

# ROADS

Rapid Order And Distribution System

The Rapid Order and Distribution System from Applied Business Solutions seamlessly integrates with Pegasus Opera II Enterprise to give you the power and flexibility to cope with the demands of an intensive telesales, order processing, and distribution operation. Designed to facilitate the management of call cycles, order/buying history, order templates and delivery rounds/routes, **ROADS** will enable you to be more productive, responsive, and efficient within your telesales and order processing activities.

Many companies struggle to use standard Sales Order Processing routines within accounting systems to deliver an acceptable level of service to their customers. Operators become frustrated with the constant switching of screens to identify previous buying patterns and order frequency. Warehouse staff constantly juggle despatch notes to fit the delivery round cycle. **ROADS** now gives you the tools to streamline your telesales and order processing operation from the initial phone call to the final delivery of the products.

Above is an example of an order input form showing previous order history, last price paid, special offers etc.

## ROADS Features include :

- Call Scheduling by Operator
- Template Orders
- Dual Quantity e.g Units/Kilos
- Raise order from sales ledger or order processing form
- Associated Items
- Reason Codes for No Order
- Global Options
- Daily Rounds/Routes
- Global Special Offers
- Dual Quantity Stock Option
- On screen view of last price and previous order quantities
- Superseded Items
- On-Screen Picking List
- Despatch Configuration
- Account or COD Transactions
- Ad Hoc Orders
- Dual Quantity POP Option
- Prints Delivery Note, Invoice, Waybill and Cash Sheet
- Batch Traceability
- Extensive Sales Analysis
- Customer Options

## Daily Call List

This is the entry point for daily operations. The daily call list is presented as shown opposite, detailing the customer name, contact and telephone number. It will also detail the time to call and the current status, plus any outstanding orders and who is assigned to deal with them. A record is also shown as to whether there are any ad-hoc orders already on the system.

Customer	Contact	Telephone	Time	Status	Document	Order	Assigned	By	Adhoc
Adens Light Engineering Ltd	Mr J Miller	01662 678543	08:45	Called	DOC00582	ORD00170	MANAGER	F	
Abington Hire Limited	Mr Roger Davies	01536 495002	09:15	Called	DOC00583	ORD00171	MANAGER		
Anderson Car Factors Ltd	Alison Mundin	01480 231442	11:00	No Order			MANAGER		
Bolton Computer Centre	Mr Jones	01224 559087	11:30	No Order			MANAGER		
Bristol Leather Limited	Mr Young	01204 565656	15:00	Await Reply			MANAGER	F	
CarMat	David Percival	01954 240898	09:00	Called	DOC00584	ORD00172	MANAGER		
Elite Vehicle Products	Harold Roland	01865 725400	09:30	To Call					
Macintosh Valves Ltd	Mr Snow	01667 876230	10:15	Called	DOC00585	ORD00173	USER	MANAGER	
Preston Computer Centre	Mr Lime	01775 654002	10:05	Called	DOC00586	ORD00174	USER	MANAGER	
Youngs (Dundeel) Ltd		01455 664421	10:00	Called	DOC00587	ORD00175	MANAGER		
Youngs (Aberdeen) Ltd	Mrs Beddows	01207 876541	10:05	Called	DOC00588	ORD00176	MANAGER		

Document	Account	Order No	Stock Code	Description	Qty Picked	Pieces	Batched	Location	Order Qty
DOC00582	ADA0001	ORD00170	SCOV173	Rear Seat Cover	2.00			MAIN	2.00
DOC00582	ADA0001	ORD00170	ECAF001	Poppy Coral Air Freshener	2.00			MAIN	2.00
DOC00582	ADA0001	ORD00170	SCOV036	Front Seat Cover	2.00			MAIN	2.00
DOC00582	ADA0001	ORD00170	CMAT109	Car Mat - Medium	2.00			MAIN	3.00
DOC00582	ADA0001	ORD00170	LGH100	Box For Spare Bulbs	2.00			MAIN	1.00
DOC00582	ADA0001	ORD00170	VPAC801	Autocare Vehicle Refinishing	2.00		Y	MAIN PBIN90	2.00
DOC00582	ADA0001	ORD00170	VPAC802	Autocare Vehicle Refinishing	2.00		Y	MAIN PBIN91	2.00
DOC00583	AHL0001	ORD00171	LCLC001	Ladder Clamp	1.00			MAIN	1.00
DOC00583	AHL0001	ORD00171	HSWB001	High Security Steering Wheel	2.00			MAIN	2.00
DOC00583	AHL0001	ORD00171	ECMH001	Mobile Phone Holder - Silver	1.00			MAIN	1.00
DOC00583	AHL0001	ORD00171	ECAF001	Poppy Coral Air Freshener	2.00			MAIN	2.00
DOC00583	AHL0001	ORD00171	ECHC001	Heat and Massage Cushion	1.00			MAIN	1.00
DOC00583	AHL0001	ORD00171	CMAT109	Car Mat - Medium	1.00			MAIN	1.00

## Picking Screen

Picking lists may be edited through this screen. This particular screen-shot is for a 'round' based picking list. This will show under or over picks, order quantities and other information relating to the despatch of goods. The option is available to pick by order rather than round if required.

## Telesales Global Options Screen

Shown below is the 3rd tab on the general options screen. This screen sets the defaults for how the template orders appear on the operators screen when entering or editing an order. It also deals with how Credit Control, discounts and prices are controlled. Other tabs offer similar configuration options including the using of stock supersessions or alternative items plus an additional feature which handles association Stock Items, eg if a customer is buying a battery powered item it could offer to supply batteries.

## Telesales Customer Contact Options Screen

Choices are available for day and time of call and also date of delivery and on which round. This screen shows how each customer's record is configured to show when they are called on a weekly basis, including the preferred time, delivery and round. Also shown on this screen are the contact details of the customer, the telesales operator assigned to normally call them and whether they are Cash Only or Account

General	Call List	Order Entry 1	Order Entry 2	Alternatives
Allow line prices to be edited in order entry: <input type="radio"/> Never <input checked="" type="radio"/> Managers only <input type="radio"/> Always Allow line descriptions to be edited in order entry: <input type="radio"/> Never <input checked="" type="radio"/> Managers only <input type="radio"/> Always Allow line discounts to be edited in order entry: <input type="radio"/> Never <input checked="" type="radio"/> Managers only <input type="radio"/> Always Key Markers in order grid: Special offer: * History: H Supersession: ^ Alternative: a 2nd Unit column caption: Pieces	<input checked="" type="checkbox"/> Allow inserted stock items to be added to template order <input checked="" type="checkbox"/> Allow inserted stock items to be added to price list <input checked="" type="checkbox"/> Update price list with price changes <input checked="" type="checkbox"/> Display insufficient stock warning <input checked="" type="checkbox"/> Show last price paid <input checked="" type="checkbox"/> Default setting for searching Search Ref 1 <input type="checkbox"/> Default setting for searching Search Ref 2 <input checked="" type="checkbox"/> Maximize Order Form on entry <input checked="" type="checkbox"/> Remember stock ref/description column widths <input checked="" type="checkbox"/> Allow previously ordered items to be inserted into order	Default order of lines on Order Entry: <input checked="" type="radio"/> Stock Reference <input type="radio"/> Average quantity ordered Main Unit description on Order Entry: <input checked="" type="radio"/> Stock Unit Description <input type="radio"/> Profile Unit Description		

Contact Options	Order Options
<b>Call on</b> <input type="checkbox"/> Monday at : : <input checked="" type="checkbox"/> Tuesday at 15:00 <input type="checkbox"/> Wednesday at : : <input checked="" type="checkbox"/> Thursday at 15:00 <input type="checkbox"/> Friday at : : <input type="checkbox"/> Saturday at : : <input type="checkbox"/> Sunday at : : Sales Contact: James Telephone: 0171 223 2233 Assigned To: USER	<b>Deliver on</b> <input type="checkbox"/> Manual entry of delivery date <input type="checkbox"/> Day of order <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday MID <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday MID <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday At any other time: MID <input type="checkbox"/> Separate Invoice and Delivery Note Payment on delivery: <input type="radio"/> Cash <input type="radio"/> Cheque <input checked="" type="radio"/> On Account

ROADS can be configured to work in a number different ways through the use of a various Options :

- Telesales Options
- Telesales Operators
- Despatch Options
- Special Offers
- Discounts
- Despatch Round Sequence



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