



## Customer Order Processing COP



Byte's Customer Order Processing and Shipping (COP) product provides business-to-business order entry, business-to-consumer catalog orders, Internet orders (web services), shipping, and invoicing specifically designed for businesses that sell by style/color/size. Orders may be entered by manufacturing style, customer style, SKU, or UPC. If using Byte's Finished Goods Inventory Control (FIC) module, on-hand inventory levels may be viewed by SKU when placing the order. Once the order has been confirmed, orders may be allocated based on specific customer criteria, which may include pre-print case labels based on customer requirements or pick-pack-ship. The bill of lading, packing slip, and invoice are then automatically generated completing the sales transaction. If your company requires a flexible, style/color/size based order entry and shipping system, Customer Order Processing is for you.

## Benefits

- **Shipping and invoicing accuracy:** Customer order processing procedures guarantee what is shipped is what is invoiced.
- **Reduces inventory management load:** Automatically maintains finished goods inventory.
- **Catalog Order Entry:** A special Order Entry program designed for customer service personnel to enter catalog orders received by customers over the phone.
- **Improves customer relations:** Customer questions on order status can be answered at any time.
- **Confusion-free shipping:** Maintains file of standard terms and customer-specific information for faster processing and error-free handling.
- **Simplifies accounting functions:** Posting invoices automatically updates the Platinum accounts receivable files or other accounting software systems.
- **Improves inventory management:** Together with Byte's Raw Material Inventory (RIC) module, COP's ability to explode material requirements based on customer orders assists purchasing in Purchasing Raw Materials (PRM) to prevent over- or under-stocking.
- **Instant shop loading assessment:** Together with Byte's Shop Floor Control (PAC), COP enables accurate delivery date projection and indication of material and labor requirements.
- **Salesperson commissions calculations made easy:** Commission calculations can be customized to the way you do business.

## Powerful Automated Functions

Take an order via telephone, fax, or Internet. Pre-print the shipping case labels based on customer criteria and these case labels become the pick ticket for the order; or allocate customer orders against finished goods inventory and pick/pack, stage and ship the orders. When a shipment is created and shipping documents are printed, finished goods are relieved and an invoice record is created automatically. Paper documents that normally would flow from the shipping department to accounting are not necessary. This process insures complete shipping and billing accuracy. If you need the ultimate in SKU verification for an order, consider *The Packing Station (TPS)* option which allows your packing operators to scan each individual SKU into a case and compare actual weight of a case against the calculated standard weight.

When your customers call, your customer service people have information at their fingertips, including order status, SKU availability, and balance to ship information.

Sales analysis is also available in a user-defined format. Analyze sales by customer, sales by style, sales by style/color/ size, sales by salesperson, and run comparative versions of these reports from the previous year(s). Customized reports are also available to meet your exact needs.



**Laser Scanner for shipping cases**

## The Time Is Now

*Let us help you become more competitive.  
Contact us today for more information.*

**For more information visit us on the web at [www.byte-ss.com](http://www.byte-ss.com) or e-mail us at [sales@byte-ss.com](mailto:sales@byte-ss.com)**

<b>FEATURES CHECKLIST</b>	
<b>Features</b>	<b>COP</b>
SKU availability at order entry	✓
Raw material availability based on customer orders (requires RIC module)	✓
Order entry Size Grid by style/color	✓
Individual SKU pricing by customer	✓
Order allocation algorithms by type, priority, ship date, order date, cancel date	✓
UPC number generator	✓
Palletizing	✓
User-defined Sales History analysis	✓
<b>Optional module Add-on</b>	
The Packing Station (TPS)	✓
<b>Printed Documents</b>	
Order Detail / Work Order	✓
Order Pick Tickets	✓
Packing Slips	✓
Bills of Lading	✓
Invoices	✓
<b>Labels</b>	
UCC-128 bar-code case labels (print up to five types of labels per case)	✓