



TPM

Trade Promotion Management



For Suppliers Selling Products
Through Retail Chains



SYSPRO for Suppliers to Retail Chains (Incorporating Trade Promotion Management) Specialized Businesses Require Specialized Solutions

If you are in the business of selling products through retail chains, you need SYSPRO. A major challenge for suppliers selling products through retail chains is separating earned deductions from unearned claims. If not managed properly, unearned deductions can result in thousands of dollars of write-offs. With deduction allowances increasing at a high rate, the trend is for companies to approve deductions without thorough investigation.

While their industries, products and customers are diverse, all manufacturers and distributors handling trade promotions share common challenges:

- Offer or are required to deal with trade promotions
- Are faced with writing-off of a large percentage of revenue that retail chains take as deductions
- Problems coping with specialized pricing
- Have to administer customers unilaterally taking deductions off payments
- Large administrative costs relating to people reviewing and collecting deductions
- Outstanding collectables needlessly tied up as deductions
- Struggle with deduction resolution
- Problems fairly representing promotions and deductions in their financial statements

SYSPRO enables suppliers to plan and execute successful promotions while maintaining tight monetary controls. It automates, manages and controls all forms of vendor allowances, including the handling of documentation and the approval of deals. By automating the research, validation, and settlement of deductions as well as charge backs and claims, suppliers have the opportunity to realize substantial savings and improve cash flow by limiting unearned deductions.

SYSPRO's Enterprise Solution provides a rock solid ERP software backbone to any business operating in a competitive environment.

Trade Promotion Management

Manufacturers and distributors benefit from SYSPRO in their continuing quest for true competitive advantages, enabling them to seize opportunities as well as formulate strategies for growth. SYSPRO provides superior financial management and cost savings, facilitates greater efficiency, ensures tighter inventory controls, enables last second production schedule adjustments, optimizes single and multi-site operations, enables accurate forecasting, gives full supply-chain control and visibility, speeds order turnaround and deliveries and enhances customer satisfaction. Furthermore, SYSPRO e.net Solutions creates an open architecture that enables customers to enhance the core SYSPRO system to meet their specific business requirements. SYSPRO Trade promotion Management is proven to deliver a rapid return on investment, one that is future-proofed to go on delivering as your market changes and your business grows.

As a result of its inherent feature set, lower cost of ownership and specific industry focus, SYSPRO is the replacement system of choice for mid-market manufacturers and distributors that are suppliers to retail chains.



The SYSPRO Trade Promotion Management System (TPM) automates supplier initiated trade promotions, including Trade Promotion Management, Deduction Management, Complex Pricing and Multi-tier Credit Checking.

SYSPRO TPM was specifically developed for small-to-mid-size manufacturers and distributors that target the Consumer Package Goods Industry and similar industries that offer trade promotions for retail outlets, including:

- food/beverage
- electronics/computers
- home/personal care
- houseware/appliances
- health/beauty
- medical devices
- healthcare/pharmacy
- recreation

The SYSPRO TPM automates all aspects of supplier initiated trade promotions, including claims, approvals, deductions and funds management. SYSPRO TPM is a highly cost-effective and functionally rich offering that extends the overall capabilities of the core SYSPRO ERP system.

TPM Features

SYSPRO TPM automates, manages and controls all forms of vendor allowances, including the handling of documentation and the approval of deals. By automating the research, validation, and settlement of deductions as well as chargebacks and claims, suppliers have the opportunity to realize substantial savings and improve cash flow by limiting unearned deductions.

The system is extremely flexible and can set up promotions for either order date or requested delivery date ranges; it can qualify promotions by weight, volume or quantity as well as for stock codes, product classes, product groups or departments. Additionally, it can specify promotions for individual customers, geographic areas or customer classes.

Because SYSPRO software modules offer total integration, when Trade Promotion data is entered, SYSPRO General Ledger, Accounts Receivable, Inventory Control, Sales Order & Invoicing modules are automatically updated. Furthermore, SYSPRO EDI automatically allows the entering of applicable pricing for qualified promotions. Additionally, email confirmations and alerts can also be automatically generated.

Features of TPM

Establish Promotion Rules
Setup Pricing Rules
Automatic Pricing of Sales Orders
Deduction Codes Setup by Category
Deduction Review Facility
A/R Cash Applications
Multi-Tier Credit Checking
Integration to G/L, A/R, S/O & EDI

Multiple Level Credit Checking

Users can take advantage of multi-level credit checking capabilities. Facilities are available to establish a multi-level hierarchy of customers, in addition to corporate holding companies external to the ERP system.

Flexible credit checking features include:

- Credit limits can be set and checked against any level
- Selective inclusion of outstanding deductions can be addressed in credit checking
- Credit limit can be checked for SYSPRO EDI orders

Pricing Considerations

Promotional pricing can be very complex. Promoted products are typically offered using bracket pricing. Based on quantity weight or volume and categorization or product grouping. Optionally, pricing is commonly based on a customer's class or region. All in all, it can be a daunting task for a sales person to arrive at a correct price when entering an order. The SYSPRO TPM accommodates all variances. Because pricing groups cover multiple line items in order entry, users can recalculate prices at any time. The system enables product groups to be designated by specific prices or percentage discounts. Off-invoice promotions can take the form of price changes, line promotions or order promotions. The system facilitates tracking of accrued promotions, matching them with specific deduction codes, easily traced to the General Ledger as liabilities. The applicable pricing for qualified promotions is automatically applied to incoming EDI orders.

The process of approving promotional allowances can be overwhelming, if not complex and time consuming. With automatic generation of accounting transactions, SYSPRO facilitates promotion review, allowing paybacks to the customer in the form of cash or credits. Deductions can be captured during Accounts Receivable payment processing.

Invoice Accuracy

When submitting payments, customers often make deductions for a variety of reasons. Some may be for advertising or promotional allowances; others may be per contract; and still others may amount to fines for vendor non-compliance. Because suppliers often sell to large chain retailers, it is feasible that one check from a corporate headquarters is meant to cover payments for several chains, which may not even have the same name. As a result, the reconciliation of deductions creates a tremendous administrative burden and cost both for the supplier. SYSPRO TPM captures a tabular list of the deductions during Payments and Adjustments processing.

Some features include:

- Select active and closed deductions on several levels
- Change the customer for all or part of the amount
- Change deduction codes for all or part of the amount
- Resolve a deduction
- Resolve a deduction by matching it against available accrued promotions
- Reinstatement a deduction by generating a debit memo
- Automatically write-off small amounts
- Keep notes and maintain a follow up date
- Automatically generate accounting transactions when a deduction is changed or resolved
- Write-off a deduction



Complete CONTROL

Enterprise Resource Planning (ERP)

SYSPRO for Suppliers to Retail Chains is a fully integrated business solution that delivers complete control over the planning and management of all facets of your operation, including accounting, manufacturing and distribution. With access to easy-to-view, real-time information, your business can leverage SYSPRO software to respond rapidly to changing circumstances, react quickly to customer demands, reduce operating costs through streamlined processes and workflow automation and outpace the competition. Because SYSPRO ERP can extend your enterprise with sophisticated CRM, APS and e-commerce functionality, your company can easily extend control to its entire supply chain.

The modular nature of the SYSPRO ERP solution allows you to select those functions needed to increase operational control and effectiveness. SYSPRO software is enhanced and upgraded on an ongoing basis. The software is available in multiple languages and supports all major currencies. With a foundation of leading-edge technology, SYSPRO for Suppliers to Retail Chains enables your business to reap the rewards of a becoming a more efficient operation.

Customer Relationship Management (CRM)

SYSPRO CRM is key in helping you win and retain customers. The SYSPRO CRM solution lets you track and manage all customer and supplier touch points. Customer correspondence, status, vendor relationships, marketing campaigns, service issues, product returns, warranty and repair histories, quote and sales order information are all monitored and recorded, providing a 360 degree view of internal and external business relationships. SYSPRO CRM enables sales, marketing and customer support operations to work collaboratively to achieve total customer satisfaction.

SYSPRO CRM offers powerful synchronization features and web tools to facilitate remote and off-line access via browser, laptop and web-enabled portable or handheld PDA device - all enhancing the marketing, lead capture and field sales efforts to increase sales and profitability.

Imagine your sales representative in front of a prospect and being asked to specify a precise delivery date. Imagine how it would improve your chances of winning the business if the representative was able to answer immediately and accurately by checking remotely to see the availability of materials, machines and capacity meet the deadline.

Imagine, too, a customer calling to ask when an order was going to be delivered or even wanting to amend the order. Imagine if your customer service operative could see the order instantly online and tell the customer where it was in the production cycle - and when the job would be delivered or the options and implications were for re-scheduling. Then imagine the impact of being able to re-schedule in real time online. That's the sort of customer service you can provide with SYSPRO CRM.

Advanced Planning and Scheduling (APS)

SYSPRO APS closes the loop between the ERP system and the shop floor. It is a dedicated factory and shop floor control system, which gives your factory manager complete flexibility and real time control over a dynamic manufacturing environment.

SYSPRO APS can 'see' the shop floor in real time (and in a graphical Microsoft® Windows® format) because it is linked with data capture tools at the point of manufacture. The system provides immediate feedback from the shop floor to the scheduler so they can maximize productivity in response to new orders, new priorities or machine downtime. And it allows managers to determine actual lead times, answer 'what if' questions instantly and feed an order into the production schedule in seconds.

SYSPRO APS gives you complete confidence in your ability to meet the increasing demands of customers for a wider variety of product choices, while improving productivity, customer service and on-time delivery.-commerce and e.net solutions.

In today's competitive business environment, the integration of systems and processes is at the heart of effective business-to-business trading. Software tools like ERP and CRM can help improve your customer and supplier relationships but not if they are used in isolation. A customer placing an order over the Internet expects a fast response, but unless your systems are fully integrated, the customer is going to be disappointed.

The Internet is easily the most powerful business tool of the new millennium. It has altered business methodologies and dramatically impacted the way organizations relate to their customers. From the ordering process to customer support and customer service, the Internet offers limitless opportunities to those companies with access to Web-enabling technologies.

SYSPRO for Suppliers to Retail Chain ushers in a new era of Web services. SYSPRO leverages Microsoft® .NET component architecture to deliver SYSPRO e.net solutions™, an open component-based software framework. SYSPRO e.net solutions provides a highly cost-effective way to trade across the Internet, integrate best-of-breed applications, maximize business-to-business trading and leverage wireless connectivity.

SYSPRO e.net solutions not only allows users to interact with the SYSPRO system over the Internet but also remotely from a palm pilot or cell phone, so they can enter purchase orders or check inventory while they are in the field.

SYSPRO's e.net solutions allows your customers to access online catalogs or manuals, search for and order items and then track their progress, from order to delivery, in real time - all this via a standard Web browser from your customer's own desktop. You can even provide individual customers their own price lists and parts numbering systems.

Document Flow Manager (DFM)

In business, sharing data with trading partners is essential. SYSPRO Document Flow Manager provides a powerful way to automate business processes, greatly facilitating collaborative commerce. It allows you to exchange documents with customers and suppliers more easily than ever before - from quotation to invoice - and automates the flow of all documents as they move through your organization.

Documents can be tracked and posted directly into the ERP system and retrieved at a keystroke. And they can be translated automatically from one format to another - from email to html to Microsoft® Access® or Excel® and back again. With SYSPRO Document Flow Manager, documents are routed automatically, so they're always where they should be, when they should be.



Rapid ROI

SYSPRO for Suppliers to Retail Chains is installed in some of the world's leading mid-market manufacturers and suppliers in their respective industries. It has delivered them dramatic improvements to profitability, quote turn-around time, on-time delivery, scheduling performance and customer relationships, plus equally dramatic reductions to work in progress, and stocks of finished goods and raw materials.

Steven M. Spiegel, CFO, Forkless Gourmet, notes, "Forkless Gourmet uses SYSPRO [for Suppliers to Retail Chains] to administer complex pricing and trade promotion strategies, manage credit risk associated with industry consolidation, enhance invoice accuracy and efficiently capture, manage and settle customer promotions and trade deductions. It offers an integrated approach to proactively managing issues."



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