

Sales / Shipping / Returns



Millennium III

Sales and Marketing are crucial to the revenue plans of any growing company. No company can meet their revenue targets without finding new customers or without completely satisfying their existing customers. Customers want a vendor who has an easy to use order and customer service process. They don't want to waste time with vendors who have inadequate systems to satisfy them. M3 recognizes the need to provide an easy to use and flexible order processing and customer service system. We give you everything you need to provide an easy and complete order entry application that includes up to date data on the prospect, their individual sales quotations, and inventory status. If customers call to question an order, M3 maintains a complete sales order history, a history of any returns, shipping and receiving information and sales analysis capabilities. M3 also seamlessly converts quotes to sales orders to improve your fulfillment capabilities. Order entry and sales personnel have real time access to on-hand and available to promise inventory to prevent customer satisfaction issues that result from mistaken promises of inventory status.

Today, companies are looking for applications that allow them to track prospects, customer contacts and orders, and sales and marketing activities. Some companies even purchase specialized applications for the Sales Department. These sales applications become "Islands of Information" with no connection to the other systems in the company. Companies are then forced to try to integrate these sales systems with their other systems to provide a complete view of customer information. This can be costly and time-consuming. Rover Data takes a different approach. Within the M3 System, we provide a complete set of sales applications that are internally integrated to the rest of the company's systems. There is no need to spend time and money attempting to integrate a specialized sales application with the rest of the company.

- Sales Order and Shipping
- Return Tracking
- Quotes / Estimating
- Commissions and Sales Analysis

Sales Order and Shipping

When companies use multiple systems or have no system, orders can get lost and customer satisfaction can be harmed. The M3 sales order and shipping application prevents this problem and allows you to track sales orders from order to shipment. It also allows you to print acknowledgement and shipping documents, and provides automatic backordering of unshipped items. This saves you time and money.

- Provides complete pricing control by part, customer or user-defined code
- Allows you to define multiple sales reps and commissions by line item
- Maintains customer master information including ship and sold-to addresses
- Track change history for a sales order
- Provides detail and summary booking reports
- Allows unlimited scheduled shipments per sales order line item
- Includes an interface to the powerful product configurator. This allows order entry personnel pick the correct pre-defined options and eliminates order errors and lost time while orders are checked for accuracy.
- Printing, emailing and faxing of acknowledgments, pick lists, packing lists and invoices to improve customer service

