

Fact Sheet

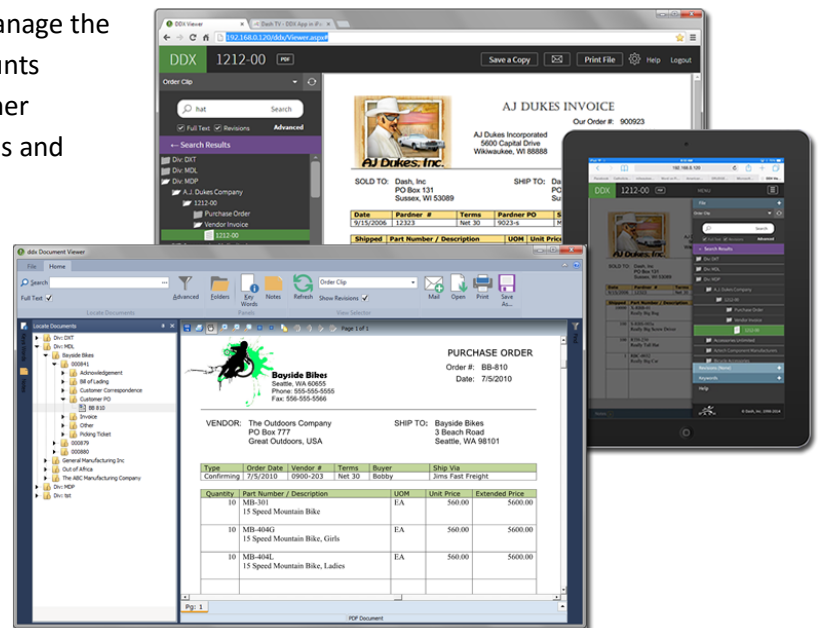
# DDX™ Document Management: Customer Service Business Process Module

Step up your customer service operation with Dash's DDX™ Document Management Customer Service module. Streamline your document handling and retrieval from order through payment. DDX will help you make your customers raving fans when you give them world-class care because all the documents and answers are at your fingertips in seconds. Reduce the time spent filing, organizing and finding valuable business documents and streamline your Procurement and AP process.

Dash's DDX Customer Service module helps you manage the documents involved in Customer Orders and Accounts Receivable. The typical audience is those in Customer Service, Shipping, Manufacturing, Order Entry, Sales and Accounts Receivable.

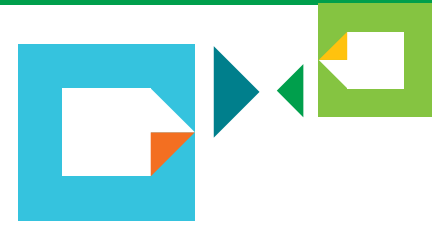
It includes specific, highly focused DDX functions and configurations, along with a special blend of useful SYSPRO hyperlinks, triggers and sample forms to address the typical steps from order entry through payment.

The Customer Service Module addresses various specifics including instantly accessing documents related to an order; Customer Purchase Order capture; delivery and capture of Acknowledgement and Invoices; Capture of picking and shipping documents and more.



Print, save or scan almost all various documents into DDX to secure and protect your business-critical files. For the forms your business produces daily – like Customer Invoices - DDX automatically archives a copy and delivers for you: emailing, printing and/or faxing to an unlimited number of recipients. Separate Delivery Preferences for each Document Type for each Customer let DDX know how to handle form distribution. DDX then organizes *all* of these disparate documents into coherent, logical groups in one central location so you can find them in seconds.

Dash's quick-start implementation and Customer Service Module for SYSPRO mean you will start reaping returns almost immediately. Get started now.



## The Facts

The following Document Types are pre-configured in DDX:

- Customer Purchase Order
- Customer Order Acknowledgement
- Customer Correspondence
- Picking Ticket
- Packing Slip / Delivery Note
- Bill of Lading
- Customer Invoice

Delivery Preferences user-maintainable for Customer Acknowledgement, Invoice and Delivery Note. Automated delivery (Email, Print and/or Fax) and capture of these forms: Just print.

Capture of Scanned and other misc. documents assisted by validation against SYSPRO data, and/or using DDX's Quick Tag feature for point-and-click tagging.

Hyperlinks and triggers strategically positioned in SYSPRO to assist users with quickly locating and capturing the documents they need when they need them. For example:

- In Order Query and Customer Query – links to view related documents
- In Customer Order Entry – trigger to capture Customer PO without any additional keystrokes
- During Customer Maintenance, links and triggers to facilitate setup and maintenance of Delivery preferences.

And more...

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## Requirements

- SYSPRO v6.1 SP1 (or greater) on Microsoft SQL Server.
- SYSPRO Sales Orders module.
- SYSPRO Accounts Receivable module.
- On the of the following is required:
  - DDX Core Module, or
  - DDX Enterprise Edition with the DDX VALU Module.
- SQL Server 2005 or greater
- Windows Server 2008 or greater

