

An efficient order entry system is a powerful tool for increasing productivity and enhancing customer service. Integra Sales Order Processing (SOP) module helps to streamline the process, save time and reduce errors.

Integrated Business Solutions

When organisations examine ways to gain efficiencies and competitive advantages in a constantly evolving business world, order processing emerges as an area offering significant potential for improvement.

If there's a single characteristic that distinguishes high-performing organisations, it is efficiency in the processing of customer orders.

Reducing the time it takes to turn an order into money in the bank offers strategic benefits to the organisation while strengthening customer relationships.

Along with reducing operational costs, freeing staff to spend more time on customer service activities and improving accuracy, automation of sales order processing gives organisations more control and insight into what is happening on a daily basis.

These factors help organisations better manage customer and supplier relationships, manage inventory and production, comply with regulatory requirements, control finances and sales forecasting, bring visibility to business processes and improve overall profitability.

Complete order processing system

Speed, correctness and efficiency are the key requirements of any order processing system.

With Integra Sales Order Processing, you'll be able to efficiently manage complex multistep orders and quickly respond to changing demands.

As a result, you'll have greater control over the quality of your order cycle, increasing customer satisfaction and improving user productivity.

Integra Sales Order Processing works seamlessly with the other Integra modules, such as Sales Ledger, Stock Management, Cash Management, General Ledger and the Integra e-Procurement applications.

Manage the Entire Sales Order Lifecycle

Manage customer orders, generate quotes and proposals, check product availability, and track orders throughout the order management process.

Streamline the Order process by centralising access to product, pricing, quotes, invoices, and customer information from a single order dashboard.

Orders can be created quickly and easily with a minimal number of clicks.

Place orders from and receive real-time status through each order stage.

A flexible workflow lets your organisation to efficiently create and manage quotes, orders, back orders, invoices, and returns.

Order Entry

This process allows you to enter, amend and cancel orders. It also allows discounts to be used.

It updates the SMS (Stock Management System) tables for the location/stock item and will commit the stock.

Order amend allows changes to the order and will update the order tables and adjust the commitment levels on the SMS tables.

Order cancel can be used to flag either the whole order or individual Order Lines as cancelled.

There is an option here to allow orders to be cancelled that have been despatched, but not updated to the Sales Ledger.

The cancellation process adjusts the commitment levels on the SMS tables.

Features

- Fully automated sales order processing
- Easy access to information
- Enhanced security
- Full integration

Business Benefits

- Ensures compliance and transparency
- Improves efficiency
- Improves company performance
- Increase sales success

Professional Services

Capita IB Solutions has an excellent track record of delivering expert support and consulting to Public, Private and Not for Profit Organisations. Ranging from top-down business analysis and enterprise modelling to database design, application implementation and tuning, a comprehensive package of methodologies, support, training and consultancy services has been developed to ensure the success of all projects within a defined framework of quality, cost and time.

Business Strategy

Our consultants can work with you to ensure your business strategy is supported by coherent and business-aligned systems.

Technical Support

We offer a full range of technical consultancy and support services to ensure the effective delivery of your Integra solution.

Healthchecks

Our regular healthchecks review the solution architecture and recommend changes or enhancements.

Implementation & Design

We assist clients during all phases of the development life cycle, with teams encouraged to acquire the knowledge to maintain and support the systems.

“Organisations today recognise that they must deliver outstanding customer service in order to acquire new customers and retain existing ones. The ability to process and ship orders accurately and on time, and to provide quick feedback to customers about the status of their orders is key.”

Stock Request Generation

This process also updates the SMS tables to release the committed stock for the Order Lines for Stock Items.

The process will also generate Stock Request transactions to the SMS system with the SMS table updates as per the SMS system including Cost of Sales postings.

Invoicing

Invoice printing is performed within the standard Integra sales ledger package. Once the invoices have been updated to the SLS tables the invoices and credit notes can be printed.

Quotes and Pro-former Invoices

The Sales Order Processing System allows Quotes to be entered using the Order Entry screen and setting the Status to the appropriate value.

These Quotes will not be updated to the Sales Ledger until they have been accepted, and the Status changed accordingly.

Pro-Former Invoices can be produced using a Crystal Report from the data stored in the Sales Order Processing System.

Workflows

Integra workflows have been set up between the Sales Order Processing System and the Stock Management System and Sales Ledger.

When the Sales Order Processing System generates a Stock Request then a workflow email will be sent to the appropriate person to inform them that the Request has been raised.

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