

MULTIVIEW ORDER MANAGEMENT

Multiview Order Management (OM) provides you with a fully integrated order-taking module to capture and manage the fulfillment of customer orders. Completely integrated with Multiview Accounts Receivable (AR) for Invoicing, Credit and Collections, Order Management shortens your order-to-cash cycle. Integration with Multiview Inventory gives you streamlined revenue and expense accounting, and zero reconciliation problems.

STREAMLINE ORDER PROCESSING

Multiview Order Management improves the efficiency of your order processing. Here is a sampling of some of the more powerful features:

- **Eliminate duplicate data capture.** By virtue of complete integration with AR and Inventory, Order Management only needs to capture a limited amount of information about an order (e.g. a customer ID). Everything else (e.g. customer shipping address) is defaulted from existing data.
- **Save steps.** OM's quotation function allows you to track which customers have received quotes, follow up on customers quoted who didn't place an order and create an order automatically once a quotation is approved by the customer.
- **Reduce ongoing effort.** Recurring orders can be set up with user-specified frequencies that automatically generate a new order on a specific date (e.g. a monthly reorder).
- **Save money.** OM allows you to print your documents (e.g. sales orders, packing slips) on custom-designed electronic forms, eliminating the need to purchase preprinted paper stock.
- **Improve customer service.** OM allows you to establish a base price for your product, indicate the markup by customer and assign special pricing by product or product class.
- **Eliminate errors.** Parts lists for products are automatically inherited from the AR tables, eliminating order-time data capture errors.
- **Reduce shipping costs.** OM allows you to manage by ship dates, which makes it easy to consolidate items from different orders—but the same customer—into a single shipment.

IMPROVE YOUR MONITORING AND REPORTING

Multiview Order Management's rich functionality, extensive reporting and real-time inquiry allows you to review and manage orders effectively.

- **Reduce risks.** Orders are automatically placed on hold if they push a customer over their credit limit.
- **Save time.** OM allows you to set tolerances for over/under on shipping and billing, so that you only need to address real exceptions in processing. Minor shortages or overages are taken in stride.
- **Get better status information.** OM automatically updates the Order Status flag whenever anything happens (e.g. the goods are shipped). You never have to guess where an order sits in the process.
- **Improve your focus.** Order Management online searches make available a wealth of query criteria (e.g. by Customer, Order, PO#, date ranges) that allow you to zero in on exceptions quickly or answer customer queries in a flash.
- **Keep customers happier.** Order Management treats every line item separately, so the shipping and invoicing history of each line item is managed and monitored separately. Customers get full and precise order status information.



GIVE GOOD QUOTES, GET ORDERS FAST

Multiview Order Management includes full quotation functionality that allows you to get the right information to prospects to close a sale.

- On-line accurate pricing information means no waiting times between inquiry and response. Customer service representatives get quotes to prospects
- OM takes advantage of the same discount tables used in AR, so existing customers get served quickly and without hassles.
- Specific pricing, by customer, by product, minimizes the number of manual interventions required to complete a quotation.

COMPLY WITH REGULATORS AND AUDITORS

Multiview's Order Management product helps you maintain an effective, well-documented system of internal control. A sample of control points includes:

- Security by function allows separation of sensitive duties. Only users specifically authorized to perform a sensitive task can do so (e.g. authorize an increase in a customer's credit limit).
- Security by value protects your data by allowing you to limit who can see and manipulate what information. For example, the system can limit which customers a given user can take orders from.
- The ability to drill down through the data—right to an image of the external document that created a specific transaction—results in complete, top-to-bottom transparency of every business event.
- You define who can invoice and who can ship, giving you better control and segregation of duties.
- Multiview alerts the user whenever an order would push the customer over their credit limit, and puts the order into hold status.

GET UNPRECEDENTED INFORMATION ACCESS AND REPORTING POWER

With online inquiry and a host of reporting options, Multiview Order Management lets you manage your business as never before.

- You have online access to up-to-date information about everything in Multiview, so you always have the latest, complete financial picture. Spend your valuable time doing analysis, not accounting.
- Benefit from a full suite of standard reports, as well as ad hoc inquiry using our integrated tools.

ENJOY SEAMLESSLY-INTEGRATED, ADAPTIVE SOFTWARE

As part of the Multiview Financial Software suite, Order Management gives you a single point of entry that guarantees consistent information, and eliminates reconciliation problems. The Multiview suite provides you with an adaptable, integrated and comprehensive financial data warehouse. Our product is ready to be data mined by your end users, yet requires no IT involvement.

The genius of Multiview is in the simplicity; the power is in the adaptability. Our exceptional design can support your organization's growth, without the usual growing pains. Multiview's products reflect the best practices of over two decades of evolution, and the feedback of thousands of Multiview users.

TOP-NOTCH SERVICE AND SUPPORT

As a Multiview customer, your call goes directly to your dedicated Customer Support representative, who understands your business and needs. This personal service, combined with the fact that our Customer Support accountants have 50+ years of accounting and Multiview experience, results in 98% "first call" resolution.

IMPLEMENTATION GUARANTEE

Our 60-day guarantee means you can be up and running in a heartbeat!

Multiview Order Management provides you with a seamlessly-integrated order-taking module that shortens your order-to-cash cycle.