

Catalogue Operators

Management 2000 is designed to make Catalogue Operators more profitable

When considering the response to a successful catalogue mailout

Would it be helpful

To be able to add telephone staff at any time if the volume of calls increases?

When considering call centre staff

Would it be helpful

To show all details for the customer from a single screen and to be able to edit anything immediately?

When considering the fulfilment cycle

Would it be helpful

To be able to create customer communications automatically and send them by the cheapest medium?

Management 2000 has been described as "the best system for low volume catalogue businesses"

New Zealand and most Australian businesses fall in the category of "low volume" in the above quote. Management 2000 makes this business more profitable by reducing call centre time during each call due to complete and relevant information being available, reducing number of callbacks and complaints by billing for only the stock shipped, reducing cost and effort in the warehouse - by using RF systems and by only producing pickslips for inventory actually available, reducing time answering shipping callbacks by incorporating Track & Trace links on the order.

What does Management 2000 offer?

- **Customer selection**
 - Powerful selection against a rich data source including offers and responses
 - Import of third party data files
 - Multiple selections with incremental precision
 - Mailing house file or mailmerge based letters or emails
 - Promotions and offers identified plus catalogue coding
 - Supports multiple countries including currency and pricing

- **Call centre operation**
 - Fast and flexible customer access
 - One click response to catalogue requests
 - All customer transaction and order details available as first screen
 - Fully prompted sales process, forced selection of source that prompted call
 - Backorder for committed stock with automatic display of all relevant details for cross sell
 - Order details allows practical control over backorder levels
 - Up sell messages, images, care and handling instructions
 - Automatic freight rules
 - Pass to supervisor or to specialist
 - Multiple payments - cash, cheque, Credit Card, Charge account, Voucher
 - Immediate allocation of stock if payment is OK means fewer call centre call backs

Management 2000 is the YES option. YES I can do what I want to do. YES I CAN do what I want to do.

- **Pick, Pack & Despatch**

- Paper or RF based invoices/pickslips – honour priority, single item, ship complete rules
- One invoices/pickslip per delivery (may be more than one delivery per order)
- RF offers facility to identify and remedy incorrect stocking of the pickface
- Order confirmation on despatch means accurate billing and fewer call centre call backs
- Track & Trace added to file (will be displayed on web enquiry) for customer to check delivery
- Powerful supply chain functionality supports timely warehouse operation

Management 2000 is one of the best specialist Catalogue applications available with the added value of an impeccable pedigree in colour size and fashion items, has support for store chains, has support for CMT based value added services such as uniforms and corporate gifts, and can offer full multi channel operation from day one.