Fact Sheet
glovia OM Sales Order Management Overview

Your Business in the Cloud: What is missing in your cloud solution?

A fully integrated environment for processing orders and managing goods and services.

The lifeblood of every business is the sale and distribution of its products. At the heart of this process is the sales order management system. glovia OM Sales Orders provide a fully integrated online environment for entering and processing sales orders from multiple channels , as well as managing the physical distribution of goods and consigned inventory.

Inventory Visibility
Sales Orders provide visibility into all inventory locations, with instant access to available, reserved and back order quantities, and other pertinent information. Sales Orders enable you to quote accurate delivery dates and check the customer credit status before completing the order.

Customer Profile
Information for order entry, product distribution, and billing information includes credit status, payment terms, discounts, carrier and freight handling preferences. glovia OM also maintains customer information by location, which allows the establishment of unique bill-to and ship-to locations.

Flexible Pricing and Discounting
Sales Orders support pricing based on various list prices and discounting structures captured in price books. Additionally, you can apply discounts to the order, line items, value-added services, or shipping charges. These discounts can be added manually, or grouped as a promotion, with effective dates, amount, and volume thresholds.

Consigned Inventory
Sales Orders support consigned inventory replenishment strategies. glovia OM allows you to manage inventory at consigned customer locations as well as manage inventory transfer between warehouses. With Customer Portal, customers have visibility into all consigned inventory, their consumption history, and shipment status.

Support Multinational global business
glovia OM enables you to create price books in multiple currencies and allows you to enter orders in any currency to support global business. The system automatically converts orders into your "home" currency for financial reporting, taking into account rate affectivity and fluctuations in exchange rates. Sales Orders also supports value-added taxing (VAT).
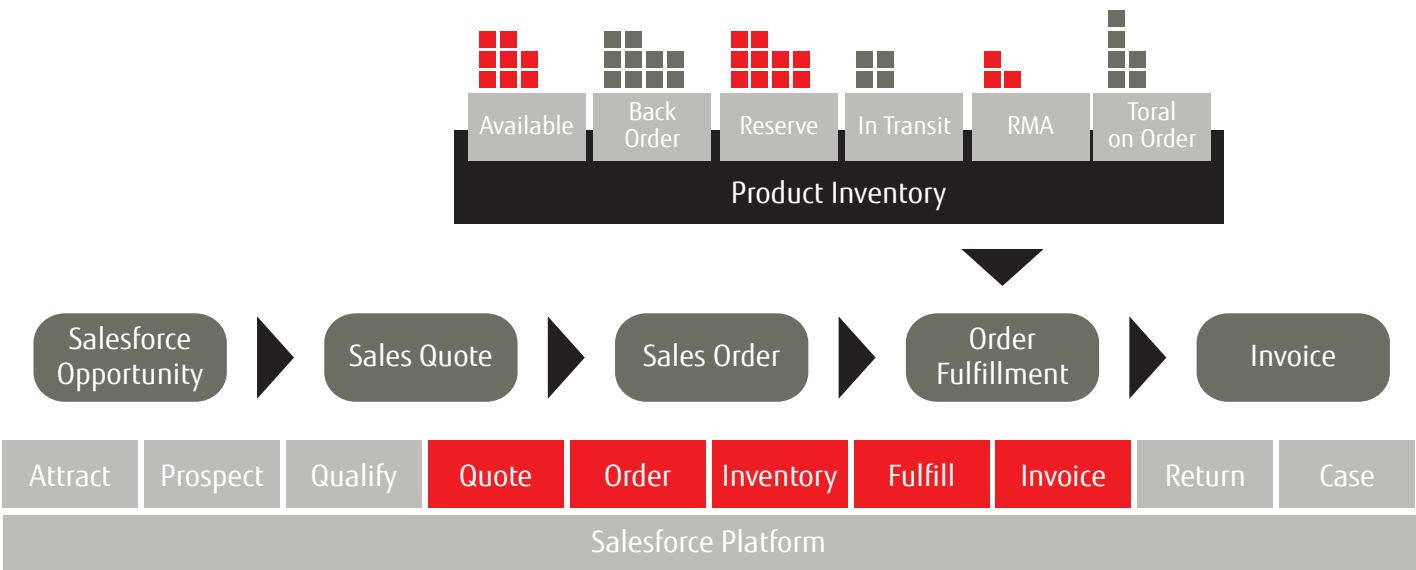
Extend the Salesforce Platform with glovia OM Sales Order Management

Benefits
- Enhance customer service
- Increase revenue by utilizing up sell, cross sell guided selling
- Shorten sales cycle
- Improve sales execution
- Increase sales visibility
- Single sales execution process for all source of demand
- Accurate, reliable order commitments
- Improve fulfillment process
- Flexible single process for warehouse operations
- Reduce fulfillment cycle time and cost
- Identify bottlenecks and problems

Key Features
- Creation of sales quotes or sales order from salesforce.com opportunity
- Conversion of a sales quote to sales order
- Creation of PDF document for sales quote, sales order, fulfillment and invoice
- Drop shipment
- Multiple methods for entering products and services on a sales quote and sales order
- Item cross reference
- Item bundling (e.g. kits)
- Item attributes (e.g. style, size and color)
- Customer returns with Return Material Authorizations
- Manage invoicing

Creating Sales Order
In glovia OM a sales order can be created in a variety of ways. You can manually enter a sales order or convert salesforce.com opportunity to sales quote or order. When approved by customer a sales quote can be converted to an order. glovia OM also provides capabilities to copy an existing order and create sales order lines from history, price books or catalogs. glovia OM can also accommodate sales orders from mobile, web sites, EDI or external sources. glovia OM provides you with the flexibility to tailor the sales order to your business.

Order Accuracy
glovia OM validates the order during the entry process and ensures that the order has all the necessary and correct information to be processed for fulfillment. For rapid order entry the system provides defaulting capability to automatically populate order data such as price book, payment, discounts, carrier and addresses to reduce the likelihood of data entry error.

Fulfilling the Order
The same flexibility extends to the fulfillment process. Your warehouse has the option to choose from a variety of fulfillment methods. One of the method starts from picking your items than packing them and shipping. Another method allows you to skip picking if your business does not require it. The next method allows you to skip the picking and packing altogether. This allows you to ship the product directly if your business does not require picking and packing. In addition, you can also do multiple shipments per line item and that will update the status to partial shipment.

Drop Shipment
glovia OM supports customer order fulfillment by directly shipping the goods from the supplier to the end customer. Customer sales orders are seamlessly communicated from Sales Orders to glovia OM Purchasing and on to the supplier. When the supplier communicates the shipment, the customer is invoiced.

Inventory
During order entry process you have the complete visibility of inventory to promise shipment date to customer. Depending on inventory availability the system will either reserve inventory or create back order. As the order goes through the fulfillment process the inventory is automatically updated.

Invoicing
Once an order has been shipped, the system has the capability to create an invoice. With glovia OM you have the option to automatically create and forward the invoice upon shipment. You also have the ability to create invoice schedule for customers who will be paying the invoice over time. When your customer pays, you have the ability to record the payment and payment type.

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In addition to Fujitsu glovia OM, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

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More information

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Fujitsu green policy innovation

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