Accpac ERP for
Distribution and Warehousing

Softline **ACCPAC**®

Accpac ERP - The Future of Better Business

Accpac ERP offers fully integrated financial, distribution, manufacturing, costing, service management, business intelligence, warehousing and customer relationship management - all from one vendor - Softline ACCPAC.

Accpac ERP is a complete system designed to deliver significant competitive advantages to your business today - with the investment protection you need to upgrade quickly and easily from one edition to the next as your business requirements expand. Our value-added protection plan is offered across all of our product lines.

In today's global marketplace, competition extends well beyond a country's borders. Accpac ERP supports multiple languages and is designed to satisfy the most demanding international requirements. A truly global application, Accpac ERP supports multiple currencies, value-added taxes, GST and local accounting requirements so that you can be confident you have what it takes to compete worldwide.

Softline ACCPAC is a full owned subsidiary of Sage Plc (FTSE:SAGE), the world's largest provider of ERP and CRM solutions for Small and Mid Sized Businesses. With revenues exceeding R14 billion and profits of over R3 billion, we are well positioned to drive your growth through cutting edge software development and a local channel of experts.

By implementing a comprehensive suite of solutions from Accpac ERP, you will get enterprise wide benefits and scalability to enable you to grow as your business grows. Accpac ERP will assist in driving efficiencies throughout the operation, thereby saving time and money by automating processes and leaving you to concentrate on managing your business.

This in turn allows your management team and supervisors to focus on their productivity rather than chasing information or individuals for data. This newfound flexibility and adaptability will ensure you can take your business to new levels, compete at your best and win more business. By adopting the Accpac ERP way of doing business, you will gain huge insight into your organisation and immediately gain visibility of problems and have the tools to put them right through automated processes and solid reports for better decision making. Accpac ERP will assist with intelligent purchasing to ensure stock is managed optimally and allow a view countrywide of all warehouse information, follow customer buying trends and deliver easy to use analysis reports.

The key to success is customer service and retention. In order to retain customers and deliver good service, you must maintain the appropriate stock levels and minimise stock outs whilst facilitating quick and easy buy outs. Accpac ERP allows your customers to interact with you however they wish - via web, email or traditional phone calls or faxes.

All touch points are managed to ensure order rates are improved, response times are quick and customer satisfaction is kept as high as possible. Should complaints occur, this may be handled effortlessly with Accpac CRM Case Management using automated workflows and alerts.

The final piece of a successful implementation is a solid, reputable partner to work with. Our dedicated channel of over 150 Solution Providers and Certified Consultants are some of the strongest in Africa. All our Partners are trained to the highest levels and in turn provide a suitable fit or service and support to you, our customers. Local support drives local success.

Order Entry

Available as an online or offline solution, Rapid Order Entry from Accpac ERP complements the standard Order Entry facility by operating remotely and meeting the challenging environment we work in today. The online solution may be delivered in the CRM layer, keeping your sales teams in touch with all customer data whilst processing the all important orders.

Accpac ERP manages the entire order process including fulfilment and raising back orders where needed to minimise costs and maximise efficiency. Accpac ERP allows complete control over multiple price lists in multiple currencies along with a comprehensive discount matrix and authorisation layer. Accpac ERP allows customers to order and transact via any channel including email, self service, credit card and EDI.

Price Management is fundamental to a streamlined distribution environment. Accpac ERP allows full line discounting as well as approvals for control over GP% margins that drive the success of the business. Stock items are presented in grid format for analysis across multiple variables as well as in depth view of mark ups, including indications of price fluctuations and additional costing methods. Accpac ERP allows full reference on historical sales data and effective dates for price lists to become active to assist with promotions or selling slow moving items.

Accpac CRM integration assists with sales pipeline management, lead management and forecasting for customer specific, team specific and individual performance analysis. This layer is extended to cater for promotions, spivs and specials as the marketing engine is completely integrated with the business analytics drawn from Accpac ERP.

Intelligent Purchasing

Accpac ERP Purchase Orders caters for requisition and order management and is enhanced by the Purchase Order Projections module. This control process allows you to manage and review total costs including landed costs in order to truly understand stock cost. It is crucial to understand the inventory investment versus customer service levels and how these are measured. Through a combination of CRM and stock management, the right information will reach the right people at the right time.

Purchase Order Projections provides demand forecasting using algorithms for single screen stock ordering, allowing for allocations per warehouse and per location. The screen allows presentation of what data you require such as on hand versus previous sales as well as quantity owing. Formulas may be created to match your buying pattern as well as understanding projected requirements and populating quantity to order for approval. PO Projections also understands the GRN dates so as to appropriately handle this data in average sales calculations. Finally, Accpac ERP allows complete
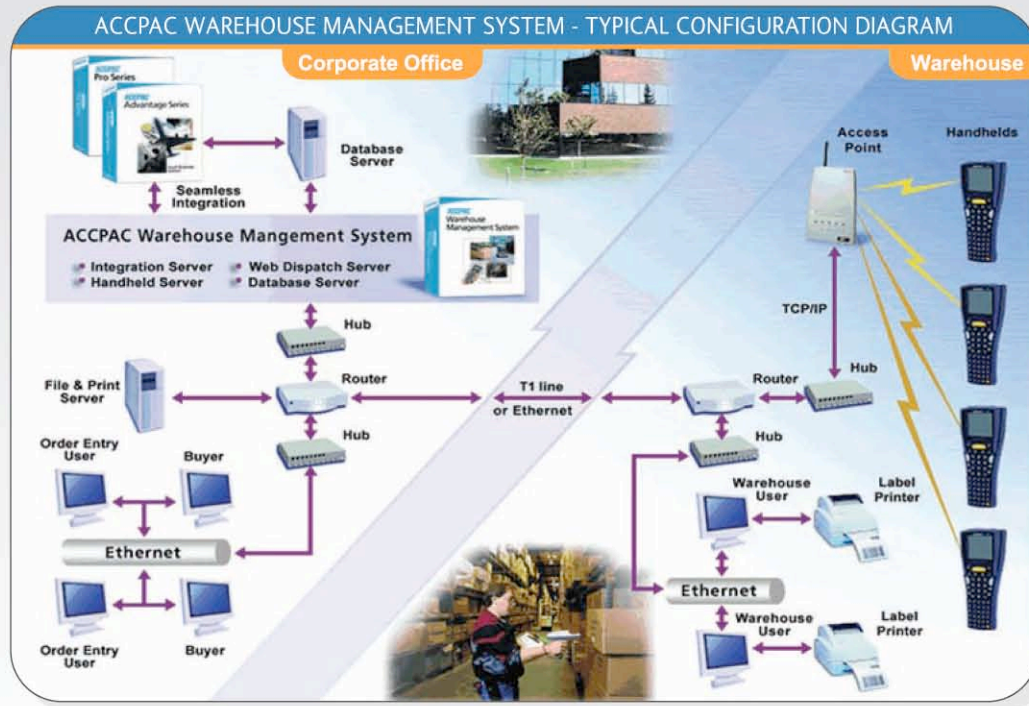
drill down on orders, inventory and purchases as well as allows creation of seasonal templates to be applied to the purchasing model. This module integrates fully with Inter Branch Transfers (IBT) to facilitate the entire PO and delivery process to remote branches.

Inter Branch Transfers understands your business and the requirements you have to manage movement of stock between locations as well the ordering process catered for with the Projections module. IBT management assists with the request, transfer, receipt and return of stock between head office distribution centre and remote branches as well as between branches as needed. IBTs may be created based on current order levels and stock as well as auto creation centrally. Using a goods in transit matrix with drop shipments to branches drastically reduces stock movement costs. Stock management is crucial and Accpac's IBT module significantly reduces the risk of stock movements and facilitates better service to your customers.

Inventory

Each worksheet may be created based on stock categories as well as account sets assisting with differentiating between raw materials and finished goods. We also allow a detailed item filter with bin locations so you can count exactly what you want, when you want.

Accpac ERP also caters fully for serialised inventory and lot tracking, assisting management of shelf lifes and expiry dates, particularly useful in food, beverage and pharmaceutical industries. Coupled with this is a solid RMA (Return Materials Authorisation) module specifically written to handle the stock return process and it may be embedded in the workflow solution for multiple authorisations and approvals.

Accpac Warehouse Management System (WMS)

Accpac WMS is a powerful, feature-rich solution that automates materials-handling processes and scales to accommodate the varied demands of small and midsized distribution centres as well as high-volume environments. By integrating advanced radio-frequency and bar code technologies with warehousing automation functionality, WMS provides a comprehensive fulfillment center and warehouse management solution that includes order management, receiving, stocking, replenishment, picking, and other tasks.

As a complete warehouse management system, Accpac WMS is designed to increase inventory-handling accuracy, improve allocation of human resources, and control costs associated with obsolete and slow-moving stock. With WMS, you can efficiently pick, pack, and ship orders with nearly 100 percent accuracy. Accpac WMS offers the ability to maximise the productivity of the warehouse staff by maintaining detailed information of the inventory flow and works in conjunction with Accpac ERP.

Accpac WMS also interfaces with industry-standard shipping systems that complement an automated pick, pack, and ship solution. This seamless integration capability allows WMS to effectively orchestrate the movement of personnel and inventory. As a result, with WMS you know exactly what's going out the door and can give customers the immediate shipment information they need, when they need it.

The core functionality provided in the warehousing solution includes:

- **Receiving and Putaway -** Inventory can be received by a purchase order, product or container. Multiple vendors per container are supported. Wave receiving allows individual receivers to process multiple purchase orders at the same time and multiple receivers to work on the same purchase order simultaneously. ASN Receiving handles check-in against manifests.

- **Kitting -** Accpac WMS supports in-warehouse manufacturing, packaging and value-added operations. Finished goods assembled from subcomponent products may be built to stock, built to order, or simply picked as "eaches" (regular items). Kitting supports lot and serial visibility across the assembly process.

- **Inventory Control -** Stock is allocated and rotated according to rules you configure, such as FIFO, LIFO, size, lot, serial number, expiry date, velocity and so on. Replenishment functions ensure that inventory is always available to fill orders, while demand management tools reduce your reliance on safety stock and allow for just in time purchasing. Accpac WMS supports full inventory counts and recounts as well as incremental cycle counts and provides the facility options to adjust physical inventory in or out of the warehouse.

- **Picking -** Wave picking allows individual pickers to process several orders at a time and to pack products directly into final shipping cartons – all in a single pass through the warehouse. Multiple pickers can also work on a single order simultaneously. As Accpac WMS supports a dozen different styles of picking, including batch, product and zone picking, you can choose the optimal picking strategy for your warehouse layout.

- **Shipping -** Accpac WMS weighs cartons and records shipment information and uploads final costs and tracking numbers to Accpac ERP systems. Integration with your parcel shipping systems allows you to print compliant courier labels at any time during the fulfillment process. With a fully integrated shipping system, orders can be pre-rated and manifested before they are even released to the floor for picking.

- **Label and Document Printing -** Accpac WMS automatically prints product labels, shipping labels, packslips, bills of lading and other documentation, in conformance with manufacturing and shipping standards such as UPC/EAN, as well as various major retailers and shipping carriers' formats. You can also create custom label types according to your client's business requirements.

- **Order Management -** Accpac WMS' Web Dispatch (Web Browser Management Console) allows warehouse managers/supevisors to allocate orders according to predefined business criteria and distribute orders to pickers according to optimal staff workloads and picking strategies. It supports various strategies of reserving stock to favoured customers, sharing shortages by using the 'Fair Share' option across groups of orders and managing fill rates and backorders accordingly.

- **Customer Service -** Using Web Dispatch, sales and customer service reps can verify the status of orders or inventory in real-time. They can also use Web Dispatch's incidents module to notify warehouse staff of issues, assign tasks to specific users and follow up on resolutions.

- **Reporting -** Web Dispatch provides dozens of pre-configured reports that monitor warehouse activities in real-time and compile historical and statistical data to help you measure warehouse performance, predict future demand and re-engineer inventory storage and movement strategies. You can also generate custom reports and run database queries on the fly.

- **Technology -** Running on Microsoft Windows and Microsoft SQL Server, Accpac WMS is .NET compliant and web-services (SOAP) enabled. It supports a variety of Telnet- and Web-based portable devices and provides a rich set of browser-enabled dispatcher tools.

- As with most Accpac ERP solutions, we allow you to scale from an entry-level WMS solution for picking, packing, receiving and wave order management through to lot and serial number handling, advanced replenishment with kitting across multi-locations to complete container receiving, packaging and cross docking. You may choose the modules you want from any version and operate to exactly fit your requirements.

Financials

Accpac ERP offers you freedom of choice, seamless integration, high performance and reliability that forward-thinking companies rely on to increase profitability and gain competitive advantage. Accpac ERP is an advanced accounting application built on a world-class, object-oriented, and multitiered architecture. Designed for companies of all sizes, Accpac ERP can be deployed both as a Web-based and desktop application and is the foundation for an integrated set of end-to-end business management applications.

Accpac ERP is the solid financial backbone you need to leverage the investment made in the operational side of the business. Functionality such as transactional analysis at line level in every module, rolling up to the general ledger for reporting, gives you powerful dimensional analysis as well as 10 segment general ledger coding in our enterprise version. Financial reporting to satisfy IFRS and local African rules may be produced quickly and easily through our excel based financial report writer. Most companies today opt for a business intelligence layer extending financial reporting across any module and across other systems to generate a single layer of data for interrogation. Accpac Insight is the business intelligence tool that will let you extend your business into complete data warehousing, distributed budgeting and consolidations.

Workflow

Workflow has become a pre-requisite in most businesses to assist with procurement. Accpac ERP's range of workflow solutions provide complete requisition and purchase order management, including RFQ analysis and BEE spend management as well as extend into any generic workflow you need to control your business.

CRM

Accpac CRM is an award-winning wireless and Internet-based CRM system that provides enterprise-wide access to vital customer, partner, and prospect information - anytime, anywhere.

Accpac CRM uses industry-leading technology to foster better business practices and effortless information exchange throughout your enterprise. With Accpac CRM, you can quickly analyse, manage, and synchronise sales, marketing and customer care activities across all points of contact. Regardless of how, when, or where your customers, partners, and prospects choose to interact with your company, Accpac CRM gives you a decisive advantage by providing comprehensive, easy-to-use tools to successfully manage these relationships. Unlike competitive CRM solutions, we've taken a no-compromise approach to ensure that Accpac CRM is a true Web and wireless based application. As a result, all you need is a single installation at a central location to support your entire organisation.

Everyone gets realtime access to the critical information they need via a personal computer, PDA, Tablet PC or, smart phone - immediately increasing productivity and reducing administrative costs. Accpac CRM also gives you the ability to extend functionality and integrate with other systems using open Internet standards and traditional integration technologies.

- Accpac CRM offers the advanced functionality needed for effective sales force automation, marketing, customer care, and call centre support across industries, all accessible through a Web browser or wireless handheld device. With Accpac CRM, key personnel have easy access to common, client-focused information, enabling them to provide better, more personalised service to help foster customer loyalty.

- From first contact to order fulfillment and delivery, Accpac CRM Sales Force Automation maintains a single source of information that is shared across the enterprise. Fully customisable with workflow, opportunity management, sales cycle analysis, forecasting, and easy-to use reporting features, Accpac CRM makes it easy to understand and respond to prospects and customers - all the time.

- Accpac CRM Marketing Automation helps you maximize revenue opportunities and return on investment (ROI) by enabling you to respond quickly to your customers through cost-effective, highly personalised, and targeted marketing programmes. It's easy to develop, target, implement, manage, and analyse campaigns. Accpac CRM automates the process, from concept to lead distribution and every step in between, cutting costs and improving the effectiveness of your marketing initiatives.

- Accpac CRM Customer Care provides complete workflow, incident tracking, case management and service status to help you create a reliable knowledgebase for consistent, efficient customer service. Your knowledgebase is built through traditional channels, such as phone and e-mail, or via Web self-service, which allows customers to enter, resolve, and track their own service requests. You can also access complete case histories at the touch of a button, resolve queries and support issues faster, and ultimately serve your customers better.

- Accpac CRM has a proven, built-in ability to adapt to a wide range of business applications including financials, human resources, Enterprise Resource Planning (ERP), supply chain management and document management, among others.

- With Accpac CRM automated workflow, you can integrate business rules across all channels, departments, and employees. To help assess and design workflow, Accpac CRM provides graphical views of the process and its development patterns. In combination with e-mail integration, Accpac CRM ensures that actions requiring attention or escalation are automatically routed to the appropriate employees or partners.

- Offering a strong Web services interface and support for XML, SOAP and other integration technologies, Accpac CRM is open for easy integration into other applications you count on to run your business. This level of systems integration allows Accpac CRM to become more than just about customers, sales, marketing and support - it becomes a uniform platform upon which to process and deliver true company-wide intelligence.

- Accpac CRM provides customisation tools that allow businesses to rapidly modify all aspects of the system. Its open architecture greatly reduces development and maintenance costs and allows seamless integration with other mission-critical applications across your enterprise. With easy-to-use onscreen tools, managers and administrators can create and modify fields, screens, tabs, tables, views, scripts, workflow and security settings on the fly. Accpac CRM's customisation functionality makes user-specific modifications to interfaces and data quick and easy, ensuring that Accpac CRM easily adapts to your business requirements.