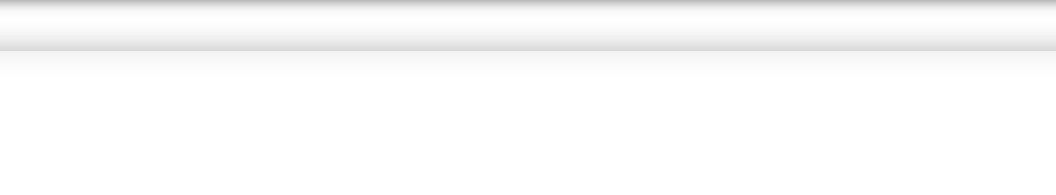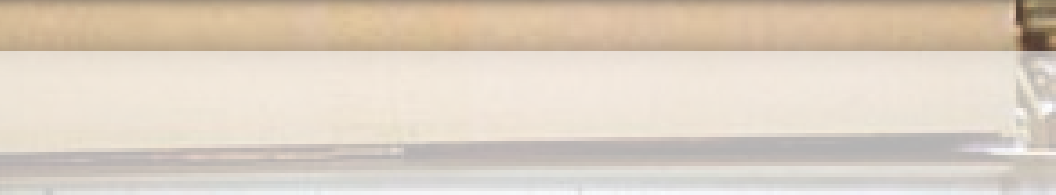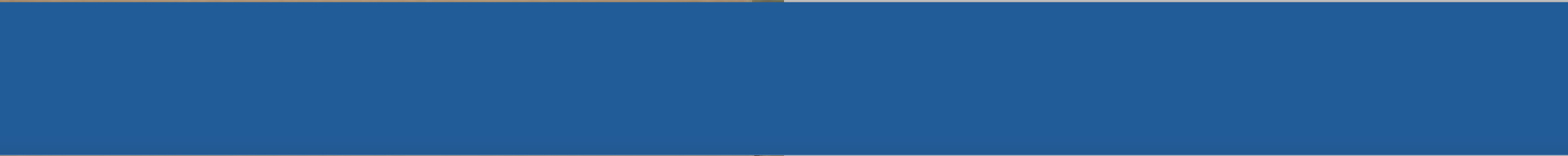Microsoft®
Business
Solutions

Sustain firm, efficient control

over your distribution processes.

MICROSOFT BUSINESS SOLUTIONS FOR

DISTRIBUTION–GREAT PLAINS

Streamline your pick/pack/ship cycle, tailor workflow processes to meet specific needs, and keep pace with competitive markets and low margins with Microsoft® Business Solutions for Distribution–Great Plains.

Distribution helps you provide your customers with the fast, accurate answers, firm delivery promises, flexible pricing, and efficient order fulfillment that keeps them coming back. And by connecting inventory control, purchasing, and sales order processing capabilities with the rest of your business processes, you'll reduce your costs, improve cash flow, and ensure that you have the right stock, at the right time, in the right place to meet customer demand.

Harness better access to distribution information and drive superior customer service.

Solutions

for Pursuing Your Business Vision

Microsoft Business Solutions–Great Plains offers integrated capabilities for financial management, distribution, manufacturing, project accounting, human resource management, business analytics, and customer relationship management. By delivering deep access to decision-driving information, a rapid return on investment, and expert, dedicated customer service, Microsoft Great Plains helps you grow and manage your business better.

Microsoft Business Solutions for Distribution–Great Plains helps you improve:

Customer satisfaction

Meet your customers' specific requirements efficiently with accurate and effective sales order processing. You'll also improve your ability to provide superior customer service to your top customers.

Order management and fulfillment

Manage your order to fulfillment processes with pinpoint accuracy. Sales Order Processing with Advanced Invoicing helps you monitor fulfillment and invoicing more accurately and minimize shipping and labor costs.

Inventory management

Strike a profitable balance between supply and demand and give your business the competitive edge it needs to achieve higher efficiency, lower costs, and faster, easier fulfillment than ever before.

Distribution management

Streamline your distribution cycle and meet the requirements of your business and your customers without adding extra overhead to your operation. You'll also minimize handling processes and costs to keep pace with competitive markets and low discounts.

Purchase management

Provide the right information, goods, and services at the right time, in the right place, and maintain control over your processes for a healthy, efficient business.

Web-based collaboration

Keep the people, applications, and information across your business up-to-date with customizable reporting tools that help you get the right information to the right people at the right time.

Meet customer demand and ensure timely invoicing

Microsoft Great Plains provides you with processing and fulfillment capabilities to help you meet specific customer requirements efficiently and ensure timely invoice processing. Accurate and effective sales order processing improves your ability to provide superior customer service. Customizable invoicing processes let you achieve greater efficiency and control.

Process sales orders accurately and effectively

By managing the order to fulfillment process with pinpoint accuracy, Sales Order Processing with Advanced Invoicing helps you serve your top customers more effectively, monitor fulfillment and invoicing more accurately, and minimize shipping and labor costs.

• Control your sales with discount management, drop shipping, kit items, sales quantity status, and online sales tracking.

• Speed time to delivery with multiple ship-to addressing and allocation of inventory from multiple sites for a single order.

• Tailor all stages of the sales cycle to meet your needs.

Enhance service and profitability

Customer Priority Ranking helps you improve service efficiencies and profitability by assigning priorities to customers and customer classes. Assign restrictions by priority ranking and leverage Advanced Distribution capabilities to re-direct allocations to specific customers.

Tailor invoicing for greater efficiency

Increase your sales efficiency using straightforward Invoicing capabilities that give you the flexibility to tailor invoicing to your business needs.

• Define your own business rules for invoicing using customized document posting, definable fields, and customer-level control.

• Improve invoicing efficiency with single-window entry, batch processing, and return transaction processing.
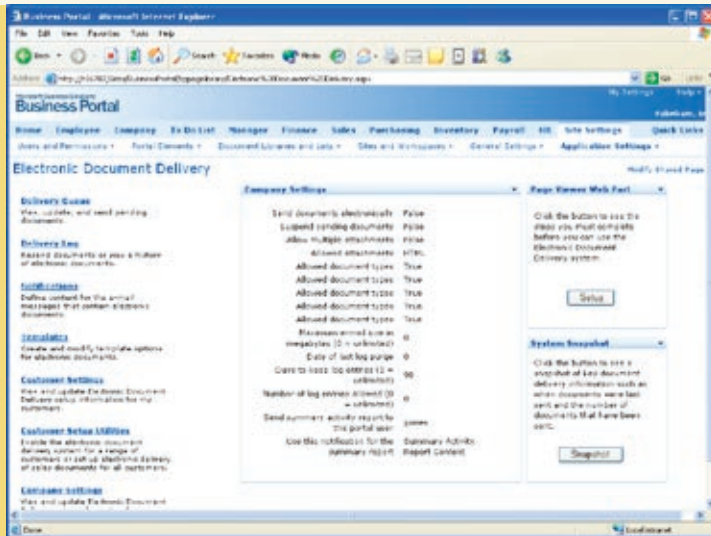
Reduce administrative overhead and increase customer responsiveness

Organize and schedule the e-mail delivery of invoices, credit memos, and other sales documents to your customers with Electronic Document Delivery for Microsoft Business Solutions Business Portal. XML, HTML, Excel, and PDF formats are supported.
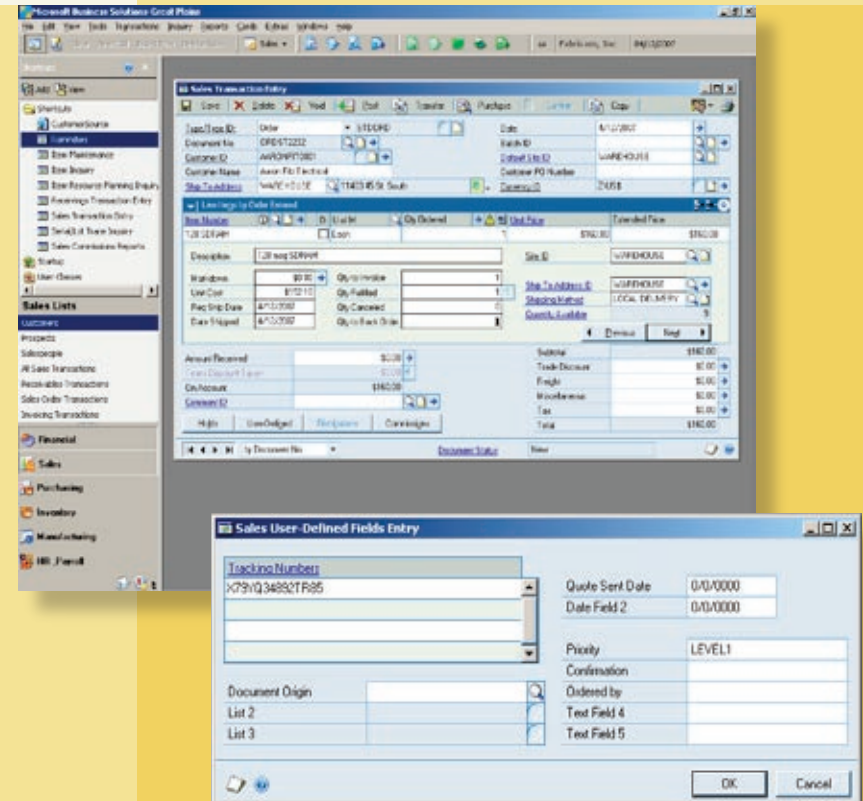
Build security-enhanced, business-to-business online ordering systems

Avoid duplicate order entry efforts for remote-office or traveling employees by enabling them to enter orders directly into your system from any location. eOrder helps you motivate your customers to keep coming back by enabling them to enter orders directly into the Sales Order Processing system over the Internet, and then check on the status of their orders—any time, day or night.

SCHEDULE AND DEFINE THE RULES for sending invoices, credit memos, and other sales documents to customers using Microsoft Business Portal Electronic Document Delivery.

ENTER QUOTES, ORDERS, backorders, and invoices from one central location.

CUSTOMIZE DATA ENTRY to fit your unique business needs with user-definable fields.

Strike a profitable balance for supply and demand

Decrease your operational costs, improve warehouse efficiency, and make strategic decisions about inventory use. Microsoft Great Plains gives you power and capabilities to help you make well-informed decisions about your inventory, based on up-to-date, complete, and accurate information.

Control inventory effectively and reduce operational costs

Inventory Management gives your business the competitive edge it needs to achieve higher efficiency, lower costs, and faster, easier fulfillment than ever before. Inventory Management lets you track inventory according to your business needs, while integrating easily with Microsoft Great Plains General Ledger.

User-defined inventory setup options make it easy for you to accurately sort inventory, adjust records, monitor variance, and transfer transactions according to your needs. In addition, item-tracking capabilities use classes to help you maintain easy access to information including location, quantity, cost, pricing, vendor, and history selections.
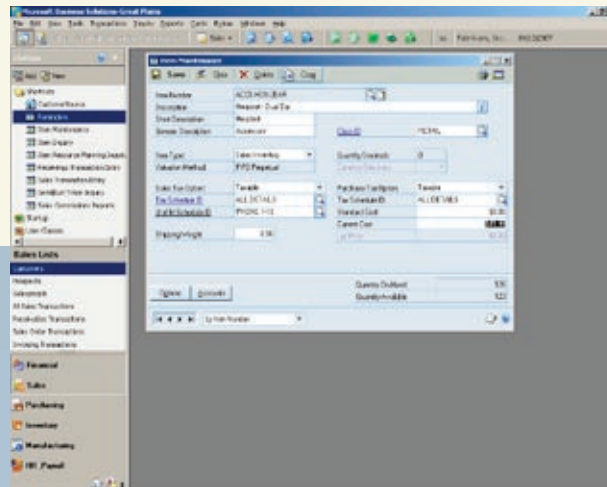
• Make informed decisions with easy-to-use stock analysis tools and flexible reporting capabilities that give you unparalleled access to the mission-critical inventory information you need.

• Access inventory information easily, in clear views, and drill down for detail as needed. In one easy step, access supply and demand information to view item allocations—for example, to Sales Orders and Manufacturing Orders.

• Create and track item information in the way that best fits your business needs, with default entries for each item class to speed data entry.

• Maintain control over your inventory with quantity tracking at the bin level, cycle counting, stock count calendars, and inventory snapshots. Increase visibility into serial/lot number lifecycles with full cycle serial/lot tracking.

• Achieve better customer service with greater accuracy, better inventory control, and the pricing flexibility that comes from helping reduce your own inventory costs.

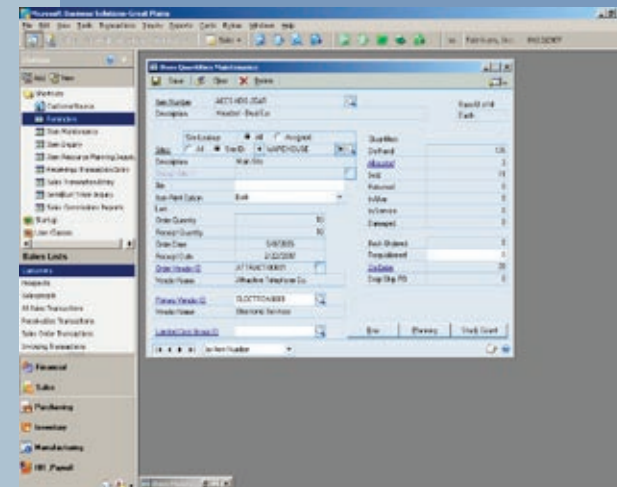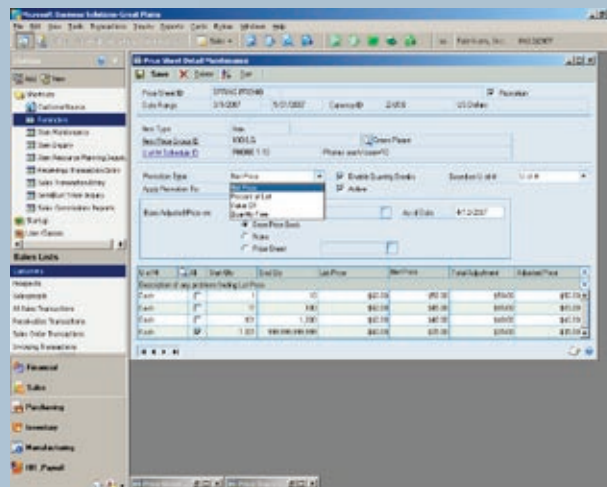**Manage process components easily and effectively**

Gain the process management you need to help ensure that your order pipeline is always full. Bill of Materials helps you track the components and subassemblies used in light manufacturing and similar production and assembly processes.

• Define assembly order sequences that enable you to insert components multiple times in processes up to 10 bills deep.

• Accurately track the cost of assembled items, plan for future changes, and manage current and past items. Maintain your inventory valuations after posting to ensure that costs are tracked accurately.

• Document assemblies to show exactly how components should be used in all levels of the assembly. Control allocation of inventory stock and record actual quantities used for complete integration with Inventory Management.

Access detailed inventory information quickly and efficiently from a central location.

Create personalized, extended pricing schemes for specific customers or groups of customers.

Maintain inventory location and quantity information for a complete picture of your current inventory situation.

Stay a step a head of the competition

Improve control over your pricing methods and delivery promises—and improve control over your ability to build customer loyalty and maintain your competitive edge.

Modify customer-specific pricing and rules quickly and easily

Enable your sales team to personalize pricing to meet customer demand and beat the competition with Extended Pricing.
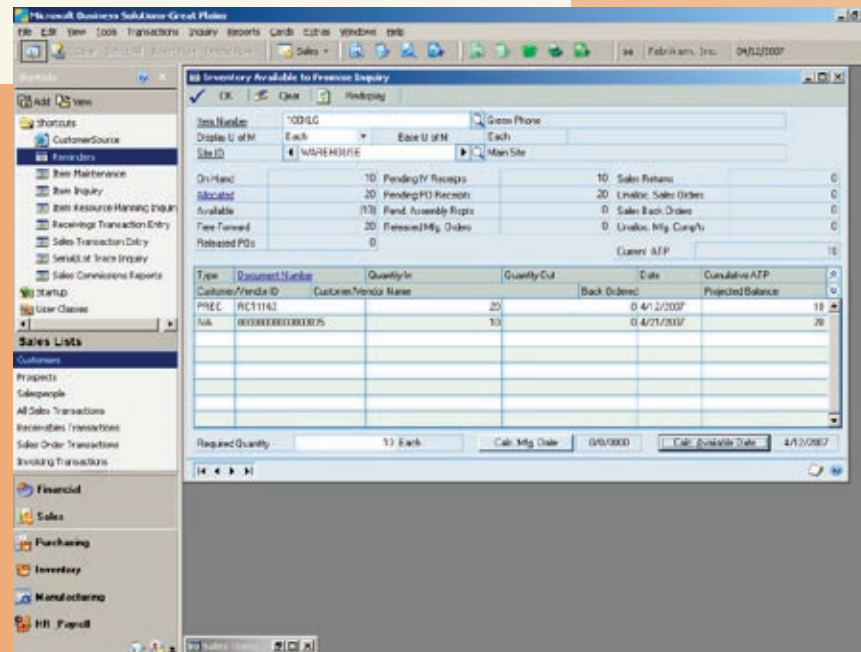
• Maintain your prices with easy-to-use tools and wizards that give you the flexibility to offer promotional prices, change pricing lists on the fly, or set date-sensitive restrictions when needed.

• Personalize prices for individual items, customers, or groups of customers, while maintaining standard pricing elsewhere.

• Help secure customer contracts by meeting customer demand for personalized pricing, while maintaining the ability to change prices as needed.

Put your inventory to strategic use

Gain complete control over your inventory by knowing instantly how much of each product you have on hand, how much is committed, and how much may be tied up unnecessarily. Available to Promise helps you ensure that customers receive firm delivery promises.

• Provide fast answers to customers by calculating earliest ship date with a single click.

• Avoid lost sales, backorders, dead inventory, and poor customer service with instant access to the information you need to make the most effective use of your inventory.

• Pinpoint inventory availability and out-of-stock risks with information on inventory, real and projected sales, and the sequence of anticipated delivery.

• Make accurate commitments to customers based on forward-looking inventory projections that include outstanding sales and purchase orders, unposted inventory, bills of materials, and manufacturing projections. Cumulative Available to Promise represents quantities available after satisfying future commitments, helping ensure that delivery promises are accurate and firm.

MAXIMIZE YOUR NET PROFIT with information that helps you make the most efficient and effective use of inventory.

SERVE CUSTOMERS MORE EFFECTIVELY by quickly calculating the earliest date inventory can be delivered.

"Real-time visibility of information provides improved planning for materials, purchasing and personnel. Reviewing historical data allows us to better forecast future needs."

GREG AUGUSTINE
DIRECTOR OF SYSTEMS

NETWORK ENGINES

Increase warehouse efficiency and operational preparedness

Streamline your distribution process and help increase both your warehouse performance and your operational agility.

From maintaining a consistent, accurate workflow to developing better ways of producing bulk picks, tools to help you harness the pack/ship/invoice cycle can improve both profitability and customer satisfaction.

Streamline your distribution cycle

Advanced Distribution helps you meet the specific requirements of your business and your customers without adding extra overhead to your operation. Increased customer satisfaction and better warehouse performance combine to help maximize your net profit.

• Harness the pick/pack/ship process with user-defined procedures for more consistent, accurate workflow and improved control.

• Manage inventory more effectively with customized rules for shelf life and minimum stock levels.

• Improve customer service with easy access to current distribution information, using lookup windows, document search, and update.

• Improve customer communication by linking your inventory and individual customer item codes to speed inquiries from service representatives and customers.

• Avoid ordering bottlenecks and respond effectively to customer demand with automatic item substitution during promotions or item shortages.

• Meet specialized delivery needs with custom picking instructions for specific combinations of customers and items.

Optimize your handling processes

Advanced Picking capabilities provide you with the flexibility needed to minimize handling processes and costs for both single and multi-site operations so you can keep pace with competitive markets and low discounts.

• Improve productivity and profitability for multi-site operations by determining preferred bulk and individual picking methods.

• Get maximum throughput and customer service by tailoring site level operations with configurable picking rules.

• Increase picking productivity with shorter pick journeys and goods sent straight to the loading bay.

• Save time and effort with consolidated (bulk) picking lists across numerous orders for common items.

• Increase operational efficiency with individual picking lists generated in bin/bay sequence.

ESTABLISH CONSISTENT, ACCURATE WORKFLOW procedures by defining up to six stages within the order-to-invoice cycle.

SAVE TIME AND EFFORT by issuing consolidated (bulk) picking lists across numerous orders for common items.

VIEW INVENTORY LEVELS for specific items at a glance.

TAILOR OPERATIONS AT THE SITE LEVEL by specifying whether or not picking is in use.

Maintain control over purchasing processes

Effective management of your purchasing process lets you streamline this mission-critical aspect of your business and provide the right information, goods, and services at the right time, in the right place.

Control costs for a healthy, efficient business

Purchase Order Processing/Receiving addresses the entire purchasing cycle — from requisition of supplies, inventory, and services to receipt of goods. You'll have the means to control corporate spending, streamline business practices, and improve access to information you can use to shape your buying decisions.

• Control purchasing processes with cost variance tracking, receiving/invoicing against multiple purchase orders, comprehensive receipt information, and posting.

• Get instant answers with complete tracking of open or historical purchase order and receiving documents by order number, item number, or date.

• Increase purchasing efficiency with automated roll-up of similar items, multi-site and drop-ship delivery, and individual line-item level management of purchase orders.

• Maintain audit control with cancelled item tracking, line-item ordering and status information, document revision tracking, and customized landed cost definition.

• Manage vendor relationships more effectively, reduce data entry, and improve cost controls with blanket purchase orders for setting up long-term purchasing agreements.

Respond to changing demand automatically

PO Generator allows you to create purchase orders automatically in response to quantity shortages on customer orders. Define levels based on your current stock situation in relation to stock goals, through order point or min/max settings. The generated purchase order can then be managed, reviewed, and edited prior to release.

Track and manage inventory costs

Landed Cost automatically assigns or modifies inventory costs, including freight, insurance, and duty on a purchase order as items are received.

Reduce paperwork and automate approval processes

Increase control and visibility over your entire purchasing process, reduce paperwork, and automate approval processes. With Requisition Management for Microsoft Business Portal, employees enter purchase requisitions online for manager approval and transfer to Purchase Order Processing.

ENTER AND MANAGE TRANSACTIONS from one central location.

GENERATE AND MANAGE PURCHASE ORDERS automatically based on changes in inventory status.

EASILY CREATE AND SUBMIT purchase requisitions online.

Get the right information to the right people

Microsoft Great Plains offers Web-based access to applications and information that helps you unlock employee potential and extend the reach of your business to customers and suppliers.

Connect applications, information, and people across your business

Provide role-based, immediate access to Microsoft Great Plains applications and information through a Web-based portal — Microsoft Business Solutions Business Portal.
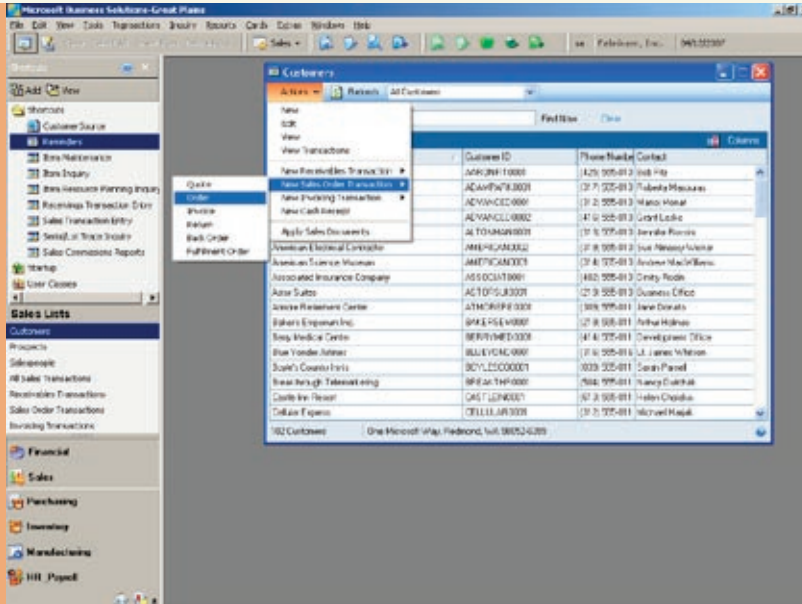
• Publish key information including sales reports, outstanding purchase orders, and budget reports to enable employees to make informed decisions.

• Take the hassle and expense out of tasks by enabling employees to enter and process timesheets, expense reports, requisitions, and other tasks through a Web browser.

• Share information and processes with your customers and suppliers across your extranet with built-in role-based security features.

• Deliver full Web-based access to applications via a Web browser, allowing easier access to information and applications.

• Increase control and visibility over your entire purchasing process, reduce paperwork, and automate approval processes with Requisition Management for Microsoft® Business Solutions Business Portal.

• Organize and schedule the e-mail delivery of invoices, credit memos, and other sales documents to your customers in XML, HTML, Microsoft® Office Excel, or PDF format with Electronic Document Delivery for Microsoft Business Portal.

Stay current and informed with customizable reporting tools
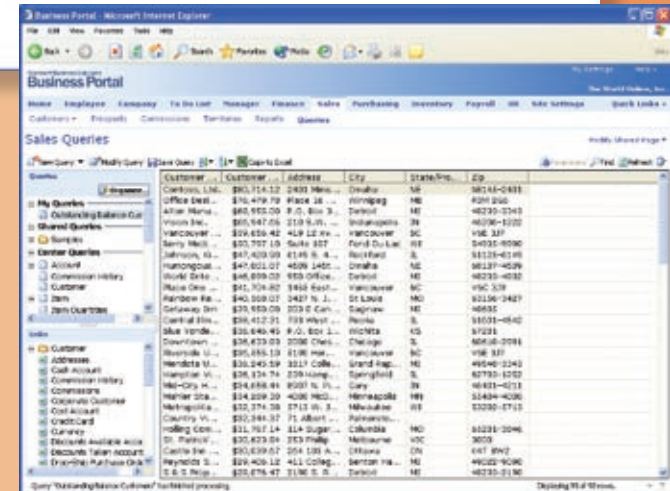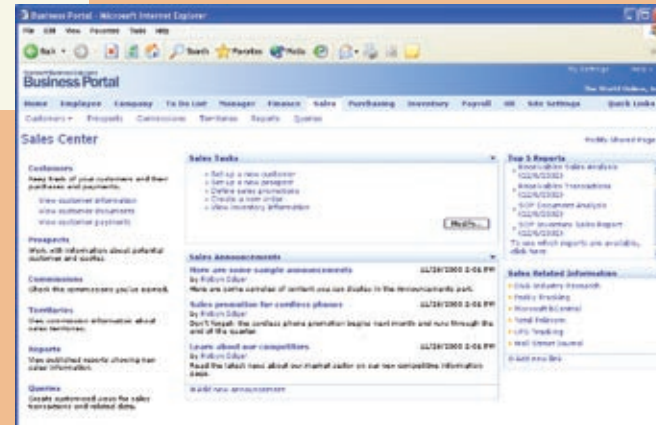
Monitor critical details and analyze data to make informed, strategic business decisions. Reporting tools that are built into Microsoft Great Plains include the following:

• Report Writer lets you easily create, update, and modify all the reports and forms your organization uses. Flexible scheduling options let you publish reports in a variety of file formats including HTML and PDF.

• SmartList allows you to instantly create and save sophisticated queries for detailed customer, employee, vendor, general ledger, and inventory information. Queries also can be exported to Microsoft Excel and Microsoft Word.

• Export to Microsoft Excel capabilities enable you to import data directly into Excel 2003 for easy analysis and reporting using a built-in data source.

• Smart Tags are context-sensitive links that allow you to drill back instantly to Great Plains information while working in Microsoft Office. Users who don't run Great Plains can access this information through the Microsoft Office Smart Tag Viewer.

SHARE THE RIGHT INFORMATION with the right people by assigning role-based privileges in Microsoft Business Portal.

DRIVE FAST, INFORMED DECISIONS by enabling users to look up information for themselves.

DEFINE CUSTOMIZED QUERIES EASILY and export them to Excel for further analysis.

DAVID HURWITZ
CO-FOUNDER AND CHIEF TECHNICAL OFFICER

SUPER D

"Our same day fill rate has soared from 65 percent to 91 per Given this, and everything else we have been able to achieve our marketplace, the Microsoft Business Solutions system ha paid for itself several times."

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Realize your business vision now.

Microsoft Business Solutions offers a wide range of business applications designed to help small and midmarket segment businesses become more connected with customers, employees, partners, and suppliers. Microsoft Business Solutions applications automate end-to-end processes for enterprise resource planning, customer relationship management, and business analytics.

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Business
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More information about Microsoft Business Solutions can be found at

http://www.microsoft.com/BusinessSolutions

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