Feature Checklist

Customer Service

MRP Plus

Core Module
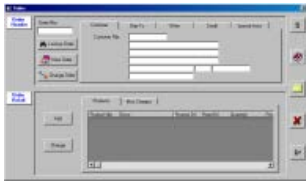
From checking stock to placing an order, the MRP Plus Customer Service module has all of the extras necessary to provide an accurate and efficient method of automating your customer service department.

Sales Order Processing

- **Customer and Ship-To Entry.** Supports and tracks sales by customer or ship-to number. Also maintains a master bill-to number scheme for centralized billing.

- **On-line Lookups.** Access customer information by almost any criteria, ship-to by drop-down list within Sales Order Entry.

- **Customizable Pricing.** Set up and maintain price tables by product, customer, customer class, product class or combination of above. Also allows for *specials*, good only until a drop-dead date.

- **Easy To Use Sales Order Entry.** Check available to promise inventory levels. Make one-time changes to ship-to address information. Add miscellaneous charges per part number or add additional charges as a line item. Allows for multiple deliveries per item.

- **Credit Checks Thorough and Effective.** Checks for limit and number of open invoices. Allows orders to be placed on credit hold or allowed to bypass check altogether.

- **Paper Flow.** Optionally prints acknowledgements, shiplists and delivery tickets in batch or immediate mode.

- **Notes.** Supports separate special instructions from bill-to and ship-to. Free form internal notes follow an order through its cycle.

- **Credit and Debit Memos.** Reference to an invoice or stand alone. Provision for return to stock.

- **Real Time Interface.** With Production planning, accounts receivable, and general ledger.

- **History.** Archived in on-line history files to keep current order file running at peak performance.

- **Interface with EDI.** Download releases and/or send advanced ship notices.

Invoicing

- **Flexible Generation.** Choose which shipments to invoice. Accounting and invoice dates may be different from system date. Optionally hold back invoices for orders that have not been priced (zero invoices).

- **On-line History.** Used for detailed inquiry or reprint of invoices.

- **Pre-Invoicing.** Allows for billing of an order in part or whole before shipment. Report on revenue schedules from pre-invoicing.

Sales Analysis
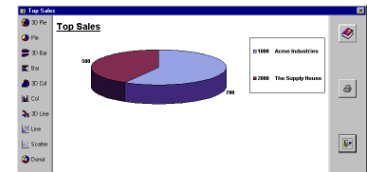
- **Maintains Data.** Current Year and prior year kept in same table for quick and easy report generations.

- **Prior Years.** Data is kept organized in a dedicated table for each sales year.

- **Tracks Multiple Measures.** Sales, units and cost are summarized for bookings and invoices. Kept by company, customer, ship-to, salesman, rep, product family, and product number. Detail for each sales order is kept as a function of sales detail history.

- **Several Canned Reports.** Top sales, backlog, customer detail/summary, and product detail/summary are just some of the pre-defined reports.

- **Custom Reports.** Create custom reports with third party tools such as Microsoft Access, Excel, Word and Crystal Reports or others.