



CUSTOMER SERVICE AND CONTRACT MANAGEMENT



The Qmuzik ERP solution provides extensive tools to manage sales contracts and the complete fulfilment of the sales cycle. This incorporates the process of estimating, the generation of quotations, management of the sales forecast, the capturing of sales contracts, associated contract meta data and customer orders that drive the master production schedule.

Sales catalogues, business documentation, profit margin control options, trade discount matrixes and business tactics are highly scalable per trading partner, contract and product line.

The functionality extends to product sales, spares sales, field service orders, repair orders, customer specials and over-the-counter-sales and seamlessly interacts with Contract tactics and rules, Contract-specific engineering and manufacturing baselines, Project management budget and date constraints and expense authorisation and tracking.

The integration with all resulting downstream business processes in the Supply chain, as well as stock allocation and picking, crating, shipping, field installation, billing and equipment tracking serves to fulfil the stated customer demand. A number of standard workbenches are provided to perform real-time analysis of contract status. This includes analysis of supply chain activities, contract inventory, contract related quality activities, engineering change orders, concessions and deviations, contract revenue to date, cost-of-sales and profit margin analysis.

The functionality provides an inherent



ability to cascade contract identification, contract specific requirements for quality, documentation, packaging, marking, delivery, substitution rules and product configuration, as well as contract priorities and legal requirements to all levels in the Supply chain. Multiple currencies, unit of measure conversions, tax policies and configure to order options are provided for.

Added to that is almost instantaneous visibility via real-time MRP of associated supply chain events and the resulting benefit of being able to promptly act upon changes in supply or demand, product configuration or business tactics. Mail notifications to related role players to inform or to prompt for action comes standard to aid users during the execution cycle of contract fulfilment.

Legal requirements where permits are required are strictly enforced in related supply chain activities. Sales orders can also apply related government taxes for levies and surcharges and can auto-create provisions for warranty claims, risks, commission and others at time of shipping. Comprehensive provision is made to record and maintain warranty details and to track equipment during the after sales cycle.

Qmuzik customer service and contract management provides a broad range of special features and functions, including:

Forecast and Release-driven Fulfilment - workflow-based B2B support for JIT and forecast-driven fulfilment, using pre-built EDI and XML-based transactions such as forecasts, releases, advanced shipping notices and remittance advices. Standard functionality includes sales forecast consumption, active time fences, forecast derivatives and the application of planning and modular bills.

Discrete fulfilment tactics by Contract - Visibility and identification of project and contract specific requirements for quality, documentation, packaging, marking, delivery, part substitution, product configuration and engineering change management, as well as contract priorities and defence priority allocations are cascaded to and exposed at all levels in the Supply chain.

Field Service Order Fulfilment - extensive Equipment base tracking, equipment status history, equipment maintenance options and consumption logging in multiple denomination of life units, with special order types to authorise and support labour dispatching, material consumption and billing for field service activities, product upgrades, repairs or preventative maintenance. Includes tracking and maintenance of equipment warranty and warranty expiration dates.

Customer-furnished Inventory (CFI) - for customers that wish to purchase materials and provide them to the manufacturer for further processing, those CFI goods can be planned, requested, received, stored and issued using Qmuzik CFI processing that will govern the application of such inventory, thus protecting customer ownership and the financial disposition there-of.

Real-time Available-to-Promise (ATP) - customer service, production personnel, buyers and material planners have online access to time-phased ATP and, if authorised, may perform online allocation of firmed and released replenishment orders to pegging demand, with auto-allocation at the time of receipt. On-line MRP (with "what-if" simulation capabilities) ensure rapid information flow to promptly act upon changes in supply, demand, product configuration, inventory policies, business tactics or order priorities.

Sales Documentation – extensive features for a cross-reference between your parts and those of your customers, implying that business documents can be printed referencing the customer's part numbers, units of measure and goods descriptions. All documents (Invoices, statements, delivery notes and others) can be customised per customer to reflect their preferences in terms of language, format and layout.

Sales History – extensive Sales and product build history exist for all finished goods, including full serial and lot number tracking and including comprehensive quality assurance actions and results and the tracking of approved concessions and deviations.