

Sales

JEEVES ENTERPRISE

The Organic Business System



The most important partner in a company's network is the customer. Because Jeeves Enterprise is an integrated business system, all aspects of customer relations can be fully controlled. Integration with other applications in Jeeves Enterprise gives direct access to information on customers, inventory, credit, ledger, service, purchasing, and manufacturing.

Better, faster and more secure information in all customer-oriented processes produces a higher degree of service and better delivery quality, resulting in increased customer satisfaction and loyalty. This, in turn, will improve the company's profitability and competitiveness.

The order flow in Jeeves Sales is based on a flexible, flow-oriented approach to sales and order processing. Order flow is controlled by adapting the order processing function in Jeeves Enterprise to the company's own order routines.

Quote/agreement

A quote or agreement can be created per customer. The quote allows you to control the standard quantity of orders.

A quote can be easily converted to an order; transferring all information from the quotation to the new order.

The customer data handled includes payer, credit limit, payments terms, currency, dispatch terms, delivery addresses, report language, price lists, and specific item data.

A quotation can have different statuses; active, closed, lost, RFQ, etc.

Orders

Jeeves order function has the capacity for very large volumes of orders. It not only allows you to enter

your own order types and make your own order routines, but it also handles Normal orders, Credits, Price adjustments, Drop shipments, Order-specific orders, Package orders, Samples, etc. The user can handle all types of orders regardless of which order routine is selected.

Alternative items is a function that allows for the use of a replacement item if the item intended for sale is not available in inventory at the time of order entry.

There are special order routines that facilitate handling of package items or configuration items.

A customer order can make a reservation in inventory, on a certain bin or batch. An order can also automatically generate a purchase order at a supplier for drop shipment to the customer. Order processing calculates price according to the rule for the customer, performs an availability check on the item, and even proposes a possible dispatch date.

Dispatch and Logistics

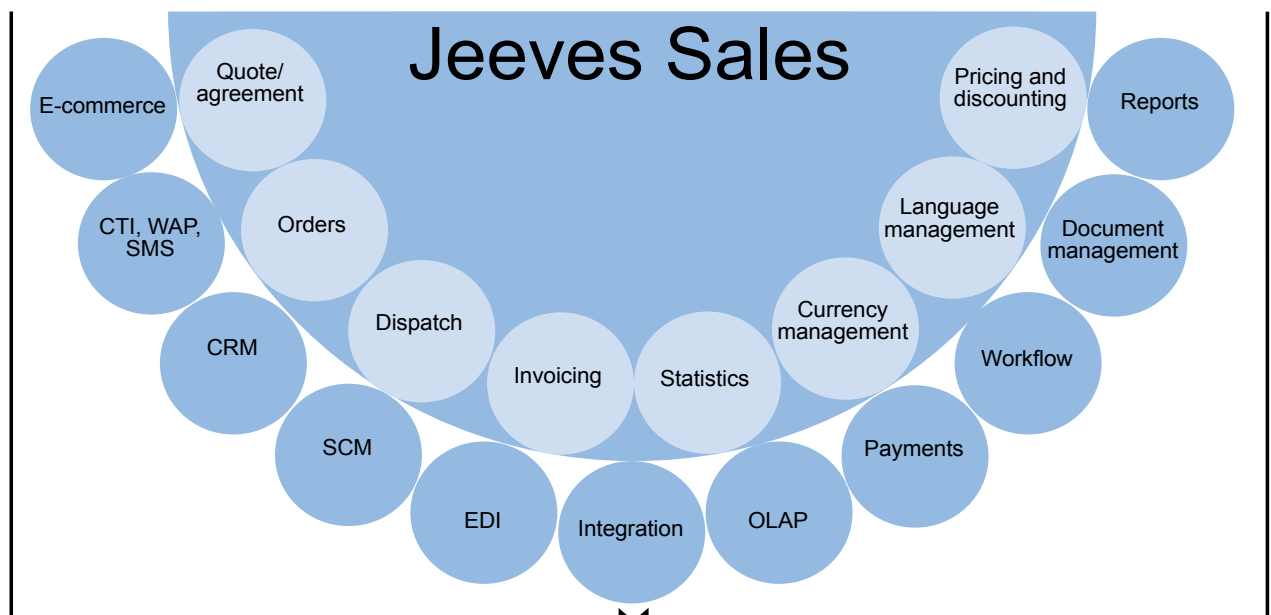
Dispatch is made simple through the use of check-lists. Picking can be done per order, per dispatch date within an order, etc.

Dispatch planning can be created in the form of delivery notes that can be grouped by customer and dispatch date. Picking can then be done from the delivery note. This allows you to pick all orders for a dispatch date for a customer in a checklist.

Price & discount management

Pricing is based on a set of rules that can include the agreed price, fixed price for an item, or price lists for an item or item group.

Discount management is flexible with customer-specific, order value or item discounts.



In Jeeves Sales, you can build discount matrices for customers and items and handle chain discounts.

Invoicing, accounting and statistics

Invoicing can be done per order while collective invoicing can be done per customer or per delivery note. Invoicing updates the Accounts Receivable ledger and automatically creates voucher bases that are booked upon printing of the invoice journal. Statistic reports can be produced for different invoice periods, customers and customer groups, items and item classes, etc.

International business

Jeeves Enterprise is suitable for global companies with operations in many countries. Jeeves Sales can support international operation by simultaneously handling different currencies, languages, tax rules and other country-specific prerequisites.

Integration with other applications

Jeeves Enterprise is an integrated business system in many ways. Data must only be entered once. It is then reused in the process flows that run throughout the different operational functions of the company at different levels.

Jeeves Enterprise is completely integrated with Microsoft Windows and Microsoft SQL Server. This offers great opportunities for using data from the database in other applications, such as spreadsheets or text programs, E-commerce systems, Intranets, and Extranets. The integration possibilities in Jeeves Enterprises clearly illustrate how easily Jeeves Sales can be adapted for CRM and SCM.

SCM and EDI

Supply Chain Management (SCM) is used for planning Transports, Distribution, Customer demand, Supplier deliveries and Manufacturing to reach the highest possible level of efficiency in the entire value chain.

If your company works with industrial sales to large companies, you probably need to send and receive data electronically. Jeeves Sales is integrated with Jeeves EDI to provide flexible, cost-effective EDI processing.

CRM and Customer Care

CRM is another three-letter abbreviation that is associated with "the new economy", the Internet and new, IT-based methods for improving a company's competitive power.

CRM, Customer Relationship Management, can be divided into the following areas of focus:

- Automation of Sales
- Automation of Marketing
- Customer Service - Interactive Customer Centers
- Field Service
- Market analysis

Sale automation and E-commerce

Sale automation in CRM is not just reorganizing the internal sales function, although Jeeves Sales also works well for that purpose.

In the "new economy", customers want to orient themselves to the valuable offers of the suppliers and enter orders themselves. Jeeves Sales is naturally integrated with Jeeves E-commerce for consumer and company sales.

Market automation and Document management

Management of different types of documents is an important part of all marketing and sales. These documents, from regular office programs, range from sale support material, ad campaigns and sales flyers to quotations, agreement templates, product specifications, price lists, reference lists, etc. Jeeves Sales together with Jeeves EDM module (Electronic Document Management) allows you to integrate your management while making it more efficient.

Customer service and Workflow

Jeeves Workflow can structure work flow in all phases of customer relations, from first contact to established customer cooperation, with customer projects, technical support, and maintenance services.

CTI, SMS and WAP in customer order processing

Quick developments in the field of telecommunication offer new methods of communicating with employees, customers, and suppliers.

The following scenario describes how Jeeves Enterprise and Jeeves Sales module allows you to employ these possibilities already today: A customer calls the order department and wants speedy delivery of spare parts. With CTI, a customer window opens automatically and all relevant information on the customer is presented. The destination is specified for the customer facility that applies. An order is sent to a service vehicle via an SMS message. On site at the customer facility, the service technician can receive a checklist for installation of spare parts via mobile phone and WAP. The technician can also submit a time report directly into Jeeves Enterprise via a WAP phone.

Market analysis and OLAP

OLAP (Online Analytical Processing) is of great importance in the analysis of marketing and sales data. OLAP makes it possible to analyze data from Jeeves Sales module, for example.

You can receive an OLAP server through Microsoft SQL Server 7.0. This tool can be used to create your own data rules with "cubes" for analysing data. Tables and business graphics on sales, customers, items, services, etc, can be analyzed from various perspectives - per month, day or year, with segmentation done geographically, demographically or by sectors.