



ADVANCED CUSTOMER SCHEDULING

WORLDWIDE BUSINESS SOLUTIONS

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Developed to support a supply chain philosophy, the comprehensive range of facilities for recording and processing customer demand (and satisfaction) provides the key activities for the accurate and flexible control which is essential for effective and efficient customer service.

Geac System21 Advanced Customer Scheduling is a dynamic application which fully addresses your special order processing requirements. It allows you to manage your environment much more effectively, providing full visibility of the essential information you need for reconciliations and fast, positive customer service.

Because schedule handling varies so much between business sectors, flexibility in schedule creation and processing is a key aspect. As a result, this application can be user-defined with ease, to suit a wide variety of operational practices.

KEY FEATURES/BENEFITS

- Integrated with other System21 applications
- Many aspects of customer scheduling formats and handling can be individually defined by the user for specific customer. These include:
 - The description of call-off status codes. For example, fabricate authority, material authority, tentative, etc
 - The user can define what impact different call-off status codes should have on associated applications. For example, reflect material authority call-offs in Master Production Scheduling, but not tentative call-offs
 - Cumulatives can be displayed in either descending or ascending sequence and can be reset at any point, including an audit trail
 - The user can set the allowed call-off date structure, which can be one or many of day/month/year, week number/year, date/time
- Call-offs can be entered and emended rapidly. Colour is used to show call-off status
- Full visibility of dispatches and previous schedule releases is provided as part of the reconciliation process
- Retrospective invoicing supported



GEAC SYSTEM21 ADVANCED CUSTOMER SCHEDULING IS A DYNAMIC APPLICATION WHICH FULLY ADDRESSES YOUR SPECIAL ORDER PROCESSING REQUIREMENTS.

- Schedules can be retrieved by a variety of means, including:
 - Sales analysis code
 - Customer code with search facilities
 - Item description with search facilities
- Items to be dispatched together can be grouped as consignments. Consignments will then be documented and invoiced accordingly
- Individual customer call-off references can be recorded. For example, receipt advice note number
- Significant details can be recorded against the schedule including effective dates and drawing details
- Full text facilities are available
- Contract and schedule pricing allow retention of effective from and charge from values, for retrospective invoicing
- Extensive schedule and order bank inquiries and reports provided
- Full support for customers' EDI requirements
 - Receipt of releases, revisions and daily call-ins
 - Generation of Advanced Shipment Notification
 - Receipt of self-billing invoices
- Multiple companies supported
- Pricing and invoicing in multiple currencies supported
- Single or multiple line dispatches
- Timed deliveries supported
- Stock availability can be checked on-line at any point
- Production of barcode labels for packaging materials.



GEAC ENTERPRISE SOLUTIONS™

In our rapidly changing real-time e-business world, enterprises looking for "The Power to Thrive"™ need look no further than Geac Enterprise Solutions™. With almost 40 years of experience in the industry, we offer feature-rich, reliable software and solid system expertise and creativity that let you drive your organisation to success. We also have skilled, intelligent people who can help you maximise your existing technologies as well as utilise today's e-business opportunities.

Furthermore, we can focus on helping customers like you get the most from your technology investments. How? By adding value to our core software applications and surrounding them with complementary solutions that truly allow you to thrive in today's mission-critical, e-commerce marketplace.

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