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Inventory in motion

Gain the competitive advantage by streamlining your operations and managing costs – all while meeting customer demand

Applicable to any industry, Inventory helps track your inventory at a granular level. Organise your stock by quantity, movement, groups/kits and more. Store detailed and customised information about each item, including detailed price information, and automate ordering and replenishment functions. With information flowing seamlessly into the fully integrated General Ledger, you can be confident that your data is accurate and up to date.

Purchasing is an efficient procurement solution that provides tight cost control and simplifies your purchasing activities by managing your domestic and foreign supplies and shipment processes. Purchase order creation can be automated using rules based on inventory levels, sales order commitments and sales history, freeing up your procurement team to negotiate better deals. A unique approval system allows users to create simple or complex approval processes based on business needs in an easy-to-use workflow administration screen.

Manage the end-to-end sales order life cycle with Sales. A simple but powerful way to manage sales, it processes sales orders, produces picking slips, and prints consignment notes, manifests, labels and customer documentation – all within a single integrated solution. Any updates to sales orders instantly pushes automated changes across all relevant modules in Pronto Xi, ensuring that the process is seamless and error-free.

Distribution gives you clear visibility of your inventory across warehouses, with all the detailed information you need to make informed business decisions.

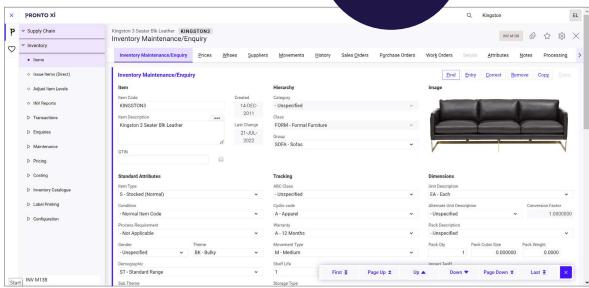
Inventory moves in and out of businesses with the help of purchase orders and sales orders. Consisting of Inventory, Sales and Purchasing, Distribution helps you manage these essential elements of doing business, with smart tools to move your stock to the right places at the right time with minimal costs

Inventory

Efficiently control your **product flows** with Inventory

With seamless integration with Pronto Xi modules such as Purchasing and Manufacturing, and the ability to track stock by warehouse, Inventory gives you complete visibility over your business's inventory.

Keep track in any field



Maintain detailed information about an inventory item

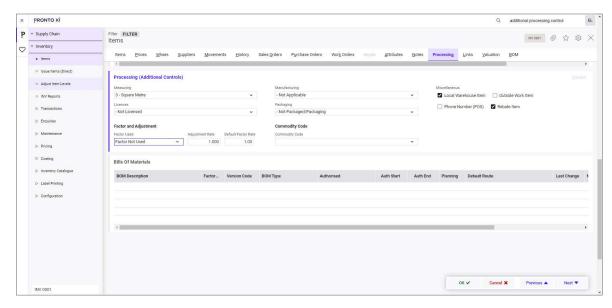
Inventory includes:

- multiple warehouses, suppliers and prices per item
- multiple units of measure (UOM) and full first-in, first-out (FIFO)
- Support for Global Trade Item Number (GTIN) barcodes
- standard, average, FIFO, actual and replacement costings

- serial number and lot tracking
- item licences
- full stocktake/cycle counting
- interactive image display for products
- item attributes
- automated reordering and replenishment

Inventory master records

Inventory records all the information and transaction history associated with an item. To create or maintain an item, you can use the main Inventory Maintenance screen or an industry-specific screen. Chemical, paper, retail, wholesale distribution, timber and mining are some of the industries that are supported by specialised maintenance screens.



Add or remove item attributes

Different types of items handled include:

- Stocked or standard a normal saleable item, which is typically purchased but can also be manufactured
- Manufactured items that have components, a bill of material (BOM) and routings
- Raw materials items that are not saleable and do not have a BOM, but can be transferred using a transfer sales order
- Indent items that are not normally held in stock but are instead purchased subject to a sale
- Kit a combination of various types of items

- Labour items that can have a cost and a selling price but there is no necessity to control the quantity on hand (for example, items used as components to cost labour in a BOM or in kits)
- Specials items that can have a cost and a selling price, but because they are generally used to control cost overhead recovery or are consumables (for example, expense items such as stationery or electricity) there is no necessity to control the quantity on hand

Inventory master records can also include additional information or notes such as hazardous or dangerous goods documentation.









Managing multiple processes

Inventory provides you with the flexibility to manage multiple processes for a single inventory item.

For example, you may have an item that needs to be configured as backflushed, in line with your manufacturing process, but that also requires license controls. With Inventory's process requirement functionality, you can configure the required options in one easy step.

Inventory maintenance

The module's main Inventory Maintenance screen displays detailed information about your items, while menu options give you access to additional screens for warehouses, suppliers, pricing, alternatives, notes, BOM and more.

Warehouses

Inventory allows you to maintain pick and bulk locations against each warehouse. Additional inventory tracking is available in Warehouse Management System.

Inventory records and tracks movements, costs and commitments for each item in each warehouse, helping you to manage your reordering requirements. In addition, the Warehouses screen permits you to:

- determine inventory postings to the General Ledger
- record sales history
- automatically receive items from other warehouses via internal transfer orders.

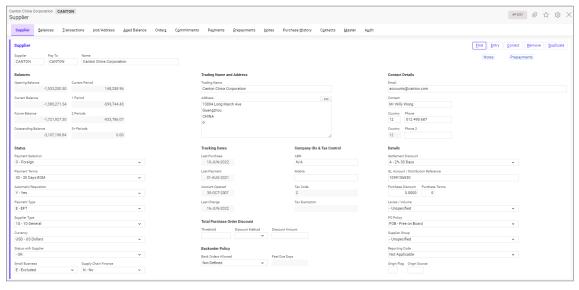
It accommodates various types of warehouses, including standard and advanced warehouses, factories, service vans (inventory stored in fleet vehicles) and consignment.

The screen also captures detailed inventory-level information for each warehouse. This includes stock on hand, supplier orders, and order commitments.

Inventory movements in each warehouse are recorded, summarised and displayed by transaction type.

Suppliers

The Supplier screen allows you to set up a supplier for an item by region, record pertinent information, and track their performance levels. Any number of suppliers can be specified.



Add of edit Supplier details for an item

Supplier attributes include:

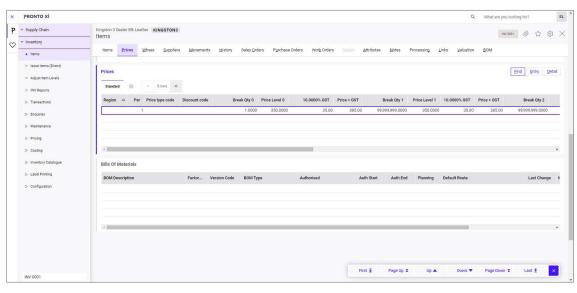
- supplier preference
- supplier item code, description and conversion factor
- minimum order quantity
- supplier item group

- pack quantity and volume for cost apportionment of freight charges
- supplier's estimated and most recent lead time
- multiple quantity price breaks by supplier
- foreign currency pricing









Change the price of an item with multiple pricing levels

Pricing

Inventory allows you to set pricing structures within the inventory master records. You can maintain multiple pricing levels for each item, as well as promotional prices for specified periods; price algorithms and discount matrices can also be set up. Tax rules are appropriately handled either at the item level or globally.

An item's basic pricing record consists of a base price, multiple prices for different categories or quantity breaks, and the recommended retail price. Each item may have additional pricing structures defined by customer group.

Prices can be recalculated for items based on a mark-up value or by applying a percentage increase over current prices. Your current price list can also be copied into a price maintenance environment – where price changes can be manipulated – before you update the current price lists.

Inventory also allows you to keep track of your competitors' prices.

Inventory master fields

Item code

The item code is an alphanumeric field used to identify items throughout Pronto Xi.

Description

Each item includes a three-line product description. In addition, extended note facilities allow unlimited text to be stored for internal and external purposes.

Product hierarchy

A multi-level classification system, the product hierarchy allows you to clearly define your business's product taxonomy.

The five-level structure has a wide range of benefits, including enhanced inventory management and reporting capability via Pronto Xi modules such as Business Intelligence.

You can select how many of the five 'levels' of the hierarchy are turned on and flexible maintenance means the hierarchy to be maintained from the top down, or bottom up, making it suitable for various business needs and industries.

Associated functions such as price maintenance, reordering and bulk item maintenance are able to leverage active hierarchy levels. Data integrity is maintained by enforcing the hierarchical relationships between each 'child' and 'parent'.

Product group

Items can be categorised by product groups, which is beneficial for:

- recording sales history
- posting to the General Ledger for sales, cost of goods sold and more
- reporting
- dissection of prices, discounts and promotions
- calculation of sales representative commissions
- inventory valuation.

Posting of inventory transactions to the General Ledger is fully automated.

Prices, discounts and promotions can be established based on item groups, for example, contract price by customer type/item group and promotional discount by customer type/item group. Special commission rates for sales representatives by item group can also be established.

Attributes

Item attributes help extend the description of a product through a structured and ordered categorisation. Importantly, they can be used as data points to "slice and dice" sales data to uncover customers' buying habits and preferences. These insights can then be used to create sales promotions, forecast purchases and exchange data with Avenue and eCommerce platforms.

APN

An alternative part number (APN) for a specific item can be used to include the code of another item, which is cross-referenced when the first item is superseded.

GTIN

The universally recognised Global Trade Item Number (GTIN) is the industry-accepted barcode for a specific item. A single item can have multiple GTINs to reflect various units of measure, such as consumer unit, traded unit or pallet.

Both APN and GTIN can be used for enquiry, reporting and scanning directly into Inventory.

Units, packs, sizes and weights

Multiple units of measure for the sale, warehouse storage and procurement of each inventory item can be used. Pack weights and cubic dimensions can also be stored.

Traceability

Inventory allows for various methods of traceability:

- Serial-tracked can be used when the goods are received, at dispatch, or both.
- Lot-tracked (for batch tracking) facilitates full traceability from purchase to product recall, if required.
- Purchase-tracked used for tracking by purchase order number.

Import tariffs/excise tax

When an item is imported from a foreign supplier, the tariff charged depends on the supplier's country and the nature of the item.

Inventory uses a country code to identify the country of origin, and a tariff code to identify the class of the item for tariff purposes. The country code is stored against the supplier, while the tariff code is held at the item level.









Inventory transactions

Inventory holds comprehensive transaction details for each item and warehouse, including control numbers (e.g. serial number and lot number), source document and financial information.

Users can define the retention period for historical data files.

Inventory adjustments

Most inventory issues are captured within other Pronto Xi modules, such as Shopfloor Manufacturing or Sales. However, in some instances there may be a need to record inventory issues manually.

Issues can be recorded against the following:

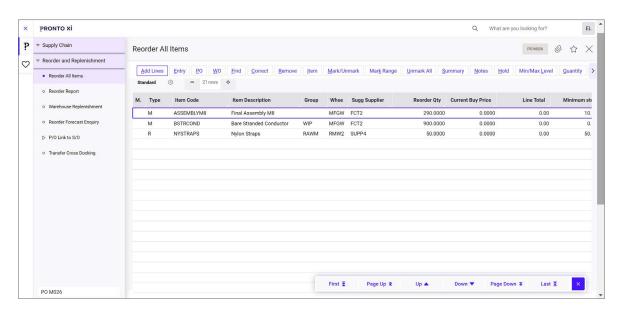
- Manufacturing (Factory/WIP or work order)
- Project (General Ledger or Service Call)
- General Ledger
- Maintenance
- Inventory Adjustment
- receipts from purchase order or work order

The manual recording of issues normally occurs within the Purchasing module, but Inventory includes a fast and simple option – called Manufactured Goods Receipt – to receive goods that have been purchased without using the BOM to create and process a formal work order.

Manufactured Goods Receipt is a simple method of recording the receipt of manufactured items into an inventory. As goods that have been allocated to a work order are sometimes returned unused, this option can be used to return the components back into inventory.

Quality analysis

Goods for release can be held until they have passed through your quality checks. If goods do not pass the checks, Inventory allows you to reject, scrap or return the items to the supplier.



View a list of all your reorder items and details

Reorder processing

Inventory includes reordering functions that allow you to automatically create purchase orders and work orders according to selected criteria. These can be reviewed prior to the creation of the actual orders.

Reorder Reports calculate the reorder quantities needed to satisfy your business's commitments, minimum inventory levels, maximum inventory levels, or a combination of these. Average sales history, average warehouse demand or forecast can also be used to plan requirements.

The reorder processing calculation considers a number of factors, including:

- minimum and maximum days cover
- minimum and maximum inventory levels
- economic order quantity
- lead time
- current inventory level, including current commitments
- items on order from supplier
- in transit
- internal requisitions

Budgets

Inventory holds budget information at the item level, planning group level or item group level.

Budgets can be manually entered for each period of the year. Spread factors – which use weightings/ratios to fix each period's relative proportion of the annual amount – can also be used.

Pronto Xi offers numerous reports that allow you to compare budgets against actual sales and budget listings.

Costing

Various costs – such as standard, average, FIFO and actual – can be maintained in Inventory for posting purposes, inventory valuations and sales margin reporting.

Inventory valuation reports can be produced at any time using the costing method of your choice and, if necessary, costs can be recalculated based on a range of factors.

Landed costs are calculated as part of the shipment costing process in Accounts Payable.

Kits

Kits are a list of components made up from saleable items that can be optionally selected during the sales order process. For example, a personal computer, keyboard, monitor and mouse can be sold individually or as a kit.

Inventory accommodates a various categories of kit component lines, including:

- mandatory
- optional
- variable quantity
- grouped options

Kit pricing can either be generated from the components or simply selected from the item price record.

Stocktake

To help you measure your inventory accuracy, Inventory is able to generate a snapshot view of your holding. Any adjustments are automatically reflected in the General Ledger.

To ensure company policies are adhered to, Inventory supports wall-to-wall and cycle counting techniques, as well as data-capturing techniques such as tickets, barcodes, radio frequency (RF) and cards.

The stocktake process can include:

- Initial pre-stocktake check Inventory reports on any outstanding inventoryrelated transactions that may need to be completed prior to the final snapshot of the book inventory
- Prepare stocktake Inventory creates a snapshot file of your inventory holding and, if required, produces a Stocktake Report. A unique stocktake control code is generated as part of this process to facilitate easy identification and parameters
- Stocktake refreeze Inventory resets the snapshot file if there has been further reprocessing that will affect the book inventory of the original snapshot
- Enter counts Inventory employs multiple data entry techniques, including manual data entry
- Produce reports Inventory generates reports to assist with reconciliation, including Uncounted Items, Variation and Valuation reports
- Update stocktake Inventory performs an update once the stocktake is finalised to make all necessary adjustments to the stock ledger and General Ledger have been made for the appropriate accounting period



Purchasing

A highly efficient procurement solution,
Purchasing helps you manage today's
domestic and foreign supply and shipment
processes – and tomorrow's future inventory
requirements

By combining data on inventory levels, sales history and current commitments, Purchasing can automatically create purchase orders. Purchase orders and shipment receipts automatically trigger updates to inventory levels, while invoices are matched and posted to the General Ledger.

Perfect procurement

Purchasing functionality includes:

- full integration with all Pronto Xi modules
- purchase authorisation limits
- internal requisitions
- tracking of orders through placement, dispatch, receipt and invoice
- goods receipt by order or shipment
- blanket and contract orders
- returns and quotation requests
- tracking of international shipment charges
- calculation of inventory costs from shipment charges
- allocation of costs by a variety of methods, including weight, value and volume
- automatic reordering
- multiple currencies

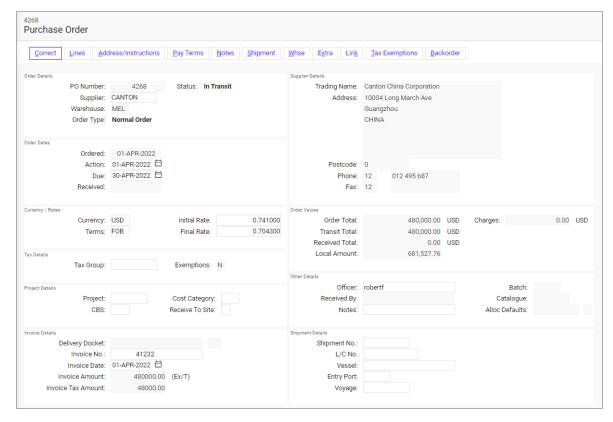
- multiple cost allocations per line
- shipment recosting
- centralised approvals
- nomination of approver
- reallocation of approvers
- workflow administration for approvals.

Requisitions

Purchasing offers a full range of functions that can be used in association with requisitions, including approval process and full enquiry.

It offers the capacity to raise a requisition prior to the entry of a purchase order, and to ensure that an authorised person approves the requisition before the purchase order is raised.





Create comprehensive purchase order header details

Purchase orders

Purchase orders can be automatically created by Pronto Xi, or entered manually by the purchasing officer following a simple process. There is also the flexibility to configure these steps so they map to your business processes, ensuring efficient order entry.

Purchase order header

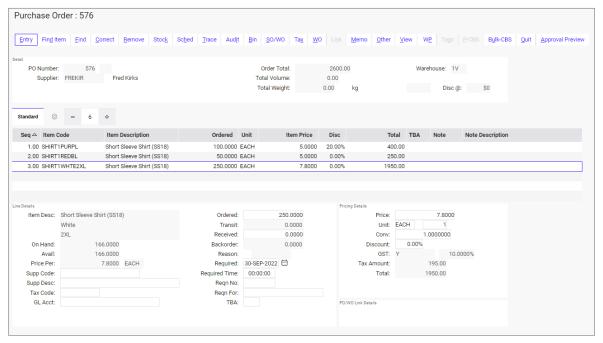
When a supplier is selected, its default parameters are automatically applied to the purchase order. Integration with Accounts Payable enables a rapid purchase order entry process, without data duplication and errors.

Once an order has been entered and approved, the order may be printed and the inventory updated to show the quantity now "on order". Purchase orders may be maintained to record any changes, such as:

- multiple delivery docket numbers
- altered order status
- updated inventory levels and ledgers
- duplicate, break or split orders
- contract order variances
- returned items

Purchase order lines

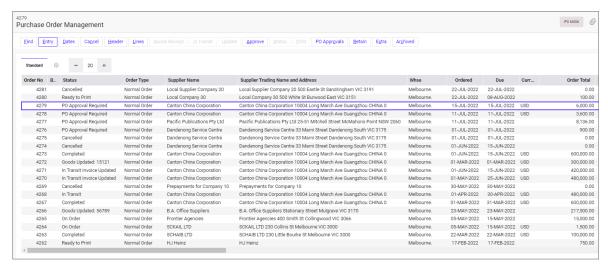
Within the Purchase Order Lines screen, you have access to full inventory enquiry, warehouse levels, pricing and available units of measure. You can also add notes, internal memos, additional charges and more.



View detailed information for all your purchasing requirements

Purchase order conclusion

Once all items are entered in the purchase order, they can be processed.



Manage your purchase orders from one screen







Purchase order approvals

Once the purchase order has been created, the next step is approval.

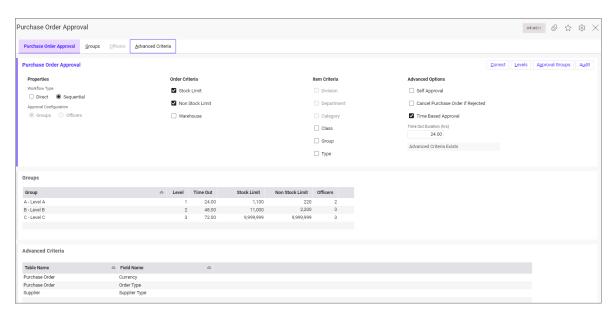
Pronto Xi's purchase order approval workflow is built to support your business with multiple layers, advanced criteria sets and the ability to trigger approvals based on unique items being purchased.

Approvers can add commentary for the person requesting the approval, see audit history and have one central spot for all their approvals. The requester can see the progression of the approval process, view who

the approval is currently with, and add their own commentary.

There is also the ability to re-route the workflow if something requires urgent attention.

Purchase orders approvals can occur via mobile phone. Pre-packaged alerts provide a one-touch response, taking approvers to the central purchase order approval workflow to action the request.

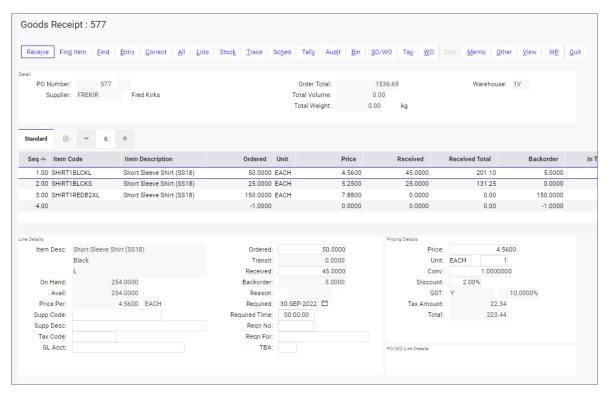


Use advanced criteria sets to tailor your business's purchase order approval workflow









Record the receipt of goods by updating the received quantities

Goods received by order

The receipt of goods received by order can be recorded once a purchase order is entered and printed. The invoice can be processed before or after receipt.

If goods are received that do not appear on the original purchase order, you can add a new line to the order.

If you are using first in, first out (FIFO) inventory management, Purchasing writes a FIFO record for each line item in the delivery.

If you receive only part of an order, there is an option to place the remainder on backorder. From a purchasing viewpoint, these items are considered still on order and no additional processing is required. If undelivered goods are not put on backorder, the remainder of the order is considered cancelled and the quantity of items on the order is adjusted accordingly.

Once the goods are received, you can update the purchase order to allocate the items to the destination warehouse. The received goods are deducted from inventory on order or in transit (depending on order status), and are added to the destination warehouse's inventory.

Purchasing also records the actual delivery dates to destination warehouses, as well as lead times.

Warranty orders/warranty exchange

Warranty orders result from warranty claims. They are linked to either a dealer/customer claim or a warranty workshop job number.

All items and non-stocked lines are loaded onto a warranty purchase order, and the item(s) to return can be selected. If there is a financial claim, it can be entered via a special line for the amount being claimed.

Shipment management

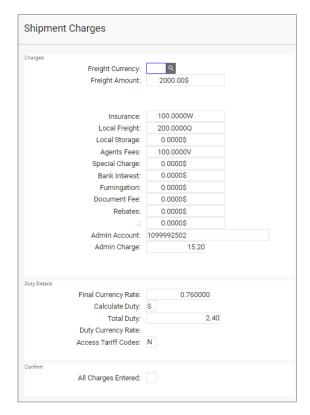
Purchasing includes a complete shipment management capability, which allows you to group several orders against multiple international or local suppliers into one shipment.

Subsequent order processing, including delivery and invoicing, is handled through the shipment processing functions.

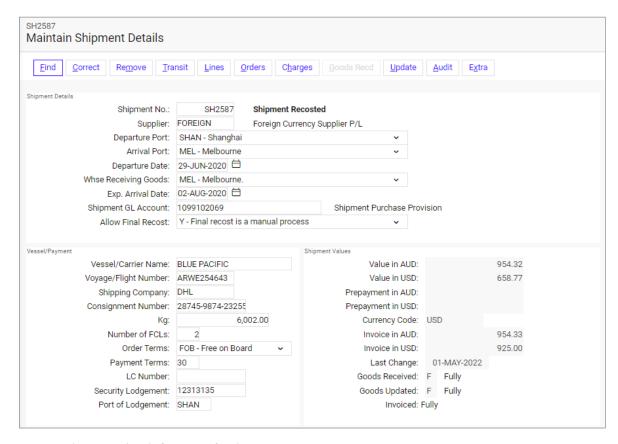
Shipments are used to record dispatches of goods from suppliers. The shipment can include items from a number of purchase orders and can record any freight or other associated costs. Using shipments lets you track the progress of the goods and calculate landed costs.

Purchasing supports standard, average, FIFO and actual costing techniques for foreign shipments. Charges incurred in the shipment can be automatically recorded and incorporated into revised average and landed costs.

When you receive a shipment, the goods attached to the shipment are booked into the destination warehouse



Flexibly manage the different types of shipment charges



Manage shipment details for a set of orders

Incoming shipment notifications

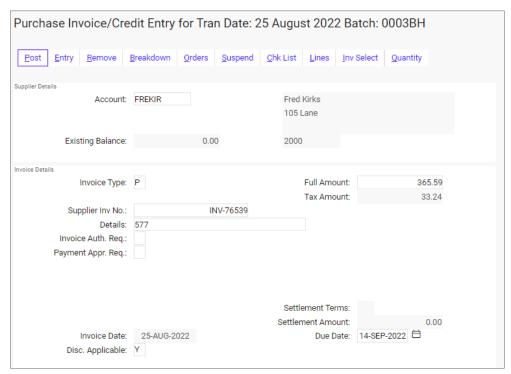
Incoming goods data can be received electronically in advance of the goods arriving, allowing you to efficiently plan your inwards goods operation. If you have an established electronic data interchange (EDI) trading relationship in Pronto Xi, this information will typically be sent via a supplier's EDI Dispatch Advice or Advanced Shipment Notification (ASN) message.

The ASN will also be used to create or update purchase order shipment information, in preparation for the receipt of goods into your warehouse.

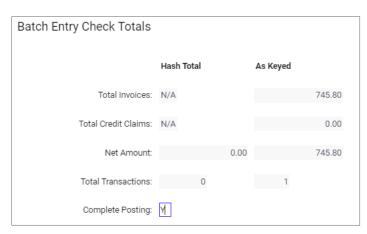
Invoicing

Purchase orders and shipment management invoices are posted via Accounts Payable. These can viewed by running a supplier enquiry and drilling down.

Pronto Xi offers sophisticated handling of purchase order invoice variances, including price, quantity or charge. You can set tolerance limits to determine if a payment approval is required, and can determine whether to apply the change to the goods or raise a credit claim.



Ensure the correct costing of inventory with an invoice-matching process



Perform a totals check for your orders entered in batch







Integration with General Ledger

Transactions created and entered through Purchasing are automatically updated to Pronto Xi's General Ledger and Accounts Payable modules according to the settings you have specified in Special Accounts.

Variance accounts, tariffs and duties

Purchasing allows you to record charges against a shipment that are associated with the goods being shipped. The duty payable is calculated from the duty rate and the purchase price of the item, which means it does not need to be manually entered as a shipment charge.

Costing and recosting

Purchasing calculates the landed cost of an item at both the goods receipt and the recosting stage. It automatically spreads the value of all shipment charges across all items on the shipment based on the selected distribution method. A Shipment Costing Report detailing the apportionment is produced at this stage.

Flagging the shipment for final recosting allows goods to be booked into inventory and sold prior to the final charges being known.

At the final recosting stage, Purchasing recalculates the new landed cost of the item, revaluing the inventory on hand.

If the inventory has already been sold, Purchasing creates cost adjustment sales orders to reflect the correct cost for sales history reporting, and perform the relevant postings to the Cost of Goods Sold accounts in the General Ledger.

Purchase orders and shipment enquiries

Purchasing's enquiry function assists you to quickly find and retrieve detailed information on purchase orders and shipments in a number of different ways, including by order number, warehouse, status of order, supplier, item code or requisition number.

Supplier rebates

Supplier rebates can be set up and entered against purchase order invoices at the time of invoice entry. The rebate amount is automatically calculated based on the invoice amount.

Supplier target-based rebates – where a quantity or amount is entered with a discount percentage for that target – can also be included. The discount percentage is not applied to an actual purchase order; instead, it is paid as a rebate by the supplier at a later date. The target applies to a period of time, and the discount applies when the cumulative purchases during that period exceed the target.

Actual rebates paid by the supplier can be entered, and Purchasing issues a warning if an amount greater than calculated is entered

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Numerous user-definable options allow you to tailor the entry screen and every stage within the order life cycle process to meet your specific requirements.

Whether you're dealing with large order volume or highly configured product environments, scalable order entry solutions are a necessity. With the use of order templates and copy features, Sales delivers an optimised approach to order processing that empowers your sales team.

Manage every aspect of distribution – from forward orders, quotations and consignments to warehouse transfers and returns – within simple intuitive screens. Drill-back functionality and clear visibility of inventory and costs mean that you have a 360-degree view right across your distribution network.

Sales features include:

- user-definable order entry screen
- bill of material (BOM) configuration capability
- automatic inventory allocation
- internal transfer/work orders for unavailable inventory
- management of kits
- credit checking and display at order entry/edit
- multiple warehouse capabilities
- direct links between sales orders, purchase orders and work orders
- automatic freight calculations
- full sales history retention
- item alternatives and multiple units of measure
- full backorder management.

Sales order integration

Sales is fully integrated with Pronto Xi's Inventory, Accounts Receivable, General Ledger and Customer Relationship Management modules. When a sales order is updated, available inventory, customer data, sales history, inventory movements and relevant General Ledger accounts are all automatically updated by Pronto Xi.

Where electronic data interchange (EDI) is required, Pronto Xi EDI delivers sales order automation at file import. Automatic sales order creation is also found across other modules, with Service, Rental and Project providing bulk creation processes based on agreed billing cycles.

Sales order entry and maintenance

You have the flexibility to configure sales order entry to map your business processes and ensure fast order entry.

Sales order header

Once the customer is selected, the sales representative, price level, territory and available credit are automatically applied to the sales order. Integration with Accounts Receivable ensures a rapid sales order entry process without data duplication and errors.

Sales order lines

Items requested by the customer are entered and extensive inventory information is available to the salesperson, including pricing and availability. If an item is not available, alternatives that may satisfy the customer can be displayed.

Additional costs associated with fulfilment can be recorded and you can choose to charge for freight, packaging and handling or any other costs that need to be recovered.

Sales order conclusion

When all the items have been entered, at conclusion a variety of options are available for further processing.

If the ordered items are available, the picking slip for this sales order is ready to be printed in the allocated warehouse.

Sales order types

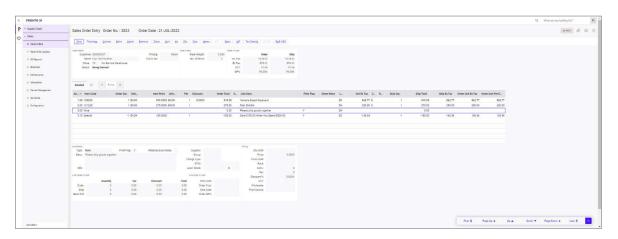
For convenience and flexibility, Sales handles a range of different order types. The order type defines the underlying business process and includes the following:

Normal sales orders

You can track the progress of a sales order by its status. For example, if its status is "Work Order Created", the item is in the process of being manufactured.

If the ordered goods are not available in the warehouse that normally dispatches to the customer, you can check if they are available from other warehouses. If they are available, the items can be dispatched automatically or transferred to the originating warehouse.

Pronto Xi can also create work orders or purchase orders directly linked to sales orders for unavailable items. You can drill down from the sales order to track progress.



Create and update sales order lines with detailed costs and stock information

Credit notes

Extensive credit note facilities are available in Sales

A full or partial credit can be raised, automatically loading the original invoice lines and prompting for the type of credit to be processed. The type of credit can apply to the entire order or line-by-line.

You can set limits for raising and approving credit notes, and appropriate warnings can be given.

Available credit types include:

- credit and recharge of inventory
- net price/discount credit and recharge
- return to inventory
- inventory write-off
- credit of a charge
- inventory exchange
- issue new item free.

Transfers

Sales allows you to create a transfer order to properly control and document the sequence of events necessary to move stock between warehouses.

In addition, Sales can produce picking slips and transfer documents, enabling you to control the movement of goods.

Quotations

Sales allows you to produce quotations, and to easily manipulate pricing based on cost, mark-up and other criteria. Inventory is not committed to the quotation until it is converted into an order.

Quotations can be configured for customerspecific requirements. Any adjustments or reconfigurations that are made during negotiation automatically recalculate the details of the quotation. You can also have quotations pass through an acceptance phase before they are converted to an order. If the quotation is rejected, you can enter the reason for the lost sale. Reports allow you to track and analyse lost opportunities, assisting you to identify trends.

Internal sales

Orders from within your organisation can be accepted within Sales. The department requiring the product will raise an internal requisition, which will be treated as an internal sales order, helping you to maintain accurate inventory tracking and manage possible freight charges.

Forward orders

You can enter an order with a future delivery date without immediately allocating stock that would otherwise be available for immediate sale. Inventory is not allocated to a forward order until closer to the supply date.

Regular deliveries for a forward order can also be scheduled – for example, if you need to supply a customer with a quantity of items on the first of every month.

Contracts

When a customer has a contract to purchase goods or services to a maximum value and quantity, these details can be recorded on a contract order. During normal order entry, Sales will allow the contract number to be entered and ensure that the contracted details are applied.

Proformas

A proforma order is a standing customer order that lists the items normally purchased. You can directly access the proforma and select items from it, helping to minimise the administrative effort associated with a new customer sales order entry.

return the goods to your supplier for credit, replacement or repair

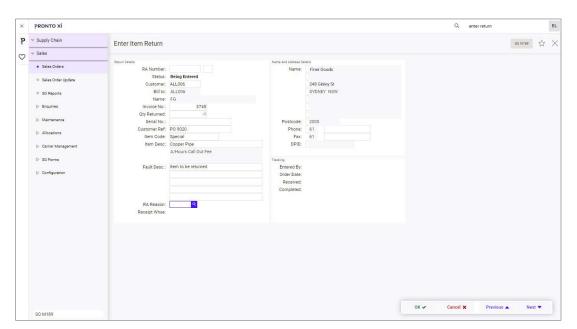
- return the goods to the warehouse for resale
- create a work order to have the goods repaired, reworked or disassembled
- raise a full or partial credit note for your customer
- keeping track of goods that have been returned and report on the reasons for returns to assist in forecasting future requirements, addressing areas of concern and recording the supply chain's performance

Return authorisations

Sales enables you to manage and track the entire lifecycle of customer returns. Efficiently log return authorisations and control how items are returned to stock, written off or recharged and credited – all within a single screen.

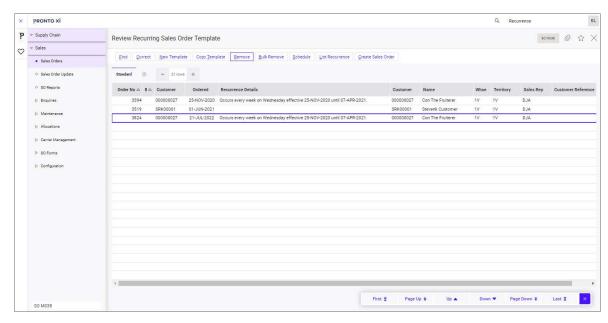
The returns management process allows you to:

- create a product return request
- review and approve the return request
- confirm the arrival of the goods back into the warehouse



Manage individual item returns, including invoice details and reasons for return





Set a recurring schedule for the sales order

Split deliveries

A sales order can be scheduled for a split delivery so that it is fulfilled progressively over time – for example, by a certain quantity every week. You can specify the delivery dates and the number of items for each delivery.

Recurring sales orders

The scheduling of recurring orders can be automated, reducing administrative time. This is particularly useful for transactions with a predefined supply of goods and services over a given period.

Create billing templates and define the frequency for each invoice. The agreed price of goods and services is set at the creation of the invoice and takes into account pricing fluctuations.

When new invoices or orders are created automatically, Sales' built-in notification system will alert you via email.

Credit control

If a customer is "on hold", or over their credit limit or terms, Sales will provide a warning. The order status will be set to either "on hold" or "credit hold", depending on the circumstances.

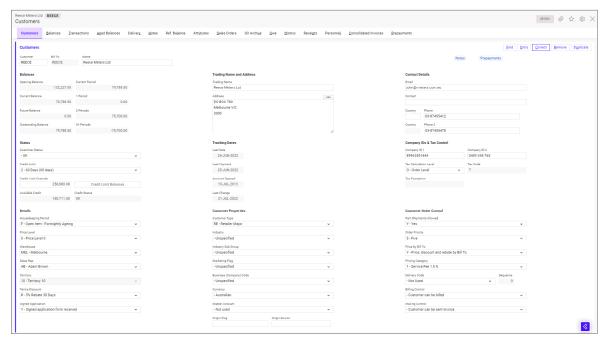
A credit officer can be automatically notified by email when orders are placed on hold, and may choose to release the order for dispatch

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Backorder/inventory allocation

You can view sales orders to check for current inventory commitments at any time. When there is insufficient inventory to satisfy a customer's order, a number of options are available, depending on both the customer's nominated backorder and your part shipment policy.



Maintain all details of a customer with links to key details

Some of the options include:

- No backorders allowed a backorder will not be created for any item not supplied on the original order.
- Part shipments disallowed the order is held for dispatch until all items are available.
- Backorders allowed the backorder is supplied when the next order is placed, which merges the backordered items with the next order.
- Part shipments allowed available items are dispatched and the remaining items are placed on backorder.

For ease of tracking, when part of an order is placed on backorder, Sales refers to the original order to identify the backorder.

Inventory allocations can be performed manually or automatically based on the parameters set. Items can also be automatically allocated to backorders on receipt of goods from a purchase order or shipment.

Sales budgets

You can set sales budgets in Pronto Xi's Sales, Accounts Receivable or Inventory modules based on customer, item code, territory or item group.

Apply a user-defined spread factor across the year or set budgets for each period. The spread factor can take into account seasonal fluctuations, geographic differences or other elements that influence sales at various times.

Sales order enquiries

A range of sophisticated enquiry facilities enables you to easily find an order. Enquiries can be made by account code, product, customer reference, warehouse, user ID, invoice number, credit note number, status, order number, delivery or consignment note number.

Sales rebates

Depending on your specific requirements, Pronto Xi can calculate rebates based on percentages, flat values or quantities.

Customer rebates

Rebates can be calculated for a variety of combinations, including customer code, customer group, item code, item group and item group class. Rebates can also be forwarded to the customer in a number of ways.

As a sale is made to a customer, the invoice program determines if any rebate is due on the sale. When a customer rebate is applicable, Pronto Xi updates the relevant sales history files and makes provisional postings to the General Ledger.

In addition, the program runs a report prior to the preparation of statements to calculate the rebate amount earned by the customer.

Manual customer rebates

Rebates can be calculated by customer and item code, using a percentage rebate rate. The rebate is applied to the sales order line shipped amount (excluding tax).

Royalty rebates

Royalty rebates can be calculated by item using either a value or a percentage. The cost of the sales order line is updated to include the calculated rebate, which affects the sales history.

Sales order management

View of all your sales orders – with any status – on a single screen.

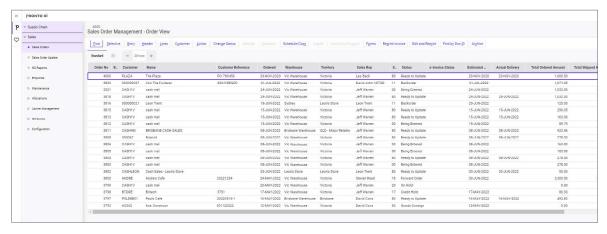
This is particularly useful if you manage large numbers of sales orders everyday but do not use Warehouse Management System (WMS) – you will gain significant efficiencies by having all the information in one place, rather than navigating separate enquiry screens based on order status.

Warranty

Easily enter and track warranty claims and manage product returns with Warranty.

Warranty allows you to maintain notes, instructions and fault descriptions for the warranty work. In addition, you can:

- print invoice and consignment notes for the current job
- · convert a quotation to an order
- view machine details for the current order
- raise, view or maintain purchase orders
- finish or cancel the current job



View all your sales orders, including their status and other details, on a single screen







We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system - optimising business processes and unlocking actionable insights. That's why for more than 40 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology -Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

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