

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.

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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.

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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.

Sales Tax

As a standard feature, iQuest will compute and report sales taxes for you. If you do business in multiple states, iQuest works with Vertex Quantum to give you the most complete tools in sales tax update, calculation, and reporting.

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.