Customer Service

Customer Pricing
- Labor saving techniques for price changes - change the price for an individual vendor or for an entire class; use class to change prices automatically for hundreds of items with just a few keystrokes; copy pricing schemes from prototype customers using "attach-to" logic.
- Use date sensitive pricing changes - no rushing to get them in at night or on the weekend.
- Use "attached to" customers to save time. Enter price changes for one customer and the "attached" customers automatically use the new prices. Optionally control "attached-to" prices at the inventory class level.
- Use a flexible pricing hierarchy or let the system decide the best price.
- View complete price history online or print a report.
- Price by customer, customer class, and item class for an entire chain.
- Define flexible retail rounding rules.
- Retail pricing ties into inventory class. Retail category = the customer's category.
- Item price books & order guides - with customer specific pricing. Manipulate price book sequencing by inventory class.
- When price change takes effect, optionally re-price all customer orders currently in the system.
- Order takers can instantly check availability of an item, even if it's still on receiving dock. Pre-define substitutions replace items that are not in stock. Automatically fill previously shorted items upon receipt.
- Optionally select whether to make returned stock immediately available for sale. Create unique returns policies

Deals
- Promos - buy one - get one free. Order one item - the system automatically selects the components of that promotion.
- Report promotional rebates to vendors and customers.
- Maintain buy-downs for wholesale or retail pricing

Order Entry Flexibility
- Order takers can check availability of inventory while entering the order.
- Order taker sees credit holds instantly.
- Optionally limit customers to specific items.
- Block orders from customers with expired licenses.
- Min/max order quantities help catch errors.
- Use no-ship codes to prevent shipping of items sensitive to hot or freezing temperatures.
- Speed up order entry using master orders (Plan-O-Gram), catalog orders or by copying one order to multiple customers.

- Optionally prevent duplication of items on orders.
- Merge multiple orders.
- Automatically levy a fee if a customer places an order below a specific dollar minimum. Control fee for ranges of order amounts at the warehouse level and override the settings at the customer level.
- Download customer order history to another system, such as a PC.
- Pre-book Orders.
- Enter trade show orders today, but delay filling them for as long as needed.
- Use a standing order to create the skeleton, then copy it and fill-in the customer number.
- Order source = force distribution. Specify "available for shipment" date and "future ship" date.
- Merge pre-booked orders with regular orders.
- Optionally print pre-booked orders on separate invoices.

Backorders
- First line of defense is to avoid the backorder using substitutions, repack allowed, etc.
- Intelligent backorder merge allows you to combine shipment of backorders with future orders (if the future order falls within the date span specified).
- Accommodate seasonal stock.
- Manipulate routing
- Use routing assignment to manipulate changes for the day, without changing the master.
- Supports cutoff times for routes.
- Handles walk-ins (pickups).
- Provision for holiday routing with multiple schedules to accommodate different holidays.
- Print delivery comments, door location, and acceptable delivery times on the driver's manifest.

Customize Invoices
- Summarization - base the print sequence on the customer's retail categories.
- Control number of copies at the customer level.
- Optionally mask prices or print list price in place of acquisition price.
- Control timing of invoice print - pre-bill or post-bill.

Control Costly Returns
- Sell cartons, yet accept returns in packs (retail units accepted)
- Use line item history to see what you originally charged for the returned item.
- Determine if the item was really purchased from you.
- Keep track of sold items vs returned items by order.
- Handle promotions (buy one - get one free). Avoid credit for "free" items.

- Use adjustment memo to handle credit within distribution (not just an A/R function).
- Track returns to the vendor.
- Pass bill-back and chargeback items to A/R.
- Maintain buy-downs for wholesale or retail pricing.
- Keep track of what each vendor owes you.
- Promo allowances.
- Integrated with A/P.