

MSS Central Customer Administration

All functions described below have direct access to the MSS Product Data Base. Entering the Product Code will retrieve all available Product Master Data.

Maintenance of Customer Master Data

All customer related data is held in a central file. Existing customers can be retrieved by Postal Code, Last Name or Location. Furthermore customers can be assigned to a Discount Group (e.g. for members of a sports club).

When orders for members of such a group are received, the applicable discounts will automatically be taken into account. In addition product related discounts can be stored. The Customer Administration includes all data relevant for a customer like Delivery Notes, Sales Data and Open Invoices.

Maintenance of Customer Assortments

Assortments that are ordered on a regular basis can be stored, thus avoiding the repeated data entry. Of course the stored data can be edited. MSS can handle multiple assortments for each customer.

Entry and Forwarding of Customer Orders

Orders can be received centrally by phone, telefax or via the Internet and can subsequently be assigned to a store for order processing.

The invoice will be created in MSS when SIGMA Customer Delivery has indicated the completion of the order.

Recording of customer Payments and Pay-outs not based on an invoice

Depending on the agreement with a customer, payments and partial payments can be accepted and will be stored in MSS. The system will generate a list of open invoices in order to help identify overdue settlements.

Monthly invoicing of Credit Sales

Large customers often prefer a monthly summary of the accumulated payments in one invoice. Central Customer Administration combines all deliveries, also to different stores, different delivery addresses, and transfers the data electronically to your bank for settlement.

Customer Statistics / Business Analytics

The analysis of the customer orders is valuable input for planning promotions, commercials, cross-selling offers, optimisation of assortments and ordering. The system generates an overall report as well as overviews per store. All products ordered by a customer are sorted by product code, sales price and sales day. This data can be used for further periodical analysis. Via sorting of information customers who have ordered e.g. a selected product are listed.

Are the following answers of interest to you?

- Which customers buy preferably discounted products?
- In which geographic or product area were the highest sales?
- How did the buying patterns change?
- Are the purchasing baskets mainly the same?
- What exceptions can be identified for a Product or Sub-Department?

Customer Bonus Cards

The optimal way for collecting bonus points or accumulating discounts can be handled with customer bonus cards. MSS offers integrated creation of customer cards.