# « Track and manage your order book »

For the management of the flows of Tier-one customers and also for numerous deliveries made for Tier-two suppliers, the order book is automatically completed when the programs received via EDI are injected. The contractual commitments with customers impose a control of the feasibility of the order book (analysis of the book at j+x). If the coverage is not ensured, it is necessary to break down the available inventory or to source it by another way. It is also possible to meet with the internal production departments in order to change priorities or to negotiate with the customer to postpone the delivery. It is essential to have precise information to maintain a climate of trust by giving correct information.

# | No. | Control | Control

#### Goals

- To have visibility over the inventory in real time.
- To be able to analyze the situation if the customer requests it.
- To have in real time the status of order preparations and loadings.
- To be able to intervene manually on the data about cadences received from the customers via EDI.

#### Use

The software has a function « synthesis of customer programs ». It enables to realize all the queries necessary for the shipping of an order line. All data from the histories of customer programs, from the content of stockpiles, delivery lines, packing notes to invoices can be seen in real time.

## **Analysis**

The work of a logistic technician or contact enforces to possess tools to interact with the automatic systems linked with EDI messages.

The real-time search of information about customer requirements, stockpiles, production or shipping is essential.

Being able to intervene on modifications is possible at all times.

Logistic contacts have to be helped by the system when they interact on a customer's data. The system has to guarantee that all necessary data is correctly initialized (PUS, RAN, order, IT Transport, manifest, complementary location...).

## Six good reasons to adopt it

- Availability of data in real time
- Interaction on transmitted data is possible
- Manual running is possible for open or firm orders
- Work-by-exception, failure analysis
- Integration of repository controls at the reception of messages
- It is possible to analyze the evolution of the customer demand



GALION Customer Relationship Management