

# SCOPUS ORDER ENTRY AND BILLING

## MODULE

As organizations grow through strategic alliances, mergers, and acquisitions, efficient and accurate customer service can become increasingly difficult. While organizations previously may have handled all of their customer needs from one location — or even one department — this is becoming rare. Because of this dispersal of business roles and practices, customer service may be handled in one location, while product is shipped from multiple locations around the world to multiple customer locations and billing sites.

And in today's competitive environment, accuracy and timeliness of customer shipments make the difference between success and failure. Companies that successfully coordinate order entry and billing from multiple sites, ensure that orders are sent and billed to the correct address, and coordinate easy exchanges, will be the ones that stay on top. Scopus has taken all of the complex issues surrounding order entry and billing, and created a functional, easy-to-use package. Using the same open architecture philosophy that is applied to all of its applications, Scopus has created a completely flexible and customizable solution.

Knowing that each company creates its own approach to organizing business, Scopus has designed Order Entry and Billing to offer you tremendous out-of-the-box functionality, along with ease of customization — saving you both time and money. The Order Entry & Billing Module will help you gain and keep your most valuable asset — happy, loyal customers.

- ▲ Classifies orders by priority, type, organization, contact or any combination of these terms
- ▲ Performs multiple commands per order, for example split-shipments and partial receipts
- ▲ Generates a new order from a quote, or a case, or from scratch
- ▲ Offers expanded details on line items of an order
- ▲ Tracks multiple shipping and receiving in both directions
- ▲ Offers up-to-the-minute order status information
- ▲ Verifies contractual commitments
- ▲ Confirms and allocates available inventories through order screen
- ▲ Integrates seamlessly with third party software



## Order Entry & Billing: Conquering Complexity

Scopus Order Entry simplifies a previously complex process. All key functions have been placed into two user friendly graphical user interface screens. From the main Order Entry screen you have instant access to all top-line information on the ordered products, quantities and billing data, along with tab selections to access inventory, pricing and other information. From the Order Detail screen you can add or modify line item details from the Order Entry screen, such as amending ship-to addresses and billing information.

## Manage Order Fulfillment Your Way

YOU MAY DECIDE THAT PRIORITY 1 ORDERS REQUIRE IMMEDIATE ATTENTION, OR YOU MAY PICK AND PACK ACCORDING TO GEOGRAPHIC AREA. ORDERS CAN BE SORTED TO MEET YOUR PARTICULAR FULFILLMENT NEEDS, WITH NO RESTRICTIONS ON CRITERIA FOR SELECTION. WHETHER YOU SELECT ONLY ONE CRITERIA FOR FULFILLMENT SORTATION, OR MULTIPLE PARAMETERS, THE APPLICATION IS EXTREMELY FLEXIBLE, ALLOWING THE CREATION OF WORKFLOWS TAILORED TO YOUR ORGANIZATIONS NEEDS.

## Effortlessly Check the Status of Inventories

FROM THE ORDER ENTRY SCREEN THE CUSTOMER SERVICE REPRESENTATIVE CAN NOT ONLY CHECK THE AVAILABILITY OF THE PRODUCT, BUT AT THE SAME TIME ALLOCATE THE PRODUCT FOR SHIPMENT. YOUR CUSTOMERS NO LONGER WAIT TO LEARN WHETHER A PRODUCT IS AVAILABLE. THE PART LOCATOR SCREEN GIVES INSTANT FEEDBACK ON WHETHER A PRODUCT IS AVAILABLE TO SHIP OR WHETHER IT NEEDS TO BE BACK-ORDERED. BECAUSE INFORMATION IS CONSTANTLY UPDATED, IT IS ALWAYS POSSIBLE TO VIEW THE ORDER STATUS AND OTHER CHANGING PARTICULARS, SUCH AS THE LOCATION OF THE PRODUCT OR PART.

Line No	Product	Qty	Cat Price	Net Price	Status
1	200	200	90,000.00	81,000.00	2
2	2	10	8,000.00	7,200.00	2
3	2	10	6,500.00	5,850.00	3
4	2	3	1,200.00	1,080.00	5

## Easy Access to Order Status

LEARN THE STATUS OF AN ORDER BY SIMPLY ENTERING THE ORDER DETAIL SCREEN. AT A GLANCE, YOU CAN TELL WHETHER AN ORDER HAS BEEN PICKED, SHIPPED OR RECEIVED— ALL FROM WITHIN THE SAME SCREEN.



## Control Line Item Details

WHILE SOME ORDERS MAY NOT REQUIRE DETAIL BEYOND AN ITEM NUMBER AND SHIPPING ADDRESS, SPLIT SHIPMENTS AND PARTIAL RECEIPTS CAN BECOME INTRICATE. IN ORDER ENTRY & BILLING, EACH LINE ITEM CAN BE VIEWED AS AN INDIVIDUAL ORDER WHICH, IN TURN, CAN BE ROLLED-UP INTO A LARGER ORDER. SPECIFIC LINE ITEM DETAILS ARE STORED IN THE ORDER DETAIL SCREEN—ALLOWING YOU TO MODIFY SHIPPING ADDRESSES, DISCOUNTS AND A NUMBER OF OTHER ORDER RELATED ISSUES.

Date	Key	Waybill No.	Carrier	No. of Packages	Weight
07/04/97	1	ABC334H1113	AirMax	5	75 lbs
07/04/97	2	ABC344H1115	AirMax	3	47 lbs

## Verify Contractual Commitments

CRITICAL TO THE SUCCESS OF YOUR OPERATION IS THE ASSURANCE THAT EVERYONE INVOLVED WITH ORDER ENTRY IS AWARE OF, AND ADHERES TO, CONTRACTUAL COMMITMENTS BETWEEN YOU AND YOUR CUSTOMERS AND SUPPLIERS. SCOPUS ORDER ENTRY & BILLING INTERACTS WITH CONTRACTS MANAGEMENT TO ENSURE ENTITLEMENTS ARE MET OR EXCEEDED. THROUGH USER DEFINED BUSINESS RULES EACH ORDER WILL BE CHECKED AGAINST ENTITLEMENT CRITERIA AND NOTIFICATIONS MADE AVAILABLE TO THE RIGHT PERSON AT THE RIGHT TIME.

## Seamlessly Integrate with Other Applications

SCOPUS USES METADATA, ALLOWING FOR SEAMLESS INTERACTION WITH SCOPUS' INTEGRATED SUITE OF PRODUCTS, OR ANY OTHER ADMINISTRATIVE APPLICATION. FOR EXAMPLE, ORDER ENTRY DETAILS CAN BE FORWARDED TO YOUR BILLING SYSTEM FOR EASY INVOICING. CONVERSELY, INFORMATION FROM YOUR BILLING PACKAGE CAN BE BACK-FILLED INTO THE SCOPUS ORDER ENTRY SYSTEM TO ALERT YOU OF CERTAIN BILLING CIRCUMSTANCES, SUCH AS PAYMENT DELINQUENCY, SPECIAL DISCOUNTS OR PAYMENT TERMS.

**ORDER PROCESSING**

- ✓ Multi-function GUI
- ✓ Create orders
- ✓ Create return material authorization (RMA)
- ✓ Immediate order confirmation
- ✓ Order processing from Order Entry GUI
- ✓ Automatic substitution
- ✓ Automatic application of discounts

**ORDER ENTRY FLEXIBILITY**

- ✓ Multiple ship-to
- ✓ Order prioritization
- ✓ Entitlement verification

- ✓ Real-time order status
- ✓ Seamless integration with 3rd party software
- ✓ Integration with inventory and financial systems
- ✓ Automatic generation of back-order

**MULTIPLE FUNCTIONALITY**

- ✓ Multiple order type from one screen
- ✓ Sales order processing
- ✓ RMA-Repair return
- ✓ RMA-Advanced exchange
- ✓ RMA-Exchange
- ✓ Price catalogs
- ✓ Direct link to shipping application

**C O N F I G U R A T I O N**

Scopus Extended Enterprise applications support a variety of environments:

**DATABASE:**

Sybase, Oracle, Informix, Microsoft SQL Server

**HARDWARE PLATFORMS:**

Sun, HP, IBM, PC

**OPERATING SYSTEMS (SERVER):**

UNIX, Windows NT

**OPERATING SYSTEMS (CLIENT):**

Windows, Windows NT

For more information, contact:

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