sage software

Your business in mind.

SAGE MAS 500
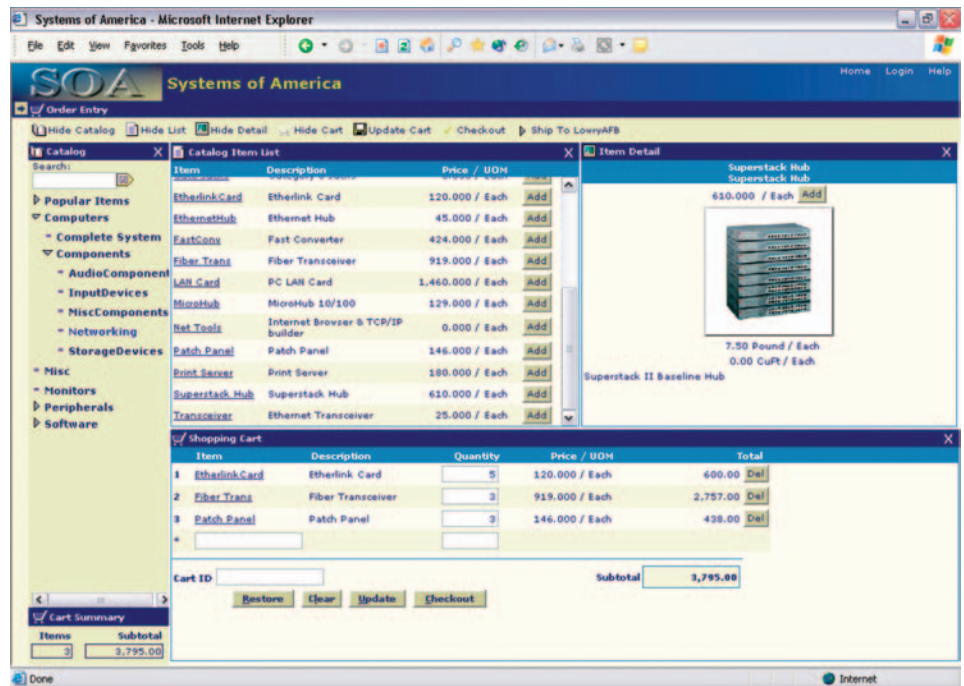
eCUSTOMER

eCUSTOMER OVERVIEW

- Maximize your revenue with an intelligent e-commerce solution designed specifically for business-to-business sales.

- Enable your customers to create their own purchase requisition systems that are unique to your Web site.

- Streamline order entry by simultaneously viewing the order, the catalog, item details, and item images.

- Automate workflow by automatically sending order acknowledgements by e-mail to your customers.

- Empower your customers to create and maintain users for their accounts.

- Enjoy a low cost of entry and maintenance.

- Get your e-commerce Web site up and running quickly with an easy, out-of-the-box implementation.

REQUIRED MODULES

- Accounts Receivable
- Inventory Management
- Sales Order

SAGE MAS 500 SOLUTIONS

- CRM and E-business
- Financials and Project Accounting
- Distribution and Manufacturing
- Human Resources and Payroll
- Customization and Integration
- Business Intelligence

Improve Business-to-Business Customer Service Through the Internet

The Internet is fast becoming the method of choice for transacting business worldwide. The Sage MAS 500 eCustomer module brings the power of the Internet and fully integrated Web-based technologies to your business. Through a business-to-business storefront, customers can order items from a general catalog that you can customize for your Web site. When they're ready to purchase, they simply submit the order and receive an immediate confirmation. When the order is accepted, they receive an automatic e-mail acknowledgement.

eCustomer was designed as an integral part of Sage MAS 500, so your customers receive the full strength of Sage MAS 500 product- and customer-specific pricing. Moreover, when new items are created in the Inventory Management module, the system will automatically update your Web storefront and add the items to the catalog categories you specify.

eCustomer's intuitive design makes it easy for you to set up a unique Web storefront. Order entry is a snap for your customers with eCustomer's workflow; the order, catalog and items are all displayed on the same page. For repeat users, a rapid order entry feature streamlines the process even more. Your Web customers can even create their own purchase requisition system when they buy from your Web site. These design strengths give you a revenue advantage, because your customers can purchase from the Web site that's easiest for them to use—your eCustomer storefront.

eCustomer was designed to put your customers in charge. They are able to monitor their account status by viewing outstanding orders and credit-related information. All of this can be done at the customer's convenience because your Web storefront never closes.

Sage MAS 500
eCustomer

Single Screen Shopping

Offer your customers an intuitive e-commerce interface to streamline order entry and provide simultaneous views for the Web catalog, item details, and their orders.

- Enjoy the competitive advantage of a Web storefront designed for your customers' workflow.
- Allow customers to browse your Web catalog, research item details, and manage their orders, all on the same Web page.
- Add items to orders faster by using a quick-entry feature for recurring Web customers.
- View item images, pricing, and detailed descriptions simultaneously.
- Search inventory items by the item number or description.

Business-to-Business Ordering

Capitalize on the full potential of Sage MAS 500 by using the business-to-business order screen.

- Enjoy the full power of Sage MAS 500 pricing by offering individual customer or product-specific pricing.
- Allow your customers to decide how to ship their orders.
- Enable your customers to choose the authorized shipping address for their orders.
- Add purchase order numbers and special instructions to the order.
- Confirm order submissions online for immediate verification by the customer.
- Send an e-mail order acknowledgement automatically after the order is entered into your Sage MAS 500 system.

Customer Requisitions

Enjoy a unique competitive advantage by providing your customers with a purchase requisition system when using your Web storefront.

- Offer your customers the option of allowing each of their employees to place orders on your Web site.
- Enable customers to determine user-specific purchase limits.

- Empower your customers' supervisors to review on-hold orders that have exceeded user-specific credit limits, and request approval for the order.
- Allow customers to create a requisition by browsing the catalog, selecting items, and saving the requisition for their supervisor to review, approve, and turn into an order.
- Let your customers determine which of their users are authorized to place orders.

Item Setup and Maintenance

Optimize your sales revenue by ensuring that your inventory items are immediately available for sale, where your customers can easily find them.

- Define the categories for your custom Web catalog to leverage the sales impact of your Web page.
- Automatically generate your eCustomer Web catalog using the data setup in your Inventory Management module.
- LIst your inventory items in more than one category for your online catalog.
- Link photos to display each inventory item, as well as different angles of the product.

Customer Self-Service

Give your customers the ability to manage their own accounts.

- Allow your customers to define an adminisrator who has the authority to manage the account.
- Empower customer administrators to create and manage their own employee users.
- Provide your customers the ability to create multiple users for their accounts and determine who will have access to your Web site.
- Designate standard users who submit their own orders, and supervisors who can review and approve all orders for their companies.
- Allow your customers to save their orders while continuing to shop.

Accounts Receivable Lookup

Provide your customers a view into their account activity with the system's inquiry capabilities—allowing them to make informed decisions while enjoying easier purchasing and reordering of your products.

- Allow your customers to view their account balance, on-order balance, credit limit, and available credit.
- Drill down to line-item content from summarized open-order views.
- Give your customers the opportunity to view their open orders.