



Answer 12.0 Enhancements and Changes

- Extensions to the Advanced Inventory Module
- New Part/Product upload facility
- Back to Back processing added to Telesales Order Entry, C42P
- New Cash Posting upload facility
- Hard Allocations upload facility
- Customer level line pricing in Telesales Order Entry, C42P
- New email templates including submitted job success/failure notifications
- Improvements to Master Lot and Hard Allocation processing
- Improvements to Answer POS
- Better Quotation integration with Answer CRM Contact Centre
- General performance and usability improvements

See the Overview document on the release CD for more details.

What's New in Release 12.0

Answer Enterprise 12.0 continues the improvement in the look and feel of Answer as well as introducing significant enhancements and several new programs and features. Integration with external systems has also improved with new upload facilities for Cash Posting, Hard Allocations and Product information.

For more details about these and other highlights see the articles below, have a look at the release overview or contact us. Remember that if you would like to see an existing feature changed or have suggestions for new features within the application then please contact us. A large amount of the changes we undertake for new releases are the result of customer requests.

Documentation for this release will follow shortly and will be available for download from the Answer Support website.

Advanced Inventory Module

The new Advanced Inventory Module introduced in Answer Enterprise 11.2 has been extended and enhanced in this release.

A new enquiry WI80P, Pre-Notification Summary Enquiry has been added which gives a quick overview of the status of all pre-notifications (Advanced Shipping Notices). The program displays an overview of the outstanding receiving requirements and provides a useful window on the state of current and future deliveries.

Increased flexibility in the pre-notification entry stage has been introduced with the ability to only enter as much information as you have to hand. For example you can pre-notify the quantities to be received before going back and entering the lot and batch details.

Many other improvements have been made based on customer and internal feedback.

Telesales Order Entry (C42P) Changes

The Telesales Order Entry program has had several changes for this release including:

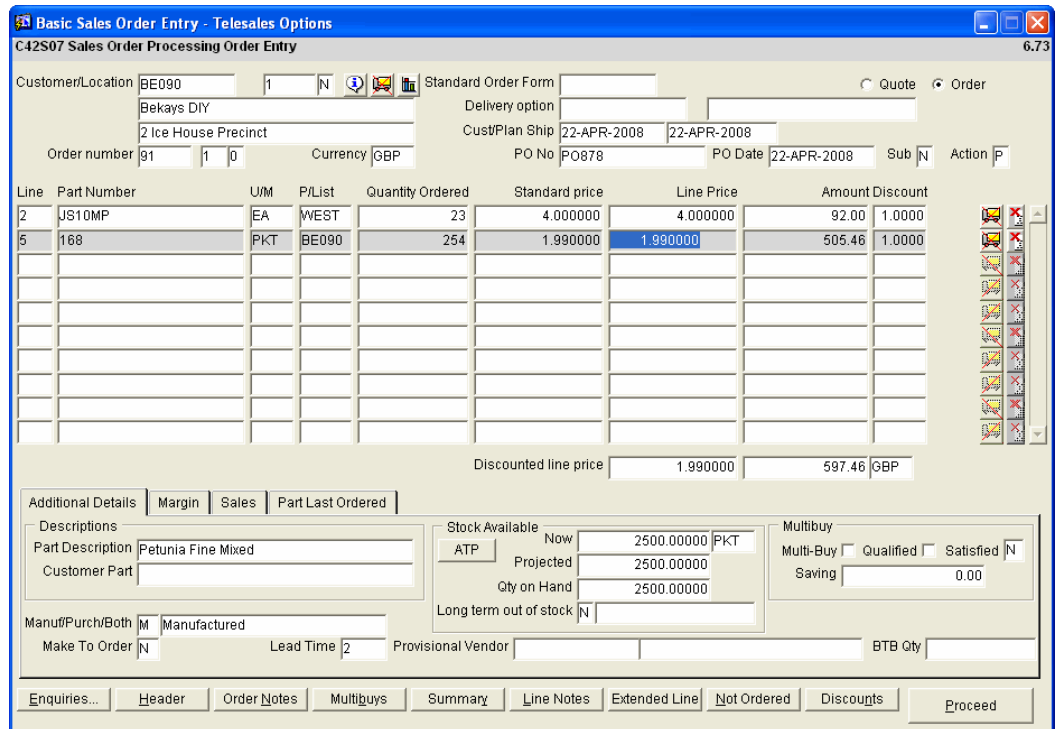
Back to Back Order Processing

We now have separate processing options and defaults for back to back order processing depending on whether the part is manufactured or purchased.

If manufactured, the quantity definition now encompasses the ability to split into lots/batch sizes. Additional Quantity size calculations are also offered as per the Answer Re-Order Report, I75R01.

Screen Changes

The main part entry screen (C42S07) has had been changed to show additional information in tabs along the bottom of the screen. These tabs show margin details, sales by value and quantity over the last three months, last ordered details and delivery point information.



The screenshot shows the 'Basic Sales Order Entry - Telesales Options' window. At the top, it displays 'C42S07 Sales Order Processing Order Entry'. The header section includes fields for Customer/Location (BE090), Order number (91 1 0), Currency (GBP), PO No (PO878), and PO Date (22-APR-2008). Below this is a table with columns: Line, Part Number, U/M, P/List, Quantity Ordered, Standard price, Line Price, Amount, and Discount. Two rows are visible: Line 2 for part JS10MP and Line 5 for part 188. Below the table, there are sections for 'Additional Details' (Margin, Sales, Part Last Ordered), 'Descriptions' (Part Description: Petunia Fine Mixed), 'Stock Available' (ATP, Now, Projected, Qty on Hand), and 'Multibuy' (Multi-Buy, Qualified, Satisfied, Saving). At the bottom, there are tabs for 'Enquiries...', 'Header', 'Order Notes', 'Multibuy', 'Summary', 'Line Notes', 'Extended Line', 'Not Ordered', 'Discounts', and 'Proceed'.

Quotation Module

The Quotations module has been considerably enhanced to offer better and full integration to the CRM Contact Centre module for Prospects and/or Contacts within a Prospect.

- A Quotation audit tracking and version control facility has been added within the option, subject to security, of user version number reset.
- Quotations Approvals can now prohibit maintenance once a certain Approval stage has been reached.
- The manual override of the Quotation calculated price/cost is now enabled, which if selected is the cost/price that will be utilised for any subsequent processing.

Hard Allocations

The existing Hard Allocations processing application, I120R01, has been enhanced to offer an option to use the Sales Order Reserved Quantity, which enables Hard Allocations to view stock at the 'Balance' level.

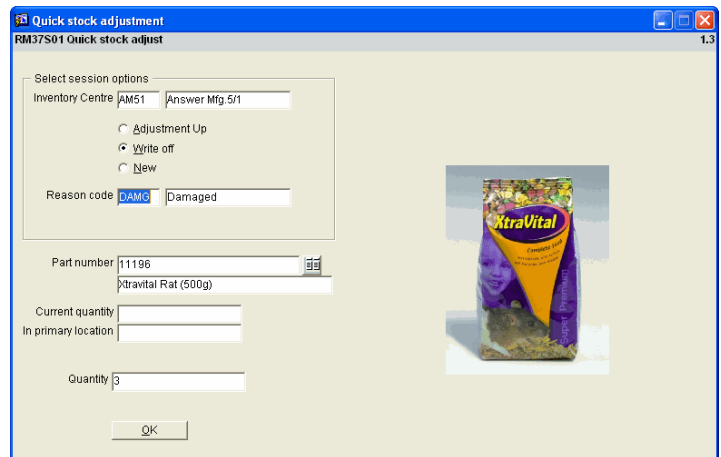
If this option is utilised no stock level Hard Allocations will be performed. Part Threshold rules have also been added which are defined within the Advanced Inventory Management module.

In addition a new Hard Allocations upload facility has been created, A29P, which can be used where Answer is interfaced to external Warehouse Management applications.

Answer POS

The Answer POS (Point of Sale) module has been enhanced with several features resulting from customer feedback.

- Options have been added to control when a receipt is printed and when in the tender cycle the cash drawer is opened.
- Labels can now be printed from a new option available on the POS screen. These user defined labels can be used for stock or price labelling or shelf edge labelling.
- A new stock take on/adjustment facility has been created RM37P, Quick Stock Adjustment, which is a very simplified screen based facility to enter, adjust or write off stock details.



The screenshot shows the 'Quick stock adjustment' window. It includes fields for 'Inventory Centre' (AM51), 'Answer Mfg 5/1', and 'Reason code' (DAMG - Damaged). The 'Part number' is 11196, identified as 'Xtravital Rat (500g)'. The 'Quantity' is set to 3. A product image of the Xtravital Rat bag is displayed on the right side of the form.

The new Quick Stock Adjustment form, RM37P allows you to enter new stock levels or adjust the levels up or down easily. The product image gives a good check to make sure you are adjusting the correct product.



The image shows a 'CD-ROM CATALOGUE' for VITAL with features like '18,000 PRODUCT LINES', 'DIRECT ORDERING', 'SEARCH ENGINE', and 'CD HELP'. Below it is a screenshot of the 'Import product' interface with a red arrow pointing to the 'Import' button. The interface includes fields for 'Inventory Centre', 'Short Code', and 'Blot Code', along with various checkboxes for product details and maintenance options.

The product upload facility allows large product data sets to be loaded and updated to Answer.

Loading Product Data from CD

A Part/Product upload facility has been added to the External Interfaces module.

The initial upload uses a CD based Part/Product file set supplied by the VITAL Group a pet supplies wholesaler, although the design of the upload lends itself to the easy addition of further supplier catalogue uploads with the minimal amount of change.

The VITAL CD, which is updated monthly, currently loads over 18,000 parts with their associated text and images.

As part of this upload the ability to define and use 'Hierarchical PHL' values has also been added, which ensures only valid entries at each PHL level are offered to be used.

Email Templates

Email templates have continued to be enhanced with this release to give you more control over the format and content using data relevant to the email being sent.

To increase visibility and manageability of submitted jobs within Answer you can now email details of jobs when they either fail or succeed. This important new level of control can be configured using M18P, Job Options Maintenance.

Rework Processing

Handling rework processing within Answer has been made more transparent.

F14P, Work Order/Schedule Part Number Maintenance Changes for new/added lines assumes they are Rework, but this can be changed. F16P, Work Order/Schedule Operations Changes also assumes new/added operations are rework items. F60P, Operations Booking now enables the flagging of booking transactions as rework. Rework values are highlighted in appropriate enquiries.

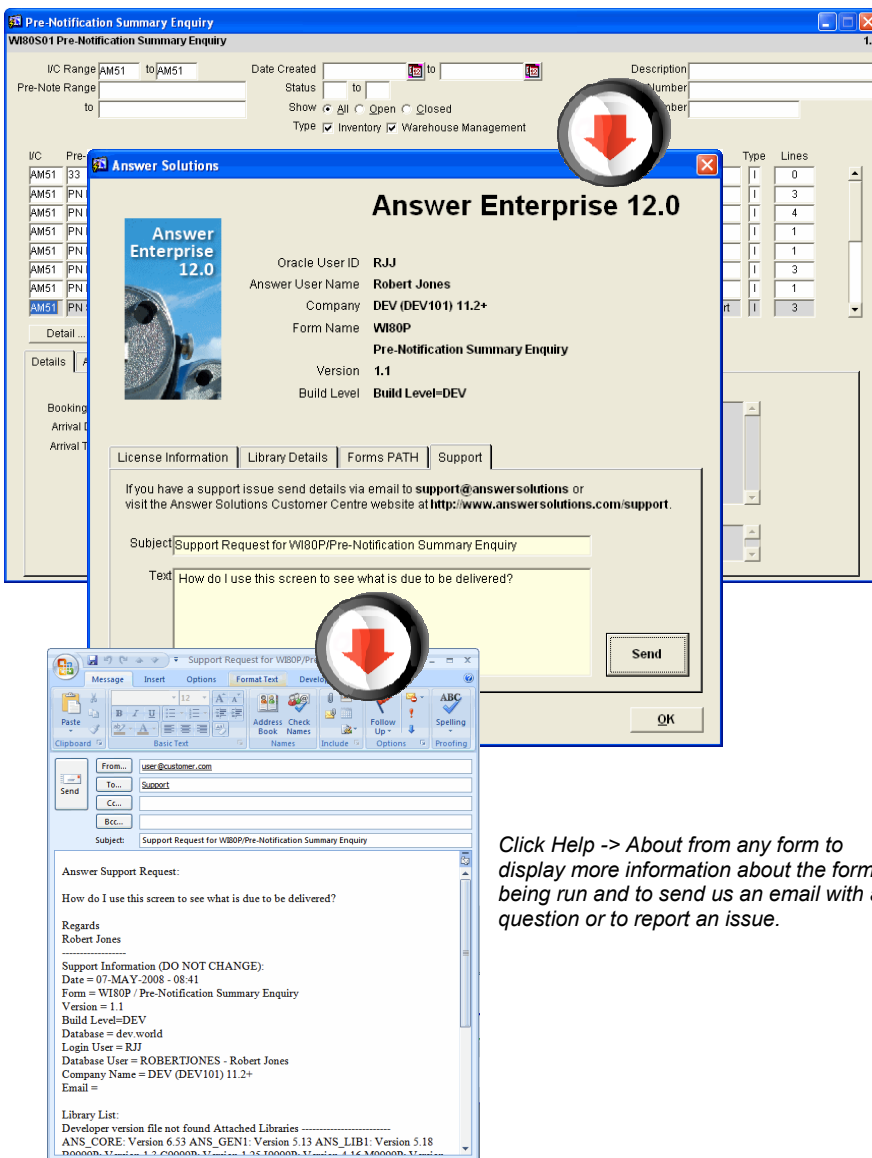
Tell us About any problems

The About Box has been changed to show more information about Answer and the form you are currently running —click on **Help -> About** from any Answer form.

You can also use the about box to send an email to Answer Support. Just select the Support tab , type in your message and click Send. You can use this feature to report issues with the program being used, ask a question or you would like to see.

The email sent contains detailed information about the program being run and your Answer environment providing us with a lot of the information we usually ask you for when talking to Answer Support.

We encourage all customers to use this new method of contacting us.



Click Help -> About from any form to display more information about the form being run and to send us an email with a question or to report an issue.

More Information

If you have any questions about what is in this release or any other aspect of running Answer Enterprise then please contact us.

We also encourage you to send us any enhancements or changes to the system you would like to see by using the forms on the Answer Support website.

Many of the changes we implement in each release start with conversations and feedback we have with customers about their experience of using Answer.

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Answer Support Website

The Answer Support website contains full details of this and future releases.

The website also contains full online documentation and the ability to enter and track all your support logs.

Contact Answer support if you are not already registered to access the website.

e: support@answersolutions.com

w: www.answersolutions.com/support