



e-Business Manager .inquiry applet

MAS 90

for Windows

MAS 200

Client/Server

Client/Server for SQL Server

.inquiry Functions

- Products and Services Inquiry and Search
- User ID Maintenance
- Customer Account Inquiry
- Customer Maintenance
- Customer Invoice Inquiry
- Sales Order Inquiry
- Sales Order History Inquiry
- Customer Credit Inquiry
- Ship-to Address Inquiry
- Request New Ship-to Address
- Products and Services Inquiry



Remaining competitive in today's aggressive marketplace requires the ability to provide your customers with immediate account information. As the Internet continues to accelerate the speed at which business transactions take place, having the ability to provide your customers instant access to their account over the Web is invaluable. Integrating Internet functionality into your Sage MAS 90 or MAS 200 system can provide instant response to customer inquiries.

The .inquiry applet gives your existing customers the ability to access on-demand account information, current order status, and inventory and availability information directly from your MAS 90 or MAS 200 system, 24 hours a day. The integration of the .inquiry applet into your systems, provides a great benefit to your company by raising your level of customer service to new heights. At the same time, you can reduce operating expenses by allowing your customers to perform inquiries without calling your customer service department.

The .inquiry applet introduces numerous robust features to your MAS 90 or MAS 200 system that provide a large return on investment for your company.

Designed for use in conjunction with the MAS 90 or MAS 200 e-Business Manager module.

See reverse side for list of features

FEATURES

Robust Security Features

One or more user IDs are set up for each customer to access the system. The system can identify these users as supervisors or non-supervisors. Supervisors have more rights than standard users, and can control the access rights of other users in their company. While this applet can allow non-supervisors to view and/or modify their user ID record, supervisors can modify any user record set up with their customer number. Supervisors can also add and deactivate user records. A confirmation e-mail message for each user ID change can notify the user submitting the change, supervisor(s) when different from the user, the salesperson on the account, and one other user of choice.

Customer Inquiry and Maintenance

Users can view information about their customer record. Only users defined as supervisors have the ability to edit customer data. A confirmation e-mail message can be sent for each change of customer information to the user submitting the change, the salesperson on the account, and one other user of choice.

Products and Services Inquiry

The products and services Web pages provide the ability to view the items available on the Web in a collapsing tree view of categories. Use of these categories makes it easy for a customer to find items without having to know the actual item number. Upon selection of an individual item, it displays the image associated with the item (along with the price and description), and the ability to add the item to the shopping cart using the .order applet.

Invoice Inquiry

The Invoice Inquiry function allows users to view summarized invoices for the customer associated with their user ID. There are also options to select groups of invoices to display, and to control the level of detail in the display.

Invoice History Drill-down

From the Invoice Inquiry page, the user can drill down to any stored invoice in the invoice history file. While viewing an invoice history record, the option to add all items or individual items to the shopping cart is available through the .order applet.

Open Sales Order Inquiry

The Open Sales Order Inquiry function works in a similar manner to Invoice Inquiry and allows users to view summarized Sales Order information for the customer associated with their user ID. There are also options to select groups of sales orders to display, and to control the level of detail in the display.

Open Sales Order Drill-down

As with Invoice History Drill-down, from the Open Sales Order Inquiry page, the user can drill down to any open sales order. While viewing the order detail, the option to add all items or individual items to the shopping cart is available through the .order applet.

Customer Credit Limit/On-hold Inquiry

Customers can view their available credit, credit limit, and whether their account is on hold (due to reaching the credit limit).

E-mail Notification

Choose to send e-mail messages when user ID, customer account, or ship-to address information is updated.