

Goodbye Paper Hello Freedom



Sales Order Processing Automation with JD Edwards EnterpriseOne

Companies that are paper based and manual in their processing of customer sales orders lack efficiency, control, and visibility. A paper environment results in high costs for storage and management of customer order documents. And the manual nature of processing these types of orders results in high cost of labor. Think about your process when a customer order is received. The steps of sorting and labeling orders, verifying for accuracy, performing data entry, pushing that order through all the internal steps you have that lead to order fulfillment all drive up the cost to process a single transaction. And all the while you will maintain communication with the customer as to the status of their order. Now consider what happens to your costs when an order is lost or misplaced, a data entry error occurs, or a change/revision to an existing order arrives. And the longer it takes to process an order, the higher your Days Sales Outstanding (DSO) will be.

With IntelliChief, your Sales Order process can be transformed to maximize efficiency, lower processing costs, mitigate risks, and increase visibility to customer POs. By capturing and archiving customer POs and PO data information in a secure centralized repository, and utilizing a workflow process that integrates all of these functions into JD Edwards EnterpriseOne, you are able to get control of a process that is otherwise costly, lacks visibility and is difficult to manage. You will be able to provide an even greater level of service to your customers, and gain greater competitive advantages to help drive revenue for your organization.

"IntelliChief's paperless process management has enabled Stainless Foundry's production lead time to be reduced by 50%." -Steve Cooke, Vice President of Sales & Marketing, Stainless Foundry



Capture

Sales Order processing with IntelliChief starts with the capture of customer purchase orders. Orders received by email, fax, or paper can be automatically imported or scanned upon receipt thus allowing your order processing team instant control, visibility, and access to information. And by capturing other documents related to customer orders (correspondence, acknowledgements, shipping documents and PODs, invoices, and payment) you will be able to build a complete electronic record of every customer transaction.

Beyond the capture of documents, IntelliChief's Capture Enterprise for Sales Orders solution allows for the extraction, verification, and validation of data on incoming customer POs. Through IntelliChief Capture Enterprise you automate the functions like indexing, data validation, and order entry. This will drastically reduce the cost of processing orders, reduce order fulfillment times, and reduce data entry errors. In addition, it will allow your order entry team the ability to focus on handling order exceptions, analytics, and providing extraordinary customer service.

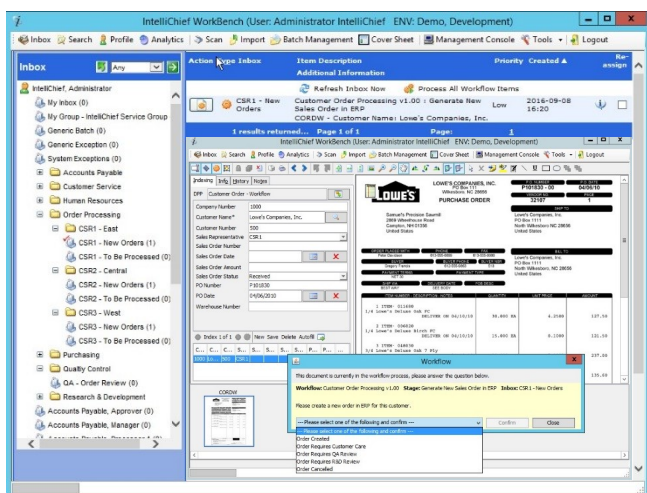
Benefits: eliminate paper filing and storage; store related documents together instead of in separate silos; automate the manually intensive order entry process; eliminate EnterpriseOne data entry errors; reduce the risk of lost or duplicate orders.

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Workflow

Sales Order processing continues in IntelliChief with Workflow. Leveraging IntelliChief's powerful rules based workflow engine, customer POs can be routed between people, departments, and locations for the purposes of review, approval, processing, and exception handling. POs that are fully verified and validated can be processed "straight through" to order entry without needing to be touched. But POs that need further review or approval can be routed to those necessary within Sales, Customer Service, or other departments like Quality, Credit, or Accounting.

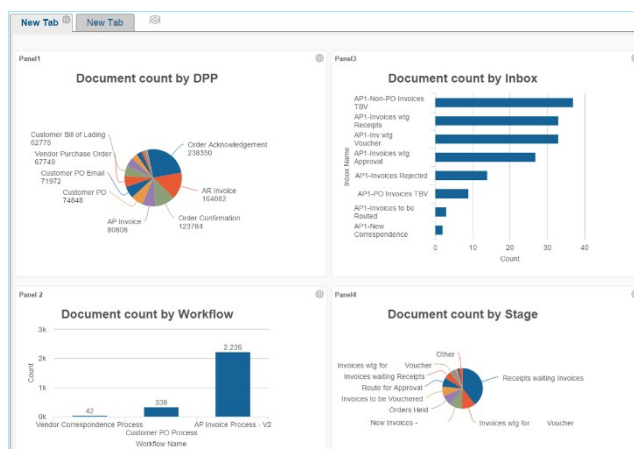


IntelliChief Workflow: Order routing for review, approvals, exception handling, and processing.

Complete with notifications, escalations, and audit logs, IntelliChief workflow will ensure that business rules are adhered to while processing orders timely, even if the order needs to be escalated. Instead of not having visibility to where an order is in the process when a customer requests an update, workflow provides the ability to see when an order was captured, viewed, routed, approved, etc. with a full date/time/user stamp history.

And with IntelliChief Analytics, reports and dashboards are made available to those who need it, in real time, to allow for data analysis and prompt decision making. In the paper world, order information not resident inside EnterpriseOne is in fact outside your line of sight. But by capturing orders and their data at the beginning of the process and leveraging workflow automation, staff now have visibility to new and open orders, amounts, those under review, worker performance, and much more.

Benefits: eliminate paper filing; instant tracking and visibility; process control; reduced order fulfillment times; connect remote locations/ workers instantly to the business process.



IntelliChief Analytics: Real time reports and dashboards.

Storage and Retrieval

The IntelliChief Archive is the basic foundation of the IntelliChief solution, as it serves as the secure, central repository for the electronic documents that you capture. Documents stored in the archive are secured based on a number of factors to ensure information is accessed by the permitted users. Beyond being able to see a document, or group of related documents, security extends down to the various permissions of each user. Functions like printing, emailing, annotating, and redacting can all be granted based on the role of the user.

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With documents filed away in the IntelliChief Archive, they are able to be searched for and retrieved. Users have instant, real time access to documents when they need to research a customer inquiry or provide sample transactions in audit sampling. From a robust search engine within the IntelliChief workbench, users can perform very broad or very specific searches for documents based on key data, data ranges, and more. Through a single search, a Customer Care representative, Account Manager, or the VP of Sales can not only see an order in question but can at the same time drill down to any related document on the same screen at the same time without having to perform a new search or exit out of the existing window. And when preparing for an audit, the requested documents can quickly be retrieved and provided to an auditor electronically or as paper, without having to search through file cabinets or off site storage. Through a controlled user log in with limited access, you could even grant the auditor access only to the documents/information requested.

Benefits: elimination of paper filing cabinets and costs of offsite/remote storage; compliance with document retention policies; instant access to information; audit preparation.

Integration

The functions of Capture, Workflow, Storage, and Retrieval are all powerful components of the IntelliChief solution that are used to drive Sales Order process automation. But without integration to EnterpriseOne, Order Entry, and CRM applications used by the business as its system of record, a solution is not truly complete. Through various deep and comprehensive EnterpriseOne-specific integration modules, and the powerful Integration Link and Import Link components, IntelliChief becomes a natural extension of an organization's key systems instead of a separate disconnected silo of information. Non-programmatic in nature, and regardless of the application or its platform, whether it's on premise or cloud based, IntelliChief will integrate for:

- Automatic and interactive look ups to Customer Master and other databases for the purpose of indexing, validating orders, and processing of customer orders
- Automatic capture and indexing of system/ERP generated customer documents such as Order Acknowledgements, Shipping Documents, and Invoices
- Automatic re-indexing of orders with information not present at the time of initial capture, such as Sales Order Number
- Retrieval of a single document or group of related documents directly from any ERP order inquiry screen with a single key stroke or mouse click.

Benefits: access to information directly from core Line of Business Applications; non-programmatic integration; end user ease of use; data integrity; integrating to disparate systems and users; drill down to all documents in a transaction based versions.

In summary, Customer Sales Order processing does not have to be a costly, inefficient, and manual environment. By implementing the IntelliChief solution for Capture, Workflow, Storage & Retrieval with full EnterpriseOne integration, your organization can eliminate the paper storage and handling costs, reduce order fulfillment times and DSO, all while making more informed decisions off of analytical data otherwise not readily available. The benefits are too great to ignore.

The screenshot displays the 'Manual Bank Statement Reconciliation - Reconcile Bank Statement Detail to Account Ledger' window. It includes search criteria for Account Number (1.1110.BEAS) and dates. The main area is divided into two panes: 'BANK STATEMENT DETAIL' and 'ACCOUNT LEDGER'. The 'BANK STATEMENT DETAIL' pane shows a list of transactions with columns for Payment/Receipt Number, Amount, Cur Code, and Trans Code Description. The 'ACCOUNT LEDGER' pane shows a list of transactions with columns for G/L Date, G/L Amount, Foreign Amount, Cur Code, Doc Ty, and Document Number.

Payment/Receipt Number	Amount	Cur Code	Trans Code Description
	75.00 USD		Cash Receipt C
	65.00 USD		Cash Receipt C
918994	120.00 USD		Cash Receipt C
912020	20.00 USD		Cash Receipt C
912020	120.00 USD		Cash Receipt C
919724	120.00 USD		Cash Receipt C
919724	40.00 USD		Cash Receipt C
919726	30.00 USD		Cash Receipt C

G/L Date	G/L Amount	Foreign Amount	Cur Code	Doc Ty	Document Number
	208,333.33	250,000.00	CAD	RC	
	30,000.00	20,000.00	EUR	RC	
	9,033.04	10,500.00	EUR	JE	
	9,000.00	6,000.00	EUR	RC	
	3,333.33	5,000.00	CAD	RI	
	821.82	4,545.45	FRF	PR	
	3,000.00	2,000.00	EUR	RC	
	1,357.14	1,900.00	EUR	PV	

Automated Solution: Sales Order Processing with JD Edwards EnterpriseOne and IntelliChief ECM.