Improving Communication With Customers and Suppliers

IQMS WebDirect allows you to harness the power of the Internet to stay competitive and satisfy the demands of customers and suppliers worldwide. IQMS WebDirect is a B2B or B2C application leveraging the infrastructure of the Internet and IQMS software, allowing users to collaborate more effectively with their customers and suppliers. With “e-business” becoming more widespread, you will be able to provide your customers and suppliers with the information they need faster and more accurately.

With this secure, self-service application, your customers and suppliers can use an Internet browser to have 24/7 access to important information that concerns your business. Customers can check on order or shipping status, print backlog reports and place sales orders for review and acceptance. Suppliers can view inventory levels, check receipt of inventory, print reports and more. Allowing access through WebDirect provides more communication to your company at any given time.

Benefits

- Improve customer service by providing 24/7 data access
- Increase planning accuracy with real-time access to pertinent data
- Eliminate the need to learn or acquire more software; WebDirect is completely web-browser enabled
- Lower customer service costs – supports “self-service” concept
- Reduce order to shipment cycle time
- Eliminate handling errors by reducing redundant data entry
- Improve communications between you, your customers and your suppliers

Customers can review open sales order information to reconcile what should be on order versus what is actually on order.
IQMS WebDirect

Key Features

Features for Customers:
• **Sales Orders**– Customers can enter, edit, view or cancel orders online. Order placement is subject to verification and customers automatically receive an email notification of acceptance or rejection of their order.
• **View Inventory Availability**– View existing inventory levels to find out how much inventory is available, what is in production and what is on order.
• **Shipment Information**– View shipment history against orders.
• **Accounts Receivable**– View a summary of outstanding invoices and how payments have been applied.
• **Return Management**– Check status of items currently in the return (RMA) cycle.
• **Publish Reports**– You decide the reports your customers may access down to the individual contact level. Reports may include on-time shipment analysis, quality documents, sales history and more.

Features for Suppliers:
• **Purchase Orders**– View existing POs to find out what is on order or what is left to receive.
• **Inventory Levels**– View real-time inventory levels, including a view supporting the “exception” list: items that need to be ordered and received.
• **Receiving Information**– View what has been received or rejected, including a history of transaction dates.
• **Accounts Payable**– Find payable information along with what was paid and any discounts applied.
• **Publish Reports**– You decide which reports your suppliers may access down to the individual contact level. Reports may include performance analysis, exception lists, stocking levels and more.

Suppliers can view inventory levels, current purchase order information and more.