



OPENPRO Module Features

E-Commerce Feature Highlights

Key Corporate Benefits

- ◆ Web-accessible order & fulfillment management system
- ◆ Integrate all order channels into one conventional platform for optimal control and information gathering. Both B to B and B to C.
- ◆ Simple easy User-Interface to update e-commerce items
- ◆ Complete web-based item inventory access
- ◆ Cross-platform support
- ◆ Improve online-revenue by e-commerce order processing
- ◆ Electronically authorize credit cards
- ◆ Track sales transactions by time-of-day

Key Proficiencies

► Order Capture

This application provides high speed and walk-in orders, as well as real-time credit card authorization. It offers robust, industry-leading and order-entry features. Some of the benefits are:

- * Easily and securely outsource your order data entry
- * Retaining total control of your customer database
- * Built-in data entry quality control
- * Reduce data entry costs
- * Enhance your marketing statistics
- * Real-time monitoring of data entry progress
- * Manage inquiries and promotional codes
- * Automate recurring orders
- * Multiple pricing method for items

► Order Management

OpenPro offers an end-to-end Order Management System that manages all aspects of the order life cycle and ensures seamless control of customer order flow through the entire fulfillment process, from the order receipt to payment settlement. Some of the benefits are:

- * Real-time daily order counts
- * For offline credit card processing deposits are verified
- * Order counts are balanced with data entry actuals
- * Revenues are properly segmented by origin
- * Flexible pricing & tax policies are easily implemented
- * Ability to track shipping cost real-time
- * Inventory management is integrated
- * Real-time sales figures are available
- * Ability to schedule order processing as per requirements
- * E-mail confirmation to customers for purchase orders

► Payment Processing

The payment server accepts, tracks, possesses and reports all types of payment types, such as check, money orders, credit cards and electronic checks. Some of the key benefits are:

- * Seamless online tracking of all payments
- * Flexible list of accepted payment types
- * Automated declined credit card submission
- * Check/money order/cash deposit balance verification
- * Accurate customer account maintenance
- * Automated FTC-compliant customer refunds
- * Payment-type transparent financial reporting
- * Open invoicing facility
- * Allows Authorize.Net/PayPal/Verisign payment processing

► Inventory Management

The inventory management is the foundation of this mission critical area of the application. The entire supply chain and fulfillment life cycle, from supplier management and purchasing to warehousing, back order management, shipping and forecasting are handled by this flexible and streamlined feature. Some of the benefits are:

- * Simplified supplier management
- * Unified inventory database
- * Powerful forecasting tools
- * Instant reporting of actual inventory
- * Inventory movement audit trail
- * Cost of goods sold management
- * Flexible sales tax parameters
- * Real-time inventory allocation