

# *DataWeld Incorporated*

## Fast Inquiry System

In today's marketplace a Distributor conducts a lot of business over the telephone and it is essential that you be able to respond to your customers' needs quickly and efficiently. That's why we designed our FAST INQUIRY SYSTEM.

Why do we call them FAST? Because that's just what they are. You simply depress one key from the Master Menu and you are automatically in the FAST INQUIRY SYSTEM. You skip all of the menus and go directly to the information you need.

Here are some of the examples of how this program can benefit your business.

### **HAS MY LAST PAYMENT BEEN POSTED?**

A customer calls in and wants to know if you have received his last payment. You need the information quickly. Depress the Accounts Receivable button and in a matter of seconds you find out not only when they made their last payment, but also the amount of the last payment, even the check number! You also see the total amount they owe by aging period. In addition, all outstanding invoices are shown. The original amount of the invoice is shown along with the balance remaining so you can quickly determine if he has partially paid an invoice. Everything you would see on a trial balance and much more is available to you on the screen.

### **CAN YOU SEND ME A COPY OF THAT INVOICE?**

The customer indicates that he has not received a copy of an invoice which appears on his statement. He agrees to pay it as soon as he receives a copy. Quickly you select the Fast Inquiry reprint invoice option and in

seconds another copy of the invoice is printing on your printer. Touch one key to skip to the Customer Summary screen and there's his Fax number. You tell him you have a copy of his invoice in your hand and you will Fax it to him as soon as you get off the phone.

### **HOW MUCH DID I PAY FOR THOSE GLOVES LAST TIME?**

While you are still on the phone, he starts talking about placing an order and asks you for the price of an item he bought seven months ago. No problem. Depress another button, enter the stock number and the system will show you the last time he bought that item, how many he bought, what he paid for it, even the invoice number it was billed out on and where it was shipped. Compare this to having to go to a filing cabinet and searching through delivery tickets and invoices to locate this same information.

### **SEND ME TWO MORE CYLINDERS.**

Next he says "Send me two more cylinders." You ask him what type you sent last time and he doesn't know. Without even leaving the screen described above, you tell the system to show you everything shipped to him recently and in a matter of seconds you see that he was shipped two 251 cubic foot oxygen cylinders 90 days ago. You even see the price he paid for the gas. Are you beginning to see why we call them FAST?

### **ON-LINE SALES HISTORY**

But there's one more. Once you locate a particular item a customer has purchased, there is additional information you will find interesting and useful. At the bottom of each screen you will see how many of that particular item a customer has purchased each month for the previous twelve months. You

can quickly determine if sales to that customer of an item are increasing or decreasing. If he is no longer buying from us, why not? Does he buy large quantities every three months? If so, this can affect purchasing decisions. This information can also be printed out and made available to the assigned salesman showing every item a customer has purchased from you. The salesman then shows exactly what a customer is buying and what he is not buying. Wouldn't your salesmen like to have this information available when they went to call on a customer?

### **DO YOU HAVE ANY IN STOCK?**

In the middle of all these questions the customer asks you if you have any of the items you checked on in stock. You simply depress the Inventory Inquiry button and go directly into Inventory. In seconds you know if the item is in stock, how many are available, how many are on order, how many are on backorder and the last date you ordered the item. If you are out of stock, the system even provides substitute item numbers for reference. Depressing another button shows you the availability of the substitute item.

### **WHEN WILL THE REST BE IN?**

Suppose your customer wanted fifty pair of gloves and you had 30 available for delivery. He was willing to backorder the rest but wanted to know when he could expect them. Simple. Depress the Purchase Order button and the system shows you any purchase orders issued for that item, who they were issued to, the purchase order number and when to expect them in. The system tells you to expect them in two weeks and you're able to pass this on to your customer without even leaving the phone. The ability to respond quickly to these types of questions will improve customer service and keep them coming back.

### **I DON'T HAVE TEN CYLINDERS!**

While you're in the Inventory Inquiry the customer says, "By the way my last rental invoice showed me being charged with ten oxygen cylinders and I only have eight." You need to check his cylinder account to find the problem so you depress one button, leave inventory, skip all the menus and go directly into the Cylinder Inquiry program. You don't even have to enter the customer's account number because the system still remembers it from the Accounts Receivable inquiry you did earlier. In a matter of seconds you know all the cylinders he has charged to his account, how many of each type he has and what he pays for the gas in each type of cylinder. Touch another key to see detailed transactions for his oxygen cylinders. In seconds you can see by month every transaction which affected the oxygen cylinder balance. Invoice number, transaction date, number shipped, and number returned is displayed so that you can quickly and accurately explain the balance. You resolve his question and are ready to help him with something else.

### **WHERE'S MY BACKORDER?**

He then asks "Where's my backorder for the power tool I ordered?" Touch a key, leave the Cylinder Inquiry program and zip into the Purchase Order Inquiry. No need to key the customer's number again, Fast Inquiry will take care of it automatically. If he knows his Purchase Order number, key it in and all delivery tickets, invoices, and backorders for his purchase order number are quickly displayed. Doesn't know his purchase order number? No problem, with a single keystroke simply ask to look at all his outstanding items. Touch a key to look at each outstanding backorder. The system will show you the item on backorder, your ticket number, the transaction date, quantity on backorder and when the item will be in.

All of these features and many more are available as part of our unique FAST INQUIRY SYSTEM. It's fast, simple to use and places a tremendous amount of information at your fingertips. If your business needs a boost, give us a call to see what else we have that can help you speed up your operations.

DataWeld puts the Fast in computer software.