

Automated order management for ERP systems

With comprehensive automation capabilities for receiving, entering and tracking customer orders, Esfer DeliveryWare makes it easy to integrate best-practice customer order management with your ERP system. Esfer DeliveryWare offers an end-to-end order management solution encompassing automated order entry and posting, dynamic work item task descriptions, routing for exception handling and detailed reporting.

Solution overview

Esfer DeliveryWare combines dynamic content capture with integrated workflow and process auditing to help enterprises address the challenges of manual data entry, manual paper routing, lack of coordination and lack of transparency within traditional sales order processing.



When a fax, email, paper or electronic order arrives, Esfer DeliveryWare uses patented technology to capture relevant data such as customer number, sales order number and due date. Esfer DeliveryWare can extract data from any image documents (PDF, JPG, TIFF, etc.) for routing and indexing, with no predefined templates needed. Captured data is validated against ERP master data, then transferred to the ERP system for order management.

The original sales order is directly linked to the new business transaction, allowing users to view both documents without leaving the ERP system. Following the receipt of the sales order, a confirmation notification can be automatically created and sent to the customer.

Automated indexing (to a repository in the ERP system or other archive) assures that no sales order document will be misplaced, making future search and retrieval for users more efficient. Process tracking with the Esfer DeliveryWare solution helps you improve coordination and control.

Benefits of order management with Esfer DeliveryWare

Automated capture and tracking speeds the process

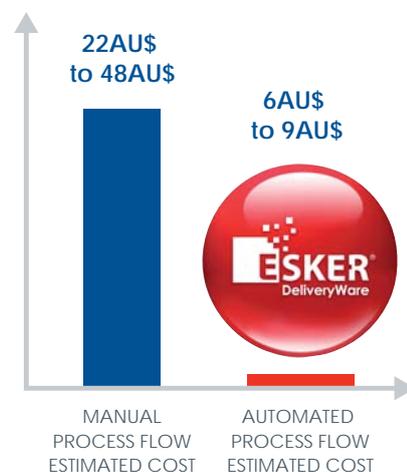
Esfer DeliveryWare produces quick bottom-line return by taking keystrokes out of the process and bringing visibility to the process. Data entry time and errors are significantly reduced. Order information is instantly available for reporting and analysis to balance workloads and identify process bottlenecks.

The result is a fully optimised business process that supports faster order delivery and payment, effective sales management and forecasting, and increased customer satisfaction.

With the Esfer DeliveryWare Order Management solution you can:

- Lower order-to-cash processing costs by up to 70%
- Improve cash flow and lower Days Sales Outstanding
- Reduce stored data costs by electronic archiving

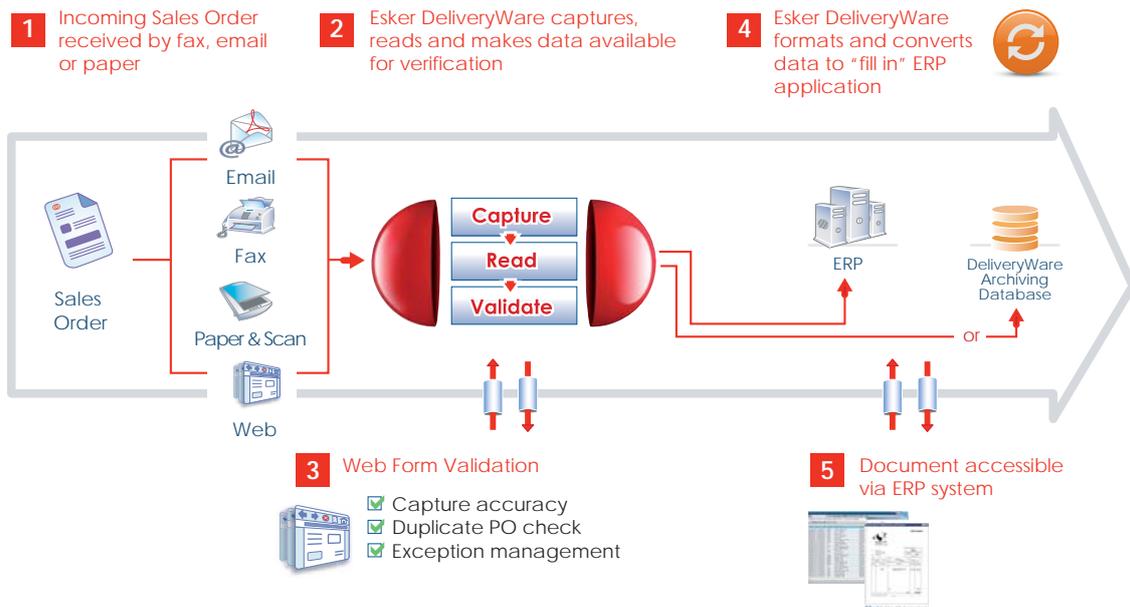
- Receive and enter customer orders up to 65% faster
- Increase data entry accuracy by as much as 99%
- Free-up staff time by as much as 65%
- Increase customer satisfaction levels



Key features of the Esfer DeliveryWare Order Management solution include:

- Automation of order details into your ERP system
- Automated work assignment and prioritisation
- Consistent processing rules
- Controlled exception handling
- Order validation including side-by-side view of original and captured data
- Process history and audit trail
- Practical and intuitive reports
- Central point of information for all order management processes within your company

Process walkthrough



1. Order Arrival

Incoming sales orders are made available to Esker DeliveryWare for data capture and analysis. Sales orders received as paper documents can be scanned and made available to the system.

2. Order Capture

Sales orders are automatically analysed to extract pertinent business information. If desired, an email can be sent to the internal user as notification that a sales order is awaiting validation.

3. Order Validation

Using a web interface, the internal user validates a side-by-side view of original and captured data. The solution automatically checks to see if the customer and part numbers exist in the ERP system, and checks for duplicate orders. If the capture is not accurate, the internal user can easily teach Esker DeliveryWare how to recognise similar sales orders in the future.

4. Content Formatting

Validated data can be used to "fill in" an ERP application or an existing exception-handling EDI platform — together with the original document image — and to create new business documents if necessary.

5. Delivery

The Esker solution ties into existing workflow and offers archiving capabilities. A XML file is delivered to the ERP system for creation of a sales order, which is automatically archived. Users are notified and the document can be automatically routed to the appropriate people for further

processing. The sales order image is available from the ERP system. Users can search and retrieve archived documents.

You benefit from:

- Flexible, automated task routing
- Consistent exception handling procedures for canceled transactions and blocked orders
- Duplicate order checking
- Minimised number of keystrokes to complete order entry
- Continuous tracking of process data and status
- Access to process information to balance workloads and identify bottlenecks
- Reports on process time and volume, queued orders, exceptions and blocks, delivery dates
- Fewer order errors and fulfillment delays
- Lower order processing costs
- Easy access to sales order documents
- Ability to handle increasing order volume without adding staff

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