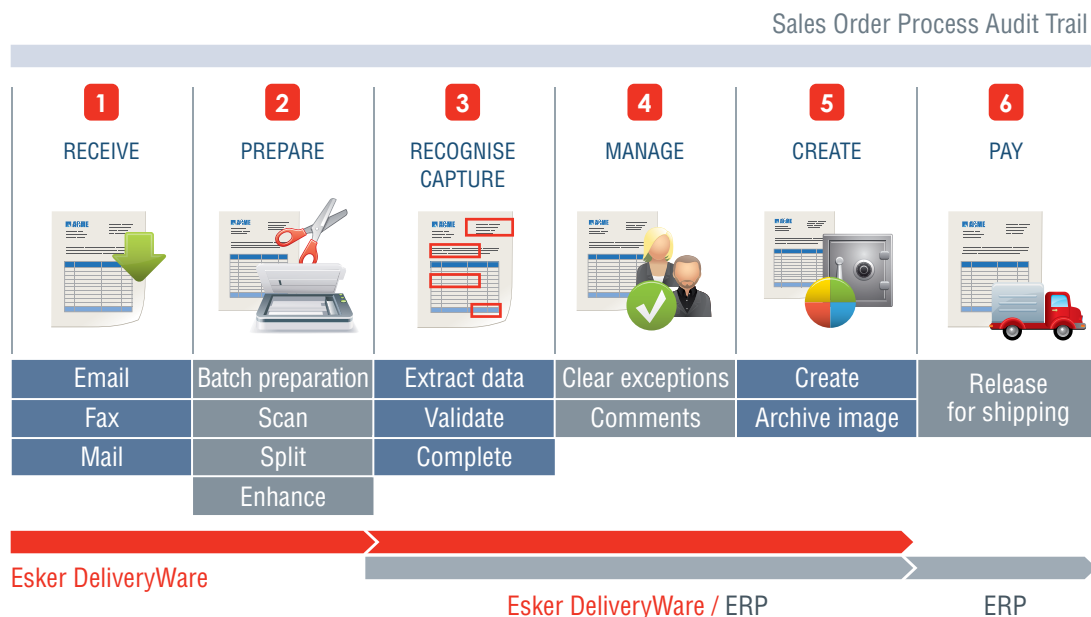




Sales order process automation for ERP systems

Company performance and profitability depend on the ability to manage business processes efficiently. Among them, order-to-cash is the most crucial. This is the fuel of the business. Satisfying customers, delivering orders on time and making sure customers get what they ask for, as well as managing production and stock efficiently, are critical to successful order-to-cash management. The only way companies can improve order-to-cash is by staying away from manual, paper-based processing. Esker DeliveryWare can help.



Solution Overview

Esker DeliveryWare provides pre-built intelligent features allowing companies to automate every phase of their order management processes — from when the order is received by the company, up to order creation in the ERP system and archiving of the original document image for later search and retrieval.

1. Receiving and routing

Whether orders come to the company by fax, email or mail, Esker DeliveryWare captures and routes the document, based upon your specific criteria, to the corresponding CSR.

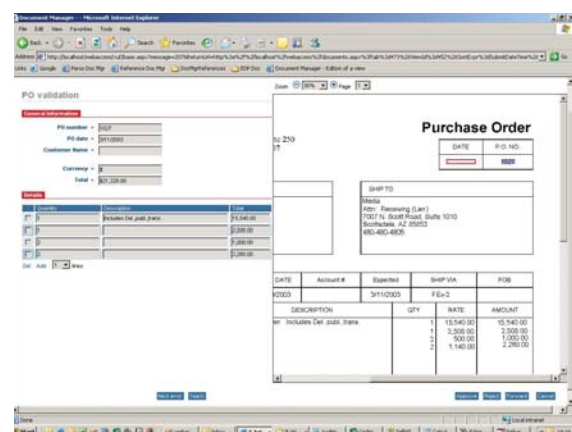
2. Data capture

No matter how information is displayed or where it is located on the incoming document, Esker DeliveryWare is built to flexibly capture relevant sales order data such as the name of the company that placed the order, the shipping address and instructions, the order number and requested date as well as the line item information.

3. Process workflow and exception handling

Esker DeliveryWare comes with a web-based user interface for validation and approval of sales orders.

This easy-to-use interface allows the business users to double-check correct recognition of the data. Additionally, the interface displays warning and error messages next to the captured fields whenever it is necessary to draw the user's attention to identified or potential issues.



This interface also allows the user to validate data against ERP master data, add any missing information and simulate order entry in the ERP system to identify and manage exceptions.

Finally, when all exceptions are cleared, the order is created in the ERP system with a link to the archived image document.

4. Process audit trail and reporting

The solution allows end-to-end document processing tracking and reporting, giving stakeholders visibility into the entire process — as well as the ability to identify and resolve bottlenecks.

Technology Highlights

Document and data capture

The solution is built on patented business rule technology developed by Esker. To match your company-specific business requirements, the solution allows intuitive rule customisation.

Esker Dynamic Document Capture module uses OCR and ICR technologies to read information contained in image files.

Using key words and relative position search, as well as specific algorithms for line item table recognition, allows the system to extract relevant data anywhere on a document.

Auto-learning capabilities

The system is able to learn new document layout and specifics on an ongoing basis, continually improving its recognition and extraction capabilities over time. Available to power users or system administrators via the browser-based "teaching" interface, this feature enables the system to become more efficient the more it is used.

Supported Business Scenarios

- Multi-level approval management
- Rush, standard and forward-looking order management
- Automating creation of multiple orders from one
- Electronic exception handling workflow
- Out-of-the-box tracking and reporting tool to monitor sales order processing activities
- Order entry notification and warning when unprocessed orders are sitting for too long in someone's task list
- CSR out-of-office management
- Electronic indexing and archiving of original document image for easy search and retrieval

Benefits at a Glance

- **Increase** your customer satisfaction
- **Gain** a competitive edge
- **Reduce** incorrect shipment headaches and unnecessary costs
- **Lower** the number of **invoice disputes**
- **Get real process visibility** to monitor KPI and resolve process bottlenecks
- **Improve cash flow** and reduce working capital

Technical Specifications

Server Minimum Requirements	▪ OS: Windows Server 2003, SP1 or SP2 ▪ CPU: 3.2 GHz ▪ RAM: 4 GB ▪ Microsoft .NET framework v1.1 SP1
Image Recognition	▪ OCR, ICR, OMR and barcode support ▪ Support of 122 Latin, Greek, Cyrillic and Asian languages
Web Browser	▪ Internet Explorer 6.0 or 7.0

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