PROMADIS

*delivering business information
precisely when you need it*

Allowing orders to be directly placed into your system, can deliver competitive advantage, grow the client base and enhance customer satisfaction levels.

The Internet has become the fastest growing and most dynamic sales and marketing medium across the globe.

For a significant number of industries, some 70-80 percent of all buyers now research the web before making a purchasing decision or contacting a supplier.

And for an increasing number of enterprises, internet based sales are now making a major contribution to overall marketing targets.

At day's end, of course, business is still business, no matter whether it be face to face or electronic.

And thus, while any e-business initiative must fully harness the sales potency of the internet, it must also ensure that current service levels and standards are maintained. It must also ensure that web sales in no way compromise the responsiveness and service being offered to traditional customers.

As such, PROMADIS *net*.Shop is all about helping deliver that superior customer service. It is about providing buyers with improved access to

reliable information. And it is about offering the ideal solution to customer who do want to but on-line.

In nuts and bolts terms, *net*.Shop is an Internet-based interface which enables registered end customers to remotely access you r Sales Order Entry system. Once connected, these customers can then make purchasing-related enquiries, place orders and monitor and review outstanding orders. Most importantly, this is performed through the one IT application and database so that the information being presented, to all parties, is totally up to date, accurate and consistent.

PROMADIS *net*.Shop was developed with a focus on maximum customer service and is thus a system that has been designed with:

- Flexibility … so that customers can access permitted information easily and quickly
- Reliability … so that information presented is totally up to date and accurate
- Simplified functions … to remove the need for customer training
- Comprehensive functionality … to provide all relevant information
- Logical operations … to enhance ease-of-use

PROMADIS *net*.Shop is installed as an optional addition to the PROMADIS Sales Order Entry module. And it is this marriage that gives the module much of its very real strength.

For example, all customer orders – no matter whether received by service staff or placed directly via the internet – are instantly processed by the system and are treated in exactly the same way. This means that all relevant data (such as current stock availability, committed stock and anticipated delivery times) is always totally up to date and is the same information that is being viewed by both end-customers and staff alike.

PROMADIS *net*.Shop features include:

- Customizable graphical template

- Rotating advertising banners as sales opportunities for suppliers

- Product search for all available products

- Reflecting the marketing, sales and technical information maintained in the product database files

- Products can be user-selected for inclusion or exclusion from net.Shop

- Administration's ability to terminate specific user access or change passwords

- The matching of customer credit limits and credit available to that set in PROMADIS Accounts Receivables

- Separate user logon and password for PROMADIS *net*.Shop users

- Customer specific account balance and transaction enquiry

- Optional support for Virtual Warehousing on a client-by-client basis

- Multiple shopping carts which can be active at the same time

- Delivery Date displayed, as opposed to Quantity on Hand, to improve sales opportunities

- Integration with PROMADIS Sales Order processing procedures

- Marking of *net*.Shop orders separately from in house orders

- Stop credit does not stop customer order but suspends order processing

- Optional pictures linked to products to enhance sales impact

- Optional addition of downloadable product brochures as "pdf" files to improve sales information

PROMADIS *net*.Shop may be integrated with:

- PROMADIS General Ledger
- PROMADIS Accounts Receivable
- PROMADIS Inventory
- PROMADIS Purchasing
- PROMADIS Manufacturing