



Additional Modules

Combining information from Production Booking, Sales Order Processing, WIP Tracking, Invoicing and the Sales Ledger there are two new windows modules available

CRM – Customer and Product selections available showing:

- Product information
- Outstanding Orders
- Despatch history
- Selling price history and
- Full credit status (customers only)

The screenshot displays the CRM interface with several overlapping windows. The top window shows address details for 'INSTRUMENTATION PRODUCTS DIV.' in 'DEVON'. The middle window shows financial data for a customer, including a credit limit of 200,000.00 and sales figures. The bottom window shows a detailed customer profile for 'MICAS SOLUTIONS LIMITED' and a table of sales orders.

Customer Profile: MICAS SOLUTIONS LIMITED

Customer: MIC01
 Main Telephone: 01299 825588
 Credit Limit: 200000.00
 D/Std Current Orders (4 weeks): 48056.65
 Non Invoiced Advice Notes: []
 Non Posted Invoices: []
 Sales Ledger Balance: 124438.61
 Cash on Account: []
 Fwd Orders: 48063.46
 Last Payment Date: 26/01/2006

Sales Data Summary

| Order Date | Date Recd | UOM | Qty O/S |
|------------|------------|-----|---------|
| 08/03/2004 | 31/12/2004 | Q | 100 |
| 12/05/2005 | 04/07/2005 | Q | 57 |
| 12/05/2005 | 15/08/2005 | Q | 50 |
| 12/05/2005 | 22/08/2005 | Q | 66 |
| 08/04/2004 | 12/01/2006 | Q | 844 |

Selling Price History

| Issue Date | Customer Part Number | Product Number | Part Description | Selling Price |
|------------|----------------------|----------------|------------------|---------------|
| 27/01/2004 | 3110-316 | WK504 | CROSS | 5.35 |
| 27/01/2004 | 4106-316 | WK505 | ELBOW | 1.68 |
| 27/01/2004 | 4107-316 | WK506 | ELBOW | 0.97 |
| 19/02/2004 | 4107-M400 | WK506/1 | ELBOW | 14.36 |
| 27/01/2004 | 4111-316 | WK508 | TEE | 10.70 |
| 27/01/2004 | 5193-316 | WK511 | CROSS | 18.68 |
| 27/01/2004 | 5201-316 | WK512 | CROSS | 2.09 |
| 27/01/2004 | 5202-316 | WK513 | CROSS | 6.75 |
| 27/01/2004 | 5203-316 | WK514 | CROSS | 3.55 |
| 10/03/2005 | 5204 | WK468/3 | TEE | 19.73 |
| 10/03/2005 | 5205-316 | WK468 | TEE | 1.75 |



KPI (Key Performance Indicators) –

Delivery Performance

An alternative or additional tool for monitoring this key performance indicator

Equipment effectiveness

Analysing machine availability, performance, quality and missing hours represented in table and graphical form.

The associated Downtime and Scrap analyses are also included in table and graphical form.

