

# snap >> vista

JD Edwards Web Self-Service-Order Inquiry

**Contact CDI Today**

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## Customer Portal for Real-Time, 24 X 7 Order Status

A recent *Supply Chain Digest* article stated that numerous companies have found that issues related to communicating order status took a lot more time and was more expensive than they realized, consuming 50% or more of a CSR's day, and 20% or more of a field Sales Rep's time.

### **Customers Want to Know:**

- Was My Order Received/Processed Correctly?
- When Will I Receive My Order?
- Carrier / Truck Information?
- Are There Backordered Items? – If Yes, What Are The Details?
- Any/All Order Change Occurrences?

### **Customers Get Order Visibility with SnapVista**

CDI's **SnapVista** is a complete customer self-service solution providing real-time order status, 24 X 7 via any web browser. Completely integrated with the JD Edwards (**EnterpriseOne or World**) Sales Order Management suite, SnapVista improves company productivity and lowers costs. Now, communicating with your customers and vendors is significantly easier and the load on CSRs and Sales Reps can be reduced significantly, freeing their time for more productive activity.

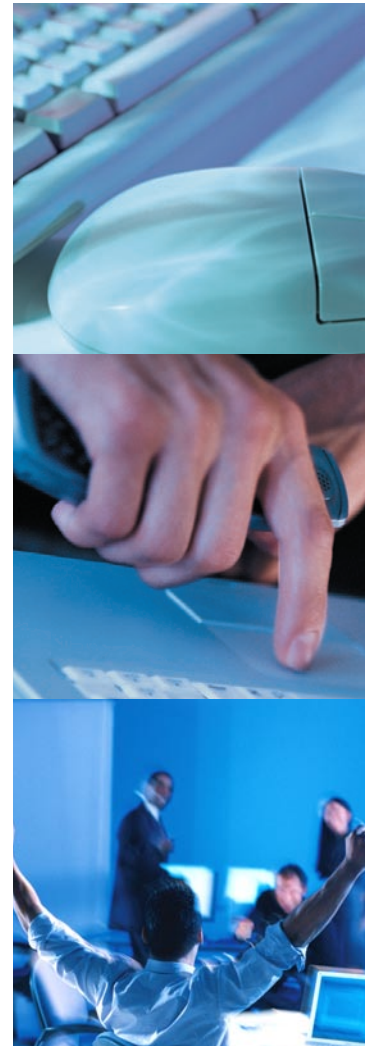
### **SnapVista Functionality Includes:**

#### **Customer Benefits**

- JDE Shipment Carrier and Order Tracking Hyper-Link Capable
- Search orders by Sold To and/or Ship To Address Book ID
- Inquiry Against JDE Sales Quotes (SQ) or Sales Orders (SO)
- Review Order Header and Line Item Details
- Search by JDE Sales Order Number
- Search by Customer PO Number
- Search by Item Number
- Search by Order Date or User Selected From / To Dates
- Search by Order Status (All, Open or Closed)
- Search by JDE Sales Order Type
- Search by JDE Ship Date
- View Header and/or Line Item Comments
- View Invoice or Invoices Associated with JDE Sales Order
- Print Order Capabilities
- Download to Excel Functionality

#### **Company/Administrator Benefits**

- Simple Windows Server Based Solution
- Easy to Use - No Customer Training Needed
- Easily Customizable (e.g., Order Header / Line Item Details)
- 100% Zero Client Solution



powered by

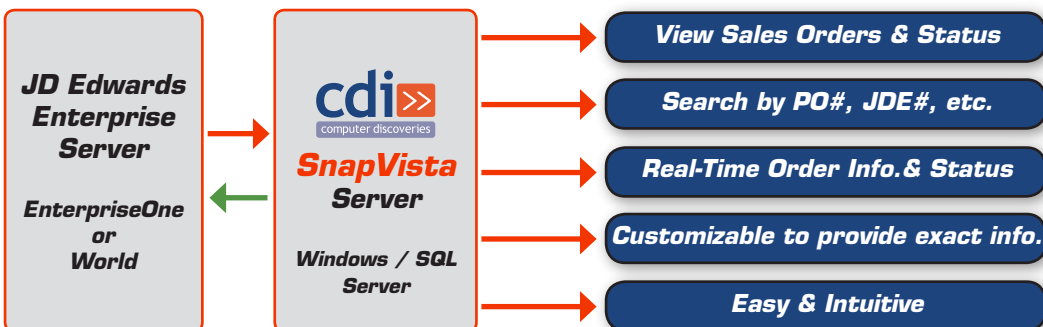


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### **How SnapVista Works:**

**SnapVista** works directly against the JD Edwards (EnterpriseOne or World) Sales Order Management database tables. SnapVista corresponds the user login with their JDE Address Book Sold To and/or Ship To ID. SnapVista allows you to display the exact information you want to be exposed to your customers. SnapVista (browser) views are customizable.



### **SnapVista Highlights;**

**SnapVista** is ideally suited for companies that wish to improve their customer communications while reducing the amount of time (cost) Customer Service Representatives and Field Sales Reps spend communicating order status inquiries with their customers. Web-enabling JDE order management allows customers the convenience to view real-time order status information 24 x 7 online while improving the productivity of your employees. SnapVista provides web-based order visibility that, plain and simple, significantly improves customer service and customer satisfaction. Every company that has adopted SnapVista cannot imagine going back to the old manual process of providing customers order status.

### **As one satisfied SnapVista user remarked:**

“This technology has changed our customer’s image of our company. No longer do they wonder about their orders... they now know the status and details of their orders increasing customer satisfaction to our highest levels. Our CSRs now spend their time doing more productive work.”

### **Maintenance & Support**

To ensure your satisfaction, CDI has instituted an ongoing Customer Support program. CDI offers comprehensive help desk support and technical service. The program helps ensure that SnapVista continues to meet your business needs. SnapVista Customer Support Representatives, who are SnapVista experts, will promptly address all questions or concerns that come from participating clients who subscribe to SnapVista maintenance program. By subscribing to the CDI maintenance agreement, a client is entitled to unlimited Call Center and E-mail support. Subscribers also receive ongoing software releases and upgrades.

**For more information about SnapVista, please visit <http://www.cdiconsulting.com/snapvista>**

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