

## Faster communication

The ability to quickly and easily generate business e-mails is core to any successful business process, especially Customer Services.

Answer provides the facilities to generate e-mails, using user defined templates, from within Answer programs at key points in the business cycle as well as providing the option to e-mail standard output documents directly to Customers and Suppliers.

- ▶ Email standard output documents
- ▶ Make savings on postage and document handling
- ▶ Faster correspondence
- ▶ Fully integrated, no external facilities required

Examples of some of the many Standard Output documents that can be emailed are:

- ▶ Sales Invoices
- ▶ Purchase Orders
- ▶ Remittance Advice
- ▶ Proof of Delivery processing

Using email for Output documents could mean considerable savings in postage, document handling and so on.

This facility also enables quicker correspondence with your Customers and Vendors.

Emails can be generated at various points in the business cycle, for example:

- ▶ On short allocation of stock to a Sales order
- ▶ On short shipment of one or more Sales order lines
- ▶ When held back orders are released, etc.

Email is fully integrated into Answer Enterprise and no external facilities are required. This means that the setup, maintenance and routing formulas are definable within Answer and only the 'SMTP' server requires formal declaration.

Using user defined templates, specify who receives the email, who is copied, the subject and what email body text is available with, where necessary, appropriate substitutes, what business data is automatically loaded into the body of the email.

Standard email templates with substitution facilities are supported.

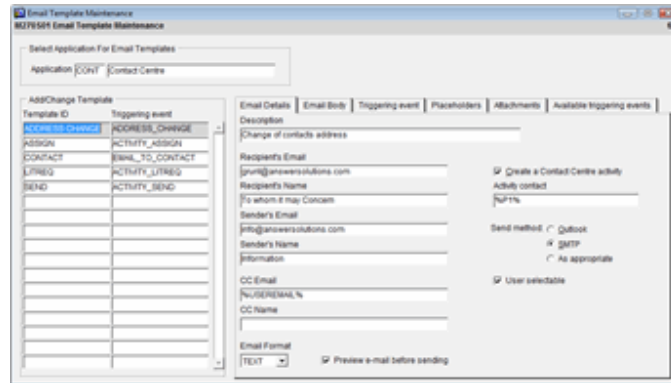
Standard Reports can also be emailed based on rules/configuration defined within Answer.

The necessary email plug in from 'Dundas' is supplied at no charge from our support group.

Emails can also be generated from key points in the application, during various business cycles. For example:

- ▶ Recurring Sales Orders
- ▶ Short Orders Workbench
- ▶ POD Cycle
- ▶ Contact Centre

The content of the e-mail template is user-definable.



## Customer documents that can be emailed

- ▶ Invoice (Export)
- ▶ Invoice (Home)
- ▶ Invoice Proof
- ▶ Invoice Pro-Forma
- ▶ Sales order Acknowledgements
- ▶ Statements
- ▶ Despatch Note
- ▶ Credit/Debit Note Proof
- ▶ Credit Note (Export)
- ▶ Credit Note (Home)
- ▶ Debit Note (Export)
- ▶ Debit Note (Home)

## Vendor documents that can be emailed

- ▶ Purchase Orders
- ▶ Quotations
- ▶ Remittances
- ▶ Changed Purchase Orders

For more information visit the Answer Solutions website or contact us.

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