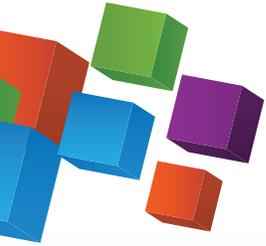# Advanced **Supply Chain** Software™
## for Microsoft Dynamics®

# ADVANCED ORDER MANAGEMENT™

## ❯ SIMPLIFY YOUR ORDER PROCESS

Customers don't respond well to slow and cumbersome ordering processes, and inefficient processes lead to increased errors, missed opportunities as well as irate customers and lost sales.

With **Advanced Order Management™** powered by I.B.I.S., Inc. you have instant access to customer and inventory information for an immediate, holistic view of the account status. Now it's easier than ever to deliver exceptional customer service, win customer loyalty and create new revenue opportunities.

**Advanced Order Management™** is part of the Advanced Supply Chain Management Software™ for Microsoft Dynamics® AX.

## ABOUT ADVANCED SUPPLY CHAIN SOFTWARE™
### for Microsoft Dynamics® AX

Advanced Supply Chain Software™ for Microsoft Dynamics® AX offers distributors so much more than applications that manage a single aspect of your supply chain. You get comprehensive end-to-end advanced supply chain functionality built by industry experts to address the full depth and breadth of your supply chain needs. Improve supply chain velocity, exceed customer expectations and optimize your profitability – all with industry proven software.

Advanced Order Management™

Advanced Sales and Operations Planning™ | Advanced Inventory Management™ | Advanced Business Analytics™ | Advanced Revenue Management™ | Advanced Procurement Management™ | Advanced Demand Planning™ | Advanced CRM for Distributors™

Here are just a few of the benefits you gain from **Advanced Order Management™**.

## Duplicate Order Checking

Orders come in from many sources in today's omni-channel world, and it's easy to miss duplicate orders, which can result in costly returns. Duplicate Order Checking warns you in real time when it detects suspected duplicate orders based on similar order dates and item numbers, saving you the hassle of processing returns along with the cost of excess inventory and freight charges.

## Product Substitution/Upsell/Cross-sell

The easiest time to sell is when the customer has already said yes, so don't waste these golden opportunities. Advanced Order Management™ identifies and suggests related products to increase revenue through upselling. It also helps reduce back orders by suggesting substitute items when product is unavailable.

## Lost Sales Tracking

When orders are canceled, adding cancelation codes helps preserve the reason why so you can quickly identify recurring issues and correct the underlying causes that adversely impact revenue and cause excess inventory or unhappy customers. The insight into changing sales patterns enables more accurate forecasts, and helps prevent excess and obsolete inventory.

## Stock Availability

Simple color coding provides important information at a glance, so CSRs can see inventory status quickly. Now it's easy to tell what's in stock, delivery status, what's on backorder and when there is insufficient stock on hand to meet demand.

## Left to Qualify

Complex pricing agreements are often tiered by quantity or total sales. The left to qualify calculation lets the CSR know when the customer is approaching the next threshold to suggest increased quantities. Customers benefit from the reduced price while your company benefits from increased revenue.

## Counter Sales

Counter Sales Management provides seamless access to all your important order entry functionality, including price lists, trade agreements and customer information for faster, more accurate over the counter sales.

## Advanced Order Entry

Advanced Order Entry provides a complete holistic view of the customer, including negotiated pricing and other agreements.

Effective order management is one of the most important processes in your entire business because it is the process that most effects your customers. It makes sense to ensure that order management processes are as streamlined and efficient as they can possibly be.

With **Advanced Order Management™** from I.B.I.S., you have the tools and visibility you need to take and manage orders quickly, efficiently and accurately. Built-in error proofing such as duplicate order checking and tight integration with all capabilities of Advanced Pricing Management, included in **Advanced Revnue Management™** module, help to ensure an optimum experience for your costumers. Every customer appreciates dealing with companies that are easy to do business with, so improving order management processes helps increase revenue. Make sure you're staying ahead of the competition with the best possible order management solutions.

# Microsoft Dynamics®
# Strategic Development Partner

I.B.I.S., Inc., a Sonata Software Company, is a member of the elite Microsoft Dynamics® Strategic Development Partner program, an honor reserved for those Partners who have demonstrated deep industry and functional expertise. I.B.I.S. has that expertise in global supply chain management, and they used that knowledge and experience to create one of the most flexible and advanced supply chain applications available today. In fact, Advanced Supply Chain Software™ is so well-respected that Microsoft Partners all over the world call on I.B.I.S. to help their clients resolve their most complex supply chain issues.

**I.B.I.S.** Inc. A Sonata Software Company

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