

# QX Sales UAM & CRM

Outside of your employees and physical stock, your next biggest asset is your customer base. Your customer's needs are best served by instant access to real time information on all past and present transactions. But this is only the tip of your requirements if you are to maximise the potential from each customer to increase a healthy bottom line.

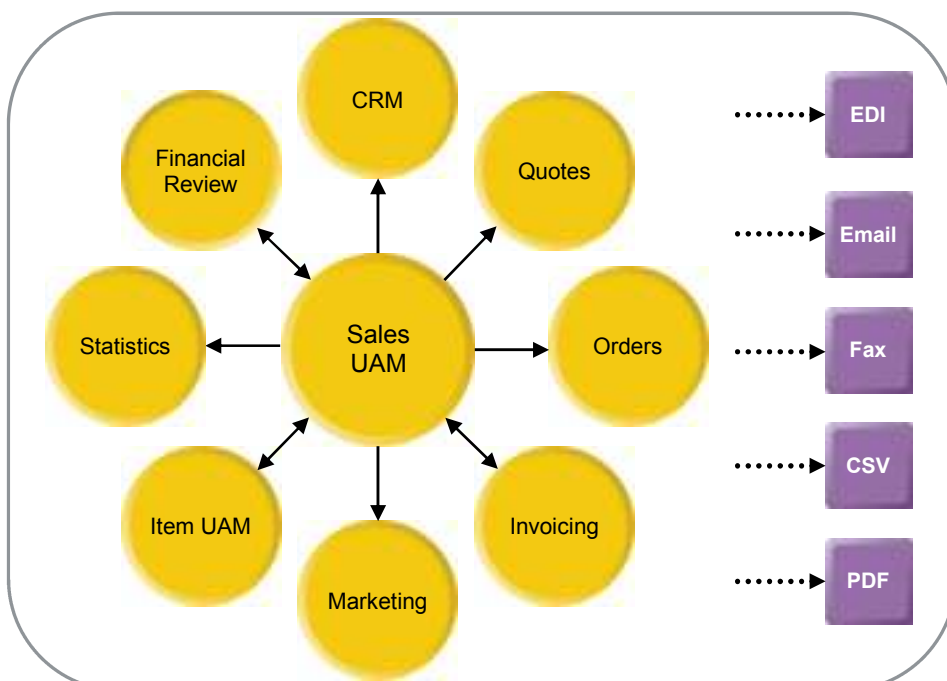
We understand the level of customer information required to maintain high levels of service and generate profitability - the ease of use of the **QX** system and the detail available will keep the most demanding sales team achieving.

The **QX** software is designed to give ease of access to key data. Full Integration is essential for managing tasks related to developing and maintaining a healthy business and making informed decisions at the point of sale or quotation.

The seamless integration will give your business a concise and accurate view of vital information including, payment histories, past and present transaction history and available credit balances, without the need for any duplicate data entries.

As well as quotation, order progressing and financial reviews, you can also carry out full Contact Management, store essential competition and project information, whilst monitoring the responses received from the in-built Email marketing system. Statistical reviews can also be viewed within the Sales UAM making it a powerful part of the system - an essential tool for any sales force.

Seamless links to Customer Maintenance and the Item UAM all combine to ensure your have accurate, up to date information in an easy to use format without having to waste valuable time moving around the system.



## QX Key Factors

### Customer set up

- Multi Site Capability
- Business Sectors
- Sales Territories
- Group by location, post code or sector
- Multiple Pricing Options
- Prospect Customer
- Multi Currency / Exchange Rate
- Automated Email / Fax of Documents

### Transactions

- Quotes production
- Proforma Invoicing
- Sales Order Processing
- Quote & Proforma conversion
- Returns Material Authorisation
- Complaint Control

### History

- Full Transactional History
- Sales Contact History

### Marketing

- Mail Merge, E-shots generation
- Marketing Notes/History

### Statistics

- Reports Generation
- Detailed Analysis
- Fact Based Forecasting

### Financial

- Credit Ratings Review
- Invoice Control
- Full Purchase History
- Margins

### Notes

- Automated Task Management
- Calendar Control & Review
- Customer Diary/Notes Competition Information
- Project Notes

### Orders

- E-commerce ability
- Internal/External Sales generation
- EDI Ability
- Fax, Post, Email output

### Clarity

- Reporting Tools
- User login/ Pin Number Setting
- Sales Pipeline Management
- Comprehensive Order Tracking

### Parameterised

- Globally
- Site/Multi Site Ability
- Department/User