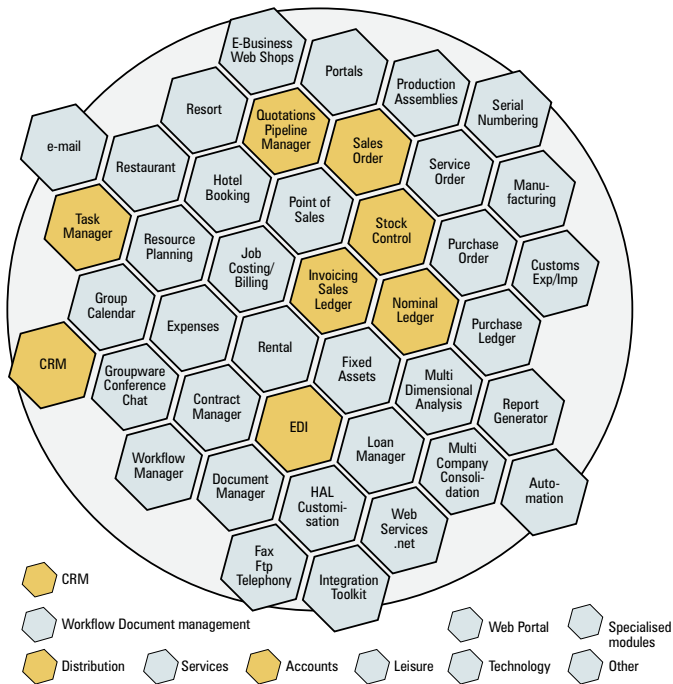


Sales

Powerful sales processing.

HansaWorld's sales functions are fully integrated with the accounts, making management and processing quicker and easier.





Hansaworld Honeycomb – ERP, CRM, e-Business, Accounts – All in One Integrated Solution

Basic Sales Workflow

Where Sales Order Processing is not an issue, companies can limit sales within HansaWorld to entering an Invoice, and then making a Receipt against the Invoice - HansaWorld will even handle stocked items in this way, ensuring Stock Control entries are made for any invoices for stocked items not recorded through Sales Orders. Alternatively, the sequence will be to raise a Sales Order (possibly automatically, from a Quotation), create a Picking List/Delivery from the Order, and then raise an Invoice from the Order. It is possible to vary this sequence in some instances.

Sales Orders

As with other parts of HansaWorld, you can select an existing Order, and copy the details into a new Order. These details can be edited in any way before saving. The Order itself allows you to request the delivery date (for the whole order or per line), and to specify the commercial terms for the future invoice. On Orders, HansaWorld keeps track of the quantities of ordered items that have been picked, that have been delivered, and that have been invoiced.

You can enter a different company in HansaWorld's Invoice To field, to allow you to record the eventual invoice against a different company from the customer - for example if the invoice needs to be issued to a leasing company, or to a different company within your group. HansaWorld also allows the user to specify a different Delivery Address, either from a pre-configured table, or manually for this Order.

Data entry of items to Sales Orders can be assisted with Item Classifications. These allow you to create multiple attributes for stock items, such as supplier, product range, dimensions, and colours, and give each item as many of these attributes as appropriate. The selection of items can be using an assisted entry approach, which will allow you to select all items from a specific supplier, and then drilldown to items from that supplier that are within a product range. Drilldown could be to over 10 levels. At all points, items can be entered to the Sales

Order screen by individual selection or drag and drop.

In addition, there is a menu function that allows you to close any selection of orders - any quantities that have not been delivered will be cancelled.

Amongst a wide range of standard reports, HansaWorld includes:

- the status of an Order, including all Deliveries, Invoices, Deposits, Returned Goods, and Activities (order processing notes, packaging instructions etc.) associated with that Order, and supporting full drilldown to source documents
- undelivered or partially delivered Orders, uninvoiced or partially invoiced Orders, again with drilldown
- traceability by individual item and/or batch or serial number.

EDI

HansaWorld has an EDI module, for the taking of EDI orders inbound, and sending of EDI invoices outbound. Numerous formats are supported - check with your local distributor for more information.

Pricing

HansaWorld has tables for Prices and for Discounts, which can be applied separately or together. Customers can be put on a given Price List and/or Discount Matrix. Pricing includes features for:

- automatic calculation of Price Lists by item or item groups
- date-based pricing, such as promotions
- quantity-dependent pricing
- multi-currency price lists
- customer-specific price variations without the need to create a new price list.

Discount percentages can be applied to all items for a customer or customer group, or to any selection of Item Groups or individual Items. The discounts themselves can be fixed or quantity dependent, with up to nine breaks themselves composed of quantities, values, weights or volumes.

It is also possible to set up Items that can be priced using formulae that cross-refer to the pricing of other items in orders and invoices - for example for insurance, or for invoice value discounts.

Invoices, Credit Notes, Proformas

The HansaWorld Sales Ledger (and Sales Order module, for specific features) supports the printing of invoices, credit notes and proforma invoices. Sales invoices can include Cash Notes, which are immediately processed against cash accounts rather than debtor accounts - primarily for retail use. Invoices can be given user-defined Payment Terms, which even include the ability to set up instalments, that split the due balance of an invoice across many dates, on given percentages.

Deposits/Downpayments

Cash can be received into HansaWorld prior to the shipping of goods or provision of services by several methods. Subsequent invoicing can show the net off of cash already received. Some of these methods are automated.

Interest Invoices

Charge individual customers for interest based on late payment of invoices, by selecting which customers, what interest rate to apply, and by running a regular batch routine to create the Interest Invoices themselves.

Credit Control

HansaWorld includes the usual range of reporting to support credit control, such as Aged Debtor reports that include user-definable age ranges. Debtor reports can be run back in time to any date, so you do not have to run them at month end. Statements can be produced to any date, and in two formats: open items, or all entries on the ledger between any range of dates.

HansaWorld's Task Manager features, described in more detail in HansaWorld and CRM, are perfect for credit control: Activities can be set up for chasing invoices, the invoices can be attached to the Activities, and the credit control history of the chase can then be recorded on the Activity. Credit controllers can then operate from their Task Manager (to do list), and drilldown to supporting detail whenever required. In addition, HansaWorld's level of integration offers other benefits to credit controllers:

- possibility to review e-mail history of a customer or invoice, regardless of sender or recipient
- possibility to see all activities on a customer, such as pre-sales promises, order statuses, or after-sales progress, all from a single report with drilldown
- possibility to attach relevant documents to customer or invoice records.

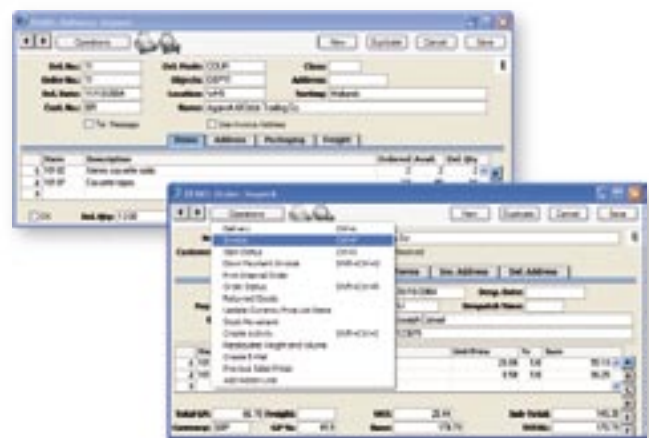
Sales Ledger Reporting

HansaWorld supports a wide-range of standard reports on sales data, including:

- turnover and profitability by customer
- turnover and profitability by item
- top selling customers and items, by turnover or profitability
- salesperson commission reports.

All of these reports interact with CRM features, such as the profiling of customer records by marketing source, business type or any other user-defined analysis code. Customers can be given more than 20 levels of analysis for this purpose. For example, you can find the profitability of an exhibition, or the turnover an individual salesperson makes within a given vertical market or sales region.

Also there is a standard export for Intrastat.



All in one

With HansaWorld software, your front office and back office are totally integrated so that they function as a single, powerful tool for all employees. There are more than 45 fully featured modules covering the key business areas of most organisations, allowing you to concentrate your data in one database. Having a single datafile improves the consistency of your data, and lowers the total cost of ownership by reducing the cost of upgrading. Users can choose to run the HansaWorld client software on any Windows operating system, from 2000 to XP, Pocket PC, Mac OS X and even Linux GUI solutions. The HansaWorld server can be run on Windows XP and 2003, Mac OS X, Linux, Unix and IBM OS/400. The preferred hardware for servers is an IBM eServer (xSeries, pSeries, iSeries or zSeries) or xServe (or G4 in smaller installations).

With the HansaWorld Portal and e-business solutions, you can extend the community of users beyond your own employees, by giving customers, prospects and other partners carefully controlled access to data via a web browser.

Contact your partner

To learn more about HansaWorld ERP and CRM solutions contact your local HansaWorld office or distributor or a Certified HansaWorld Business Partner. HansaWorld offices and/or distributors are located throughout Europe, South America, South Africa and the Middle East. A list of HansaWorld offices and distributors can be found at the Country link on our website, www.hansaworld.com. Details about local Certified HansaWorld Business Partners can be found at the Countries link at www.hansaworld.com.

Company profile

HansaWorld is a major international software company specialising in business applications. The group has 130 employees in offices in Europe, South America and South Africa. Distributors are also found in Europe, South America and the Middle East.

HansaWorld's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external e-mail, several webshop solutions and PDA support. In addition, HansaWorld can help to build a corporate portal. HansaWorld is developed using C++ as its programming language, and proprietary technology for database design and for network communication.

This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance. Currently HansaWorld is available for Windows 2000-XP, including Windows CE, Mac OS X and Unix, including Linux and OS/400. HansaWorld is IBM eServer proven, running on xSeries, pSeries, iSeries and zSeries.

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