

best



e-Business Manager .inquiry applet

MAS 90

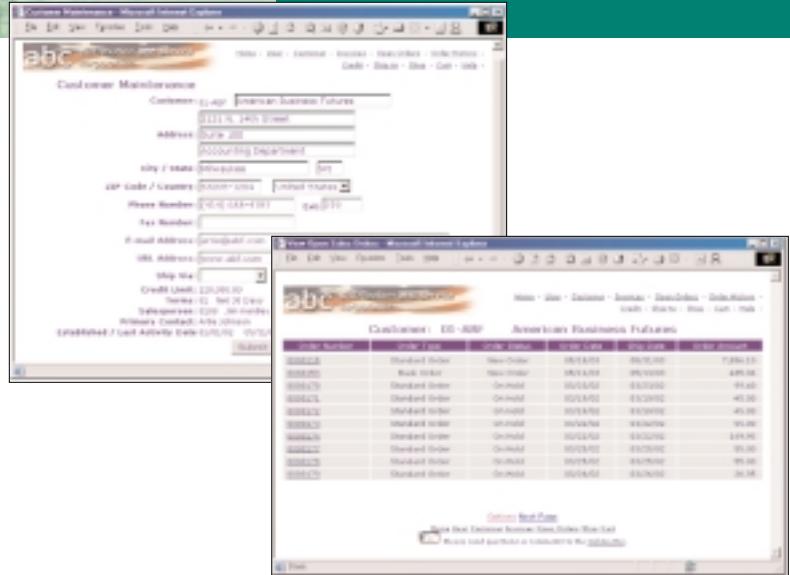
MAS 200

Client/Server

Client/Server for SQL Server

.inquiry Functions

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



Remaining competitive in today's aggressive marketplace requires the ability to respond quickly to customer demands. 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 information over the Web is invaluable. Integrating Internet functionality into your MAS 90 or MAS 200 system can provide instant response to customer inquiries, raising the level of customer service provided by your organization to new heights.

The .inquiry applet gives your 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, 7 days a week. The integration of the .inquiry applet into your systems provides a great benefit to your company by increasing customer satisfaction, while simultaneously reducing 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 significant return on investment for your company.

Designed for use in conjunction with the 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 setup with their customer account. 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, the Webmaster 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, the Webmaster 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, which are organized into user-defined categories. Use of these categories makes it easy for a customer to find items. Upon selection of an individual item, the associated image is displayed (with the price and description), along with 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 for selecting groups of invoices to display, and for controlling 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 and .store applets.
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 their account. There are also options for selecting groups of sales orders to display, and for controlling 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.
Customization	Control the look and feel of your site with numerous options from within MAS 90 or MAS 200. Specify the text or images to use for navigation options and user selections.
User-Defined Fields	Specify customer and inventory item user-defined fields for use with e-Business Manager. User-defined fields may be placed on the Web templates with an HTML or text editor.
Item Attachments	Attach multiple files to your inventory items for use on the Web. Attachments can be any document type and can be used for purposes such as product literature, instructions, or material safety data sheets.