

Enterprise-Wide Manufacturing Solutions

At Abacus, we help manufacturing companies to achieve efficient operation and increase profits. We provide fully integrated enterprise software to manage your business, from quotation to collection. We commit our industry experience to your successful implementation, so your ROI can be realized sooner.

Our software embodies our best-practice knowledge in the industry, to deliver the following values to you:

- **Increase sales** by providing better customer services
- **Reduce costs** by streamlining production processes, and
- **Increase profits** by better managing resources enterprise-wide

Our best-in-class software modules are specially suited for today's globalization setting. You will find features to help you handle outsourced production, import management, and the complex issues of supply chain management.

We specialize in made-to-order production management. Our highly flexible work order management features empower your team to produce and deliver the right products for your customers at the minimum costs.

We will be your partner during and after the implementation. We are proud of our superior record in customer support. Our people are our biggest asset, and our customers' best ERP resource. We like to make it yours too.

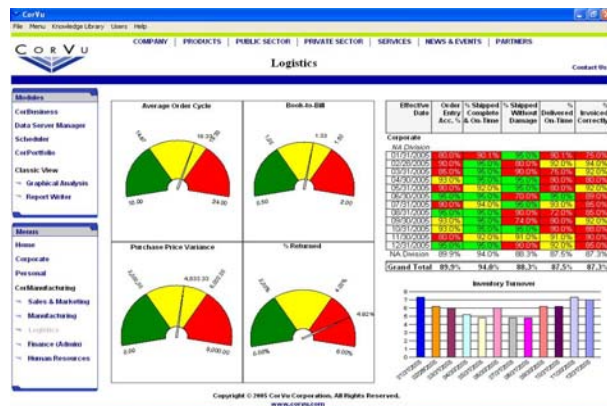


"We find in Abacus Data Systems an excellent combination of knowledge of best practices, processes, technical soundness, spirit of cooperation and most importantly commitment to their delivery responsibilities. I have no hesitation in recommending them to others who are looking for a reliable ERP solution provider."

**Charles Crowther,
President, Stoddard
Silencers, Inc.**

BUSINESS INTELLIGENCE

Provide single platform to address all of your business intelligence needs: reporting, analysis, pivot tables, alerts, dashboards, briefing books, forecasting, data mining, "what-if" modeling, and data collection and consolidation.



CorBusiness

Most companies have a broad array of business intelligence (BI) needs. In the past, addressing all of these needs translated to lots of time, cost, and resources – because a variety of tools and technologies are used to handle the data and display the results to business users. CorBusiness is a single platform product from CorVu Corporation, integrated with iQuest, to offer comprehensive and flexible BI reporting and analysis.

Key Benefits

Improve responsiveness to business needs

Dramatically reduce time to create new reports.

Empower business users

Business users can customize reports and perform ad hoc analysis without IT resources.

Improve report quality

Provide access to data from multiple sources, multi-level drill down, more reliable information, and most importantly, "one version of the truth".

Improve operational efficiency

Eliminate re-keying of data. Reduce time for the month-end reporting cycle. Reduce report maintenance.

Improve collaboration

Share ad hoc reports and analysis. Record, share and report commentary. Facilitate discussion to complete the business feedback cycle. Automate alerting.

Deliver the right interface for the right person

Simple interfaces for non-technical users. Empowering interfaces for appropriate business users. Advanced analytical techniques for business analysts.

BUSINESS INTELLIGENCE

Key Features

Comprehensive reporting and analysis

Easy-to-use reporting and analysis to empower business users
Advanced analytics (forecasting, data mining, “what-if” modeling)
Dashboards and exception alerts
Share personal reports, analysis, and comments with other users
Sophisticated role-based security with LDAP support

Multiple data sources

Powerful Automated Data Xchange technology for data collection and consolidation
Rapid access to iQuest database, XML, flat files, Excel files
Pre-integrated BI applications for iQuest users
Data sources presented in tree/list view or Entity Relationship Diagrams
Access multiple data sources simultaneously
Native database drivers for high performance

Flexibility

Drill to unlimited dimensions on-the-fly without limitation
Intelligent scheduler and multi-tier options for total control over where and when data is processed
Supports “push” and “pull” reporting strategies
Run from desktop or through a browser

Visualization

Wide range of visual formats, including reports, dashboards, pivot tables, and numerous graph types
Executive alerts – speedometer, thermometer, and customizable indicators
Personalization with wizards and configuration settings
Optional HyperVu provides interactive HTML pages, pre-published or on-demand
Optional CorPortfolio to compile reports and analysis into briefing books

Rapid deployment

Rapid creation, deployment, and maintenance of metrics, reports, alerts, and visual formats
No programming skills required

Low total cost of ownership

A single BI platform that is easy to use, modify, and deploy
Minimize the cost of implementation, training, maintenance, and upgrade

CUSTOMER RELATIONSHIP MANAGEMENT

Stay informed. Stay ahead. Stay close to your customers. iQuest Customer Relationship Management (CRM) connects your team with your customers to provide excellent services and increase sales, through customer web portal, smart event alert, team communication, and opportunity manager.



iSERVE Web Portal

Pull your customers closer through a self-help web portal. Deliver customer services 24*7 even during off hours. The portal is also a safe access point for your outside rep. Web access is protected by permission manager.

- [Product inquiry](#)
- [Customer-specific price calculator](#)
- [Account status](#)
- [Sales history](#)
- [Payment history](#)
- [Order inquiry](#)
- [Invoice inquiry](#)
- [Quote inquiry](#)
- [Return inquiry](#)
- [Reprint order & invoice](#)

SMART AGENT

Rule-based business event monitor will send email alert to your team, customers, or anyone you designate, to take action.

- [Comprehensive alerts cover broad range of events](#)
- [Flexible rule settings](#)
- [Order attachment to enhance alert clarity](#)
- [Edit alert content](#)
- [Order size filter to reduce alert volume](#)

CUSTOMER RELATIONSHIP MANAGEMENT

iNOTE Task Manager

Focus user attention at increasing customer satisfaction. Eliminate causes for being uninformed.

Assign task to multiple team members

Set priority and due date

Mark confidential task

Reminder by user, by subject, by customer, by product, by vendor

Communicate task resolution with team

End-to-end customer issue management

Microsoft Outlook integration allows iQuest to keep your team in constant contact with customer issues. Key advantages are:

Communicate offline even when user is not in iQuest

Ideal for outside rep who do not have access to iQuest

Mobile solution – perfect for sales team on the go

Alert executives who are not active users of iQuest

No training needed

Opportunity Manager

Watch every quote so you can close the sale more easily with the Opportunity Manager.

The screenshot displays the Opportunity Explorer application. On the left, there is a filter panel with fields for Customer ID, Quote Date, Quote Amt, Probability, Stage, Exp Close Date, and Branch ID. The main window shows a table of quotes:

Customer	Quote #	Dated	Quote \$	G.P.	Probability	Exp Sales	Exp G.P.
BNSF01	101	04/20/2005	87,500.00	42,500.00	35	30,625.00	14,875.00
BNSF01	2						
BNSF01	3						
BNSF01	4						
ILLI01	102						

The 'Change Quote' dialog box is open for Quote # 2. It shows the following details:

- Quote #: 2
- Customer: BNSF01
- Bill to ID: BNSF01
- Type: Regular
- Status: Entered
- Address: BEN S FRANKLIN SUPPLY CO
- Address: MANAGER DISBURSEMENT ACCTG.
- Remark: Customer remarks: Total 1 Page(s)

The item list in the dialog is as follows:

Item	Description	Order Qty	UM	Price	Disc1	Disc2	Amount
FP0922	FILTER - AIR (EMD 8310098)	400	EA	1.20	0.00	0.00	480.00
PP-M5-2G	FILTER - LUBE (EMD TYPE)	20	EA	14.23	0.00	0.00	284.60
AK-2	FILTER - AIR (EMD 8402068)	36	EA	13.04	0.00	0.00	469.44

Summary: Subtotal 1,234.04, Tax 0.00, FRT 0.00, Misc. 0.00, Total 1,234.04. # Lines 3, W.T. 306.

MANUFACTURING MANAGEMENT

To reduce costs through more efficient operation, iQuest can help you achieve greater profits with better planning and control. Integrated and ready to use, iQuest offers advanced tools, including MRP, scheduling, and shop floor control.



iQuest features a powerful bill of material engine, which provides the great flexibility to manage complex product configurations. It has tools that are helpful to the engineering, sales and accounting users.

Multiple Versions

For each assembly, iQuest allows you to have different bills of material for different reasons. You can tailor the product to the local market conditions. You may also have a version for design testing, and others for production.

Complete Product Costing

At each level of the assembly, iQuest rolls up the product cost which includes material, labor, and overhead (both material & labor). Labor cost includes fixed (e.g. setup) and variable steps. Besides the accounting cost (FIFO, LIFO, average, and standard), the cost roll-up is also available in other costs (e.g. replacement or future cost) to help the what-if analysis.

Buy/Make/Kit B.O.M

You can use the B.O.M. to estimate the costs, and outsource the production; design a standard product or make to order; or set up a B.O.M. for kit-on-the-fly. iQuest supports all these functions.

Engineering Changes

Changes in components can be easily scheduled with iQuest. The system will implement the changes for you upon the effective date.

Routing Step, Work Center

Both routing step and work center are optional setup to support labor cost tracking, production scheduling, and shop floor control. Companies not interested in routing can freely bypass this feature.

Outside Operation

iQuest B.O.M. incorporates outside processes, like heat treating, plating, or steam cleaning, so you have better control on both cost and time estimates.

WORK ORDER

iQuest helps you manage both stock and custom work orders effectively. For labor-intensive orders, you can monitor the production schedule and work status through the shop floor control features.

Custom or Stock Order

With the MRP option, iQuest generates automatic make-to-stock work orders for you. For custom orders, both automatic and manual options are available to create your special work orders. When the work is completed, the sales order is automatically released for shipment.

Order Changes

You can change the work orders without affecting the standard B.O.M., and vice versa. This flexibility is ideal for the same-as-except productions.

Lean Production

Complete work order in one easy step. iQuest helps you implement lean manufacturing and Kanban practice.

Outside Operation

Need to send materials for outside processing? iQuest tracks the items that you send out and add the processing costs to the finished product. You can also include these steps in your scheduling consideration.

Back Flush

Actual versus standard material and labor usage data is kept for multiple purposes. Inventory is properly back flushed. Product cost is rolled up with actual usage. Material history is updated to support future forecast and MRP. Production variance reports are available to aid your analysis.

Reject/Scrap

Production rejects can be put back to stock for rework or refurbishment. iQuest tracks the material and labor costs for the finished product and the reject automatically.

Production Schedule

iQuest will plan your work orders against the work center capacity. The master schedule gives you a bird's eye view so you can shuffle the work orders to achieve the best production plan.

Advanced Features

Special options are available to track serial number and lot control in work order. For users who like to visualize scheduling changes, advanced **graphical scheduler** will be a helpful option.

ORDER PROCESSING

Offer your customers the best in price, delivery, and service – iQuest turns your sales strength into greater profits. It enables your Customer Service Rep (CSR) to sell more, and provide better services to your customers. It streamlines your order flow to speed up the delivery.



Key Features for CSR

iQuest offers a wealth of features to make the CSR's job less taxing in all aspects, whether entering order, making quotation or releasing backorder.

Customer Response Center (CRC)

CRC is the "Grand Central" station for answers: the "available to promise" query, stock status, order status, "can I build", what-if pricing, etc. Just a click, you can review complete customer history, as well as the item's entire file.

Customer Part Number, MFR Part Number, Rival Part Number, Alias

Easy translation of alias into your part number helps your CSR quickly locate the item to make sale.

Customer Buying History

Detail history shows what the customer bought in the past for easy reorder.

Up Sell, Cross Sell, Stop Sell

iQuest will advise your CSR to sell complementary and substitute items when applicable. For discontinued item, your CSR will know when to stop selling.

Lost Sales Tracking

iQuest tracks lost sales by reason code for your analysis.

Kit-On-the-fly

Configuration rules prompt your CSR to build the product kit while entering the order to fit the customer's needs.

Customer Notes, Remarks, Alerts

Rule-based customer notes, remarks, and alerts can be set up to inform all relevant users, and to print on specified documents.

Special Charge

Rule-based calculator manages how and when to apply additional charges.

ORDER PROCESSING

Sophisticated Price Structures

iQuest provides the most comprehensive pricing system to implement your pricing policy. In addition to the “regular” pricing below, iQuest also provides solutions to handle special promotion, deals, and rebates.

Table Pricing

Multiple price breaks based on order quantity can be set up for each item. Price can be calculated at each break as cost-plus or list-less-discount, or entered manually.

Level / Column Pricing

Set up price levels (or columns) for customer by product line. The final price is tied to the table pricing so less maintenance is required.

Line Discount

Similar to level pricing, you can offer discount for a line of items to a customer or group of customers.

Contract Pricing

Specific price quote can be offered for select item to select customers.

Family Pricing

Order quantities in the same family (e.g. pens of different colors) will be combined to look for better price break.

Promotional Pricing

Sale price can be set up by “promo code” to support mail campaign or coupon program. Analyze sales by promo code to evaluate campaign effectiveness.

Order Discount

Discount for the entire order can be tailored to customer, and determined by order amount.

Multiple Pricing Units of Measure

You can set up multiple selling units of measure for each item. For each unit of measure, you can create its own price table.

Price Override

Users with permission can override price according to set rules. Report is available to review orders with price override.

ORDER PROCESSING

Special Order Types

Direct Ship Order

For direct-ship orders, iQuest creates matching P.O. to the vendors with all relevant data copied from the sales orders, including customer notes. iQuest will invoice the customer, and enter A/P invoice in one easy step.

Pegged Ship Order

Special-buy P.O. will be issued to cover the pegged-ship item. When the item arrives, iQuest will release the order for picking.

Pegged Work Order

A tight link connects the sales order and the production work order for the make-to-order situation. You can update your customer with the most current status of the order. When the work order is done, iQuest will release the sales order for shipping.

Consignment Order

If you offer consignment as a benefit to your customers, iQuest will manage the issues of inventory tracking, billing, and reordering.

Special Functions

Credit Card

iQuest provides standard-based integration for credit card approval and settlement.

EDI

For your EDI trading partners, iQuest processes their EDI orders, invoices and advance ship notices.

Shipper Interface

iQuest is integrated with UPS World Ship and FedEx to simplify your shipping and billing processes.

Web Order

iQuest will support your e-commerce system. Your web orders will be processed automatically and securely.

RETURN AUTHORIZATION

iQuest gives you better control on customer returns and credit memos. It is an excellent tool for your CSR to maintain customer satisfaction through quick and friendly handling of the R/A.



Return By Order or Invoice

You only need the original invoice or order number to initiate the return authorization. If neither one is available, you can search for the sales record by the return item.

Price Verification

iQuest remembers the quantity returned against the original order to prevent excess return claims against higher price order.

Reason Code Driven Action

The optional reason code allows you to conduct helpful analysis, and define management rules for the return items.

Rule-based Restocking Charge

Driven by return reason, restocking charge will be automatically calculated.

"Wrong-item" Return

Special procedure is available to handle the inventory and accounting issues for the return of wrong item shipped.

Freight and Tax Credits

You can issue credit memo for freight and tax amounts without return of any inventory items. iQuest allows your CSR to handle this type of credits with great ease.

Hold For Review

You can turn on or off many checkpoints in the return procedure. When a checkpoint is activated, the return will require management attention before further processing. Some of the checkpoints are:

- Dollar and order age limits for approval
- Automatic credit upon receipt of items
- Dollar limit for auto release of credit memo

INVENTORY MANAGEMENT

Warehouse operation is improved with effective location management and accurate stock status. iQuest uses barcode, RF, and wireless technologies to increase your warehouse productivity.



[Cross Reference](#)

You can easily call up an item by its MFR part number, vendor P/N, aliases, customer P/N, or rival P/N. You can also search by description or the intelligent category filters.

[Doc Link](#)

Attach unlimited files to each item. Picture. Blue print. Schematics. MSDS. Web page. Once linked, the files are available to all users for viewing.

[Multiple Bin Locations](#)

Stock each item at multiple locations in each branch. For maximum efficiency, pick bulk orders from overstock locations to minimize the refilling of primary bin locations.

[Automatic Replenishment](#)

Achieve optimal balance by fine-tuning reorder points according to branch activities. You can override these control point calculations to fit your particular situation.

[Effective Cycle Count](#)

iQuest offers many flexible ways for your cycle count. You can use R/F devices to speed up the count and increase warehouse efficiency.

[Multiple Costing Methods](#)

Supported costing methods include: FIFO, LIFO, average, current, and standard.

[Extensive Audit Trail](#)

All inventory transactions are "electronically fingerprinted". In addition, iQuest tracks when, where, who and why unit cost is changed.

[Obsolete and Superseded Items](#)

Items can be marked as obsolete for warning, limit sale, or stop sale. History of obsolete items can be merged into the superseded item for better forecasting.

[Serial Number and Lot Control](#)

Serial and lot number are tracked at every single step throughout the system for complete control.

PURCHASE ORDER

Automatic replenishment. Import management. Streamlined receiving. That is just a highlight of how iQuest helps you to ensure of the best supply chain for your operations in today's global setting.



Automatic Replenishment

Sales history, open orders, work orders, job orders, and forecasts are all reviewed in the creation of automatic P.O. Vendor policy and rules are observed to assure expedited processing.

Automatic Stock Orders

Many options are available to set the rules for auto P.O., including min/max, reorder point, EOQ, demand forecast, etc. You can choose to order from your regular vendor or the best price vendor.

Automatic Direct Orders

For direct-ship orders, iQuest creates matching P.O. to the vendors with all relevant data copied from the sales orders, including customer notes.

Automatic Pegged Ship Orders

Special-buy P.O. will be issued to cover the pegged-ship item. When the item arrives, iQuest will release the order for picking.

Best Price

For each order item, iQuest searches for the best price break available from all vendors, and takes advantage of any applicable order volume discount.

Minimum / Multiple Quantity, Buying U/M

Vendor-required minimum and multiple-of quantities are evaluated to compute the order quantity, which is converted to the vendor's U/M.

Order Revision Tracking

iQuest keeps track of your P.O. changes. You can review the revisions, and send the change orders to your vendor.

Request For Quote

Use RFQ to get quotes from potential vendors. iQuest will suggest the likely candidates. The quote comparison tool helps you to choose the best deal.

Import Management

Import for either distribution or production, and you face the issues in dealing with in-transit logistics, landed cost calculation, and foreign currency. The import management features from iQuest can help.

In-transit Tracking

In-transit stock status lets you know the ship date, ETA date and the logistic data about the shipment.

Designated Ship-From

Send P.O. to specific site at a multi-location vendor for particular item.

True Landed Costs

Freight, duty, insurance, etc. are all factored in the landed cost calculation. You can also apply internal costs (overhead and direct) to the order.

Freight Cost History

As freight is a significant part of the landed cost, iQuest keeps history of the freight cost to aid you in the cost analysis.

Foreign Currency

Foreign exchange is supported from P.O. to payable. Maintain table to track daily exchange rates. Calculate exchange gains and losses.

Streamlined Receiving

Combining technology and warehouse management experience, iQuest applies the best-practice solution to streamline the receiving process.

Expected Put-away, Cross Dock

Know what is coming and where to put away. Your warehouse will also see cross-dock orders to save traffic.

R/F Receiving

Use R/F technology to speed up your receiving process. Scan the P.O. number, item, and bin location without error.

Receipt Adjustment

Adjustments in quantity and cost are easily made through iQuest. The system maintains a complete history of receipt adjustments, logs the transaction, computes new unit cost, and creates cost audit trail.

Cost Variance Reporting

Once the order is invoiced, iQuest will report any variance between the P.O. and the invoice for management attention.

REPAIR SERVICE MANAGEMENT

Designed for repair service centers, iQuest streamlines the equipment repair process, from estimate to billing. With iQuest, you effectively track the repair work status, assign resources, manage inventory, and deliver high customer services with increased profits.



Custom Fit Solution

With iQuest you have a tool that can be tailored to your repair business needs through extensive customization. As your repair service business grows, your customized solution adapts flexibly.

Customized Work Flow

Design your own status codes to monitor the repair tickets in your shop. Manage the rule-based email notification for each status change.

Customized Equipment Tracking

Completely customize the way you want to track the customer equipment, in multiple dimensions, with multiple data types. Arrange the fields in your custom order. Set up required fields to ensure of data completeness.

Customized Search Filters

Each user sets up its own filter to search the repair tickets best suited for the role. A technician will view her assigned jobs. The parts manager sees the tickets in need of parts purchase. The business manager can follow up on jobs pending approval. Filter changes can be temporary or permanent.

Customized Ticket Format

Design the repair ticket format with iQuest's most flexible and easy-to-use form design tool. Incorporate your logo, watermark, and company message to create a professional image for printing, fax, and email delivery.

Customized Reports

Select the data fields that you want to query. Filter them in the way you like. Reports are formatted in Excel worksheet, so you can massage them further if needed.

REPAIR SERVICE MANAGEMENT

Field Tested Features

iQuest Repair Service Management is designed by users in the repair service business. Their experience produced a long list of useful features.

Address Customer Concerns

Driven to address the customer concerns, the repair ticket identifies the problem stated by your customer, records the diagnostics, and tracks the repair actions. Everyone benefits from the clear communication.

Equipment Identification

Multiple groups of configurable user-defined fields are available to identify the customer equipment. These fields can be used to analyze the repair trends.

Estimate Management

Produce parts and service estimate for customer acceptance. System tracks when each line item is accepted or declined, and creates supporting audit trail. Service can be in fixed unit charge (e.g. basic diagnostic fee), or hourly rate.

Approval Management

Notify your parts manager to purchase non-stock parts upon customer approval. iQuest will alert you when the parts arrive.

Parts Management

Full-featured inventory management system handles the purchase and stocking of regular and special items. Look up by manufacturing part number or rival item number. Use of temporary part number adds convenience in the ticket entry.

Resource Assignment

Review technicians' workload, and assign repair work efficiently. Each technician can view his/her assignment independently.

Service Management

Log each service action, and track billable versus non-billable hours. Compare actual hours with estimates. Track post-billing rework and follow-up hours. Complete service history available.

Customer Notification

Contact customer for pending repair approval. Email to advise customer of "ready for pick up".

Easy Billing

Review all parts and billable services in one screen for easy billing. Easy-to-use form design tool is available to customize the ticket/invoice format. Fully integrated with iQuest accounting system.

Knowledge Base

Search past repair history to aid diagnostic, estimate, and repair action. High performance keyword search makes the knowledge base very friendly to use.

STOCK TRANSFER

Achieve the optimum stock level between branches. iQuest offers sophisticated techniques to ration inventory according to usage history and availability.



Rule-based Transfer

Many methods are available in iQuest to drive the automatic stock transfer. Choose reorder point or min/max calculation to suit your operations. Other rules allow you to control how to handle stock transfer for customer orders, and how to set priority between sales and transfer orders.

Stock Rationing

When the inventory is not enough to satisfy all branches, iQuest will ration the stock transfer according to the usage and availability. You approve the system calculation before the transfer order is released.

Consolidated Transfer

To minimize freight costs, iQuest merges multiple transfers into one order.

Customer Order Tagging

Need a special transfer to fill an urgent order? With iQuest you can assign higher priority to such stock transfer. System also prints the customer order information on the transfer ticket to speed up the cross-dock shipping.

Streamlined Receiving

For greater warehouse productivity, stock transfer has the same receiving procedure like P.O., so you can take advantage of the features like put-away and receiving tickets, and radio frequency terminals.

Cost Layer Management

FIFO/LIFO cost layer is accurately maintained in stock transfer to preserve the correct aging order.

VENDOR RETURNS

iQuest helps you return unwanted inventory quickly to the vendors. It will reopen the P.O. or create vendor credit memo, cutting the time and error associated with the return procedure.



Ease of Use

Given a P.O. number, iQuest will check the vendor requirement for the return. A single keystroke is all it takes to return the complete P.O. For partial return, the system shows you the items to fill in the quantities.

Reason Code

Use of reason code will help you evaluate vendor performance; iQuest provides useful reports for this purpose.

Rule-based Restocking Charge

Driven by return reason, restocking charge will be automatically calculated.

Serial Number Tracking

Upon shipment, iQuest will record the serial numbers for the return items. Inquiry is available by return number and serial number.

Replacement or Credit

iQuest will reopen the P.O. if you expect the vendor to replace the items. Or the system can generate credit memo into the vendor account. The choice is yours.

FINANCIAL MANAGEMENT

Fully integrated, iQuest provides you the tools to monitor the financial health of your company. Exception alerts prompt for management actions. Real-time drill down from G/L to transactions improves financial control. Flexible rule-based A/P helps you control expenses and enhance cash flow. Robust credit and collection aids protect your receivable.



General Ledger

Every iQuest transaction is validated with the G/L to ensure data integrity. Flexibility is built-in so you can drill down in real time to analyze, across companies, across time periods.

Key Features of iQuest G/L:

[Flexible Account Setup](#)
[Flexible Calendar](#)
[General Journal Entry](#)
[Standard Journal Entry](#)

[Accrual/Reversal Journal Entry](#)
[Variable Budgeting](#)
[Financial Report Writer](#)
[Drill Down to Invoice](#)

ACCOUNTS PAYABLE

Integrated with other iQuest modules, the A/P system helps you to control the costs and expenses while effectively managing the cash flow.

Key Features of iQuest A/P:

[3-way Invoice-P.O.-Receipt Match](#)
[Adjust / Void Invoice Across Periods](#)
[Recurring Invoice](#)
[Foreign Currency](#)
[Multiple Banks](#)
[On-account and Partial Payment](#)
[Payment Hold](#)

[Vendor Deposit](#)
[Void Check](#)
[Credit Card Payment](#)
[Check Reconciliation](#)
[Cash Requirement](#)
[1099 Reporting](#)

FINANCIAL MANAGEMENT

ACCOUNTS RECEIVABLE

Enhance cash flow through effective credit and collection management. Release customer orders with complete view of credit history. Reduce delinquency with proactive collection aids. Resolve invoice disputes and charge back with effective unauthorized deduction management. iQuest gives you the complete control in sales and receivable management.

Key Features of iQuest A/R:

[Bill-to, Sold-to, Ship-to Account](#)
[Customer Sales & Payment History](#)
[Real-time Aging Drill-down to Orders](#)
[Rule-based Credit Management](#)
[Smart Alert Collection Aid](#)
[Dunning Letters](#)
[Invoice Dispute Resolution](#)

[NSF Tracking](#)
[Rule-Based Finance Charge](#)
[Debit/Credit Matching](#)
[Cash Application & Reversal](#)
[Miscellaneous Cash Receipts](#)
[Unauthorized Deduction / Charge Back](#)



PROFESSIONAL SERVICES

Realize a faster return on your system investment through rapid and successful implementation. Achieve maximum productivity with effective user education. Abacus professional services help you get the most out of your iQuest investment.

Since 1982 we use the same approach to work with all of our customers: **we listen, we ask, we understand, and we deliver.**



Industry Expertise

Unassuming, we listen and ask many questions to understand your requirements. We apply our industry expertise to analyze your issues in operations and accounting. We continue the same approach during and after the implementation to closely support your business.

Best-Practice Solution

Partner with our customers, we incorporate the best-practice ideas into our solution design. In fact, many key features in iQuest are results of the field-tested best practices in the industry. We explored the issues long before they became software buzzwords.

360 Design

We ask a lot of questions – to make sure that our customers, and we, both understand the total impact of a project. The result is a well-thought, well-designed, and comprehensive solution. It is a 360 design, aimed at saving money and time, and eliminating errors.

Best Support – No Middle Party

We work with you, directly, not through third-party reseller. Pre-sale or post-sale, we understand your needs better and faster. We can respond more quickly to your requests than any reseller. We can deliver the solutions faster and in lower cost.

Unique MD Services

We manage all software updates and modifications for you. We offer MD Services to manage your server, your database, and your software on a bi-monthly basis. Our goal is to free you from system chores so you can focus on your business.

PROFESSIONAL SERVICES

Implementation Services

[Project planning & management](#)
[Business process review](#)
[Server software & database installation](#)
[Data conversion](#)
[Business form review](#)
[System parameter setup](#)
[System administrator training](#)
[User application training](#)
[System test](#)
[Go-live assistance](#)
[Post-live review](#)

Support Services

[Dedicated account manager](#)
[Unlimited phone support](#)
[Internet support](#)
[Software updates](#)
[Database updates](#)
[Year-end support](#)
[System usage review](#)

“Abacus Data Systems customer support and development teams have played an integral role in both aligning our standard operating procedures, and in planning and developing customized solutions where needed. The gains in productivity have allowed us to grow without increasing staff levels, resulting in a quick ROI and a better bottom line.”

Michael Anderson, V.P., J.R. Carlson Laboratories, Inc.
Manufacturer of nutritional supplements