and security features per operator
- Text and notes for the order
- Sale of an item, return, sale of service
- Standard combo of items, non-stock item
- Handling codes include special purchase, drop-ship, and handle as surplus
- Automatic stock availability checking with backorder, substitute, and cancel options
- Sell from multiple locations on an invoice
- Option to zoom inquiry for an item
- Numerous pricing options
- Serial, lot, or other tracking numbers
- Option to suggest related items
- Allows miscellaneous add-on charges
- Calculates proper sales tax
- Any combination of cash, check, credit card, or on account payment
- Accept and track deposits on orders
- Order acknowledgments
- Sales quotation, then turn into an order

Management and Reporting Features

- Open back orders w/automated fill
- Inquiry for detail of current and past orders
- Outstanding orders analysis
- Order fulfillment status inquiry
- Optional order approval process
- Partial/full invoicing of an order
- Daily sales report
- Operator “override” report
- Billing TreeView manager



Remote Sales Portal

Shipping Features

- Picking tickets
- Shipping labels
- Scheduled ship date per line item
- Optional pick/ship system for order fulfillment management and efficient billing

Unique benefits you get with Order Entry include:

- Easy and fast entry of normal orders, with the sophistication needed to handle complex order situations
- Instant access to customer sales history and credit history
- Special handling options for special orders, back orders, substitutions, and even drop shipments
- Serial numbers and other tracking numbers to help with warranty and service claims
- Automatic order suggestions to encourage add-on sales
- Option to sell from any location
- Sales quotations and order acknowledgments for clear communication with customers
- ExcelReport analysis of the quality of order processing
- Extensive pricing, commission, and sales tax options to handle all types of special situations