

Redcastle  
Application Datasheet:

## Order Processing for *SuperOffice CRM*

The Business Management System from Redcastle CRM puts Order Fulfilment right where you really need it - in the heart of your Customer Relationship Management software, where you keep all of your client and supplier related information. Of course financial transactions need to be recorded in your accounts software - as much or as little as you really need. Orders.net provides Sales Order processing, Purchase Order processing, Invoicing, Support Contract management, Backlog management and Stock Management plus a host of reporting modules.

### Sales order entry

Prospect and customer interactions are recorded, quotations and sales forecasts are automated, customer care and issues are tracked and managed in your CRM software. Why stop there? Using the sales forecast and quotation detail a sales order can be processed at the click of an icon. No quotation? No problem, sales orders can be processed directly from the Pricebook. *No re-keying of line items, no risk of error.*

### Raising purchase orders

Redcastle's Pricebook carries supplier information, right from the quotation stage of the business process, supplier codes, nominal codes, cost of goods, stock and more are known. As soon as a sales order is entered, third party purchase orders can be raised against suppliers. *No re-keying of line items, no risk of error.*

### Invoices and payment tracking

Everyone with access to CRM has access to all documents that have been communicated to a customer, this shouldn't exclude Invoices. Having fully integrated order fulfilment as part of CRM ensures that full sales record details, supplier purchase orders and customer invoices are available to everyone with the appropriate privileges to see them, where they need to see them. *With no re-keying of line items, no risk of error, again.*

### Support contract renewal

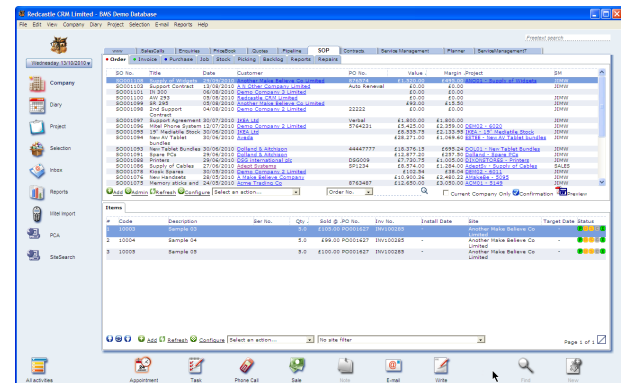
For those customers who offer maintainable product under support contracts, Redcastle's order fulfilment takes the business process one step further. Redcastle's Order Processing enables the management of all items on maintenance from a single, or across multiple, Purchase Orders, with automated support contract renewal and the option to annualise the value of the support contracts.

### Links to ERP

It is a requirement in most cases to record financial transactions in Accounts or ERP software. Links can be provided to multiple applications, in many cases automatically.



## Business Process Automation



### Key points

- Processes Sales Orders at the click of the mouse.
- Raises supplier purchase orders automatically.
- Raises partial or full customer Invoices in seconds.
- Manages support/maintenance contracts - with automated contract renewals.
- Manages Backlog - tracks any undelivered items.
- Cost Item extension manages un-invoiced items and serial numbers - particularly suited to the telecoms/mobile phone industries.

### Backlog Management

Undelivered items and incomplete orders can be tracked and managed easily.

### Stock Management

With the addition of the Stock module, items can be purchased for stock and allocated to sales orders quickly and efficiently.



### For more information on Order Processing

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