

Customer Order Processing with Sales Analysis

QMRP™ Customer Order Processing with Sales Analysis can be tailored at installation to meet user-specific requirements. It allows you to enter and print customer orders, confirm shipment once the goods have been dispatched, print invoices, and provide management analysis. The module is fully-integrated to update inventory and sales history, accounts receivable, and the general ledger.

Orders may be entered for off-the-shelf items or make-to-order final assembly items defined by modular (also called "option" or "configurable") bills of material. Final assembly items also may include routings specific to the components selected when the order is entered. Modular routings are copied to the manufacturing order during order release.

Quotes for standard and modular items generated in the Quotations/Cost Estimates module can be transferred directly into a sales order, including bills of material, routings, and detailed pricing and costing information.

Highlights:

- Multi-level pricing is provided, including customer contract pricing and matrix pricing by user-defined customer/item groupings.
- Immediately updates on-hand and committed stock to inventory, forecast, and master schedule consumption files when an item is sold.
- Automatically places orders "on-hold" when customer credit limit or order limit is exceeded.
- Displays current accounts receivable status during order entry.
- Allows comments to be entered for orders and order lines.
- Non-stock items can be processed as easily as stock items.
- Operator is alerted to potential scheduling problems when "available to promise" is exceeded; alert can be advisory or restrictive.
- Built-in back order subsystem automatically generates back order records for customers who allow back orders.
- Enhanced background processing techniques speed processing throughput on final assembly orders.
- Includes one-step sales order processing for after-the-fact or "counter" sales.
- Optional lot tracking provides on-line inquiry of past inventory transactions.
- Sales representative commissions are tracked and reported.
- Flexible report selection criteria provides month-to-date, year-to-date, and margin detail.
- Orders and invoices can be printed on standard 8.5" x 11" paper or on forms.
- Sales Analysis indexes can be specified by the user to provide fast access to sales history by accounting period.



Customer Order Processing

Customer Processing

The QMRP™ Customer Processing functions control pricing, credit, billing, and customer history. A customer may be an individual or a chain of customers who pay through a single consolidated account. Credit may be controlled by credit limits on a customer's outstanding balance, maximum single order limits, or both.

Customer pricing can be set by a single customer code with references to a specific standard item price level, one or more contracts for a quantity of items at a fixed price, or a price matrix based on a customer and item code. Pricing methods are maintained by customer and can be easily changed for maximum flexibility.

Highlights:

- Customer master record includes sales representative, sales region, and up to 3 overall discount percentages.
- Shipping, freight, FOB, and terms codes are table-driven.
- Inventory item numbers can be cross-referenced to customers' item numbers.
- Each customer can be designated with open item or balance forward status.
- Manual credit hold release provides appropriate authority audit trail.
- Optional management approved order hold.
- Audit trail reports all changes to customer records.
- Comprehensive inquiries and reports include customer details, pricing, credit, and historical sales.
- Item/customer groupings and price matrix codes are user-defined.
- Separate customer bill-to and ship-to addresses are maintained with provision for 2 resale licenses per ship-to address.
- Sales tax codes and taxing authorities are user-defined.
- Table-driven language codes provide alternate item descriptions for foreign customers.
- Field labels for "state" and "zip code" are user-defined and vary, depending on the country code in the customer record.
- Customer statements can be printed on standard 8.5" x 11" paper or on forms.
- Ability to look up sales orders by customer number, customer P.O., or several other fields.
- Sales orders can be tied to a manufacturing order.



Customer Order Processing

Invoicing and Accounts Receivable

The QMRP™ Invoicing and Accounts Receivable functions are within the Customer Order Processing module. The sales invoice update programs automatically update accounts receivable to provide on-line receivables control.

The general ledger interface allows the user to specify different G/L accounts to post revenue from sales, based on a number of different criteria, such as sales organization, department, branch, product class, and item account code.

Highlights:

- Shipping confirmation is provided.
- Complete adjustments and memo invoice processing are supported.
- Customer statements can be printed on demand with user-specified messages.
- Table-driven terms codes calculate potential cash discount amounts and due dates, including an optional grace period.
- The aged trial balance and A/R inquiry can be printed based on configurable options; this allows the user to specify the number of days in the aging periods, backwards or forward aging, etc.
- Automatic finance charges can be generated on past due accounts.
- Multiple user options provide maximum flexibility for cash processing, including various user-defined methods for applying cash receipts.
- Supports monthly or quarterly sales tax reporting with optional detail tax history file.
- Currency codes and date-driven exchanged rates allow the customers to be billed in foreign currencies.
- Item descriptions printed on invoices can be in the customer's language.
- Customer invoices and statements can be printed on standard 8.5" x 11" paper or on forms.
- Report of customer deposits applied to sales orders.
- Ability to specify a write-off limit for operators using cash receipts entry.



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