

Order Management

➔ Infor FMS SunSystems v5 Order Management helps organizations streamline sales, order, and distribution operations to improve customer service—and the bottom line.

Do business better.

In today's ultra-competitive global business climate, providing high-quality service is more important than ever. And order management must increasingly be part of companies' efforts to deliver that service. By opting for a solution that streamlines sales, order, and distribution operations, organizations can reduce the amount of time employees spend on routine tasks. This allows them to focus on delivering the highest possible level of service and contributes directly to the bottom line.

Leverage experience.

Infor™ FMS SunSystems v5 Order Management provides complete sales order management through sales invoicing, sales management, and sales quotation modules. It also offers options for product profiles—customer-specific profiling—and advanced pricing. Incorporating more than 20 years of industry experience, FMS SunSystems v5 Order Management is a flexible, scalable solution that provides innovation and value—as well as low total cost of ownership—to increasing numbers of forward-thinking organizations around the globe.

Get business specific.

FMS SunSystems v5 Order Management provides organizations with the tools to handle routine tasks like sales order entry and processing, sales reporting, and customer/pricing/credit management so their employees can focus on serving customers and growing the business.



Sales Order Entry/Processing updates inventory balances with sales orders and credit notes; offers standard, scheduled, blanket/contract, and back-to-back orders; and schedules invoice payments based on payment rules. It also provides:

- Entry, amendment, and complete review of order details
- Unlimited number of definable sales order types
- Online inventory inquiry
- Multiple, definable stages to match business needs
- User-definable views with extensive drill downs to associated information
- Intuitive access to sales procedures, such as printing quotes, acknowledgments, and invoices

Customer/Pricing/Credit Management provides a wide range of customer details—definable to meet business requirements—as well as sophisticated pricing for structured price bands. It also can monitor reports for patterns of credit usage; monitor payments to highlight changes in pattern for individual customers or groups. In addition, it offers:

- Multiple addresses per customer, each with definable characteristics, such as default invoice address; minimum sales order value
- Price book hierarchy of up to ten levels for complex requirements
- Easy updating and tracking of selling prices
- Provision of call-off statements for blanket orders
- Review and action processes for orders on credit hold
- Automated credit limit warnings
- Detailed history for all customer contact with definable action and escalation procedures

Sales Reporting lets you analyze sales based on item, location, address, and analysis codes; and analyze margins based on costs captured at order entry. It also provides:

- Standard out-of-the box reports; user definition of reports on all aspects of the order management cycle
- Performance reports for deliveries, quantities, and pricing
- Quote analysis, for example. quotes converted to orders; reasons for cancellation
- Statistical declaration for EUROVAT reporting

Integration uses XML to provide real-time importing of sales orders and more from third party systems. It also offers:

- Exportation of transactions for manipulation using intuitive graphical tools
- Real-time ledger updates for all order management transactions

See results now.

With a full suite of sales order management modules, FMS SunSystems v5 Order Management handles a variety of tasks so organizations can allow employees to focus on improving customer service and enhancing the bottom line. Even better, the solution is designed for rapid, low-cost deployment, so companies get fast return on investment and lower total cost of ownership.

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become the third largest provider of business software. For additional information, visit www.infor.com.

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