



Capture, Streamline and Fulfill Orders

Key Features

- Fully automated sales order processing to manage the entire sales order lifecycle
- Complete view of order history and status across all departments
- Sales commission calculation and profitability analysis
- Order delivery and shipment tracking
- Automated Back Order Management
- Dynamic product configuration and management
- Integrated with external back office systems
- View purchase and payment histories in Soffront
- Configurable workflow for order processing, invoicing, delivery and shipping.
- Configurable Business Rules for order fulfillment.
- Manage tasks, activities and reminders
- Automate email notification
- Create Comprehensive reports and queries for invoices, sales orders, payments, inventories and more. Export to Excel.
- Part of a complete CRM Solution

Soffront Order processing provides a complete 360-degree view of customer, quote, order, purchase, pricing, and shipping information. It fully automates the sales order process to significantly improve order fulfillment, retain and attract customers and boost service levels.

Soffront Order Processing is tightly integrated with Soffront CRM and other back office products like Intuit's QuickBooks or Microsoft Great Plains through Soffront's best in class Back Office integration.

Manage the Entire Sales Order Lifecycle

Manage customer orders, generate quotes and proposals, check product availability, and track orders throughout the order management process. Streamline the Order process by centralizing access to product, pricing, quotes, invoices, and customer information from a single order dashboard. Orders can be created quickly and easily with a minimal number of clicks. Place orders from anywhere via the web, and receive real-time status through each order stage. A flexible workflow lets your business efficiently create and manage quotes, orders, back orders, invoices, and returns.

Part of a Complete CRM Solution

Soffront offers an integrated web-based CRM solution spanning Marketing and Sales Force Automation, Quotation, Order and Inventory management, Customer Service and Employee Help Desk functions of your organization. A Soffront CRM system is composed of the CRM Server Suite, plus any combination of other modules. These modules are all integrated and together form a comprehensive and powerful integrated CRM system.

Multi Currency Pricing

Access current product pricing and discount schedules to generate accurate quotes and invoices. Set prices in foreign currencies. When you create orders or invoices for your foreign customers, Soffront will automatically select the correct currency and price, saving you valuable time.

Dynamic product Configuration

View product name, part#, group and type. Sales professionals can view and manage all product options, pricing, and components of complex products in a simple intuitive interface.

Real Time Inventory Support

View product inventory on hand, available, allocated and on backorder. Sales representatives have a complete view of updated inventory levels. Plus, orders get automatically reflected in inventory levels.

Integrated with External Back Office Systems

Soffront CRM integrates seamlessly, and interacts extensively, with several leading accounting software systems, including Intuit QuickBooks and Microsoft Great Plains.

You can generate invoices and process payments, and sales professionals can view all billing information for their customers. Track sales order information from within customer records. View credit history, status and shipping info. Quotations are converted to Orders on demand, for processing in the accounting system's SOP. If no sales ledger exists, a new account can be created automatically.

Sales Order Dashboard



Capture Orders on the Road

Create new orders or review existing orders from a mobile device using Soffront Mobile. Soffront Mobile also provides access to product information that reps can review before they meet with the customer.

Sales orders are automatically synchronized with back office systems so that your field sales reps can check order status. Mobile Order Capture prevents delays in the sales cycle and increases customer responsiveness.

Comprehensive Queries and Reports

Soffront CRM comes with several pre-configured queries and reports. Create queries and reports easily without help from IT. Render reports in text format or colorful graphics, including trend lines, bar charts and pie charts. Custom graphic reports can even feature immediate detail through clickable drill down.

Enforce Business Process Rules

With the addition of Soffront Business Rules, you can define rules and monitor them 24X7. Define rules for escalation of accounts receivables, inventories or order processing and invoicing.

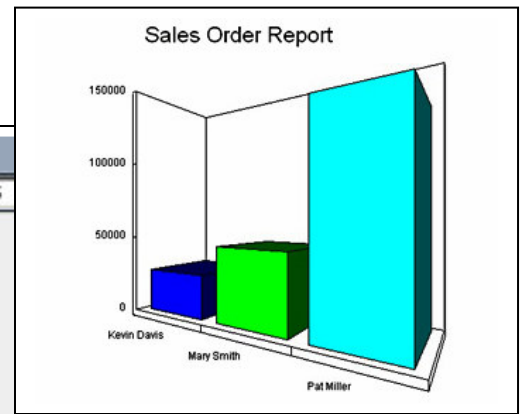
Easy Configuration and Customization

With Soffront CRM, configuring and customizing your solution to match the way you work is easy. You access your favorite queries/reports using a sub-menu. You can add new fields, create tables and design forms to suit your needs.

The Soffront Advantage

- Integrated CRM plus order, parts and inventory management and integration with accounting and other systems.
- Over 13 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

Sales Order Reports	
From Date	To Date
1 Jul 2004	31 Jul 2005
Sales Rep	Total (Amount)
Kevin Davis	27,500.00
Mary Smith	45,600.00
Pat Miller	124,860.00
SubTotal	197,960.00



Soffront Order Processing

- Fully automated sales order processing.
- Automated order capture.
- Order delivery and shipment tracking.
- Configurable workflow for order processing.
- Integrated with external back office systems.
- Dynamic product configuration and management.

Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools— easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

Add-On

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



www.soffront.com

Headquarters

45437 Warm Springs Boulevard,
Fremont, CA 94539
United States
Tel.: (510) 413-9000
Fax: (510) 413-9027

Sales U.S. & Canada:

Tel: +1-800-SOFFRONT
Email: sales@soffront.com

Tel: +1-510-413-9000 Ext. 235
Email: sales@soffront.com