



STYLEman365 B2B

Connected Commerce

One of the challenges facing all businesses is how to offer better Customer Service at lower cost. The answer to this challenge is to increase the automation and reduce the number of times information is passed around.

STYLEman365 B2B is designed to do this for users of STYLEman365 ERP, by offering customers the ability to become self-serving for placing orders and for accounts enquiries. It acts as a 24/7 virtual showroom for your products.

Salespeople get the facility to take Forward and Stock orders, both in a showroom or exhibition environment from samples, or by browsing virtual catalogues. All customer and salesman orders can be reviewed internally before being processed, and the reduced number of steps involved in getting orders from customers into the system will increase efficiency and reduce transcription errors. Both Customers and Salespeople can have documentation emailed directly to them.

STYLEman365 B2B can be used in the office too by Customer Service personnel as a simplified way of responding to customer queries, and by Retail and Concession Managers to manage shop stock.

The technology in use means that all modern devices can be used with STYLEman365 B2B, but it is particularly designed for the touch interface on Tablets.



STYLEman365 B2B Connected Commerce

STYLEman365 B2B

STYLEman365 B2B extends the functionality of STYLEman365 ERP for people who are involved in the selling process, be that Customers, the Sales Force, Customer Service or Concession Managers. It does so using the latest technology so that it can run on virtually any modern PC, Mac, Tablet and smartphone, using either keyboard and mouse or touch-based interaction.

B2B for Customers

STYLEman365 B2B allows customers to become self-serving, reducing the reliance and burden on Customer Service staff. They can review your catalogues, place forward and stock orders, check their account balances and review their order, invoice and returns history. In addition, they can produce copies of Statements, Order Acknowledgements, Invoices and Credits, all emailed directly to them. And this functionality is available 24x7, rather than just during office hours.

B2B for Salespeople

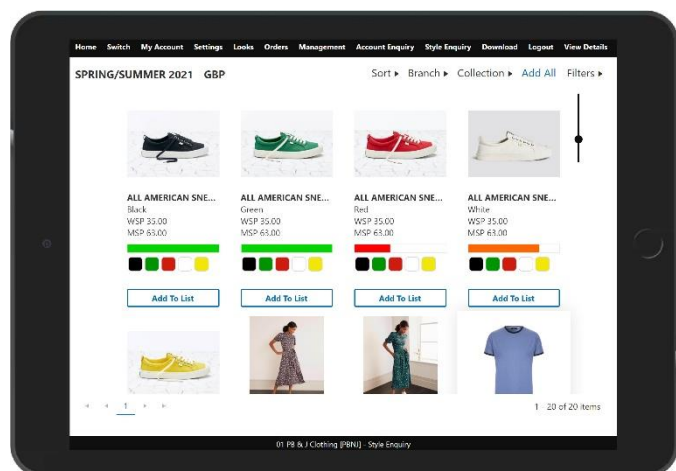
For Salespeople, STYLEman365 B2B curates their customers and allows the sales person to select the customer with whom they have the appointment. They then work with this customer until they move on to the next appointment. In addition to having the same facilities as customers, they can also take showroom orders, by grouping the samples together that the customer likes, scanning a sample's barcode and immediately getting access to the matrix of available colours and sizes for that style. Sales people also have some limited access to maintain existing customer orders, as well as the ability to create Looks and Collections that can be specific to the requirements of the customer, in order to make the sales process more tailored.

B2B for Customer Service

Customer Service staff have access to all customers, and more sophisticated Order Maintenance functionality. Again, when the phone rings and they select the customer, they are working with that customer until they change accounts.

B2B for Concession Managers

STYLEman365 B2B can be used by concession managers to check stock availability in the warehouse and to order replenishment stock or additional lines, and the barcode scanning will allow concession stock takes to be captured and sent back to STYLEman365 ERP.



Technical Notes

- PHP, JavaScript and SQL technology
- Links to STYLEman365 ERP via Web Services
- Designed for Touch Interface devices
- Highly configurable UI appearance
- Highly configurable Functionality for each type of User

STYLEman365 B2B Functionality

Designed For

- Sales staff, Agents and Distributors Customers
- Customer Service
- Customer Service Supervisors
- Concession Managers

Styles

- Build “Looks” to show off popular combinations
- Build Collections to tailor sales experience
- Use a Subset or Superset of Wholesale Products
- Style or Style/Colour images
- Multiple views
- Images automatically scaled for application
- Can use STYLEman365 ERP images or separate sets
- Colour/Size Matrix
- Alternative Colours available
- Colour swatches, either block colour or images
- Marketing extended text description
- Fabric Composition
- Flexible filter categories

Enquiries

- Account Enquiry with Aged and Order Balances
- Option to Email a copy Statement
- Order Enquiry showing Order History for all orders
- Option to email copy Order Acknowledgement
- Financial Transaction History of Invoices and Credits
- Option to email copy Invoices and Credits
- Stock Enquiry showing Colour or Quantity
- Fully real-time links to STYLEman365 ERP
- Uses same document designs as STYLEman365 ERP

Sales Orders

- Showroom Orders by Barcode
- Catalogue Orders from Interactive Catalogue
- Forward Sales before Purchase
- Stock Sales checking Availability
- Differentiate B2B Orders by Number Prefix
- Validate Order Dates belong in Season
- Raise Orders as Confirmed or Unconfirmed
- PDF Order Confirmation emailed to Customer
- Availability indicated by Colour Scheme and/or Quantity
- Orders can be saved for later submission
- Orders re-checked for Availability when submitted later
- Uses STYLEman365 ERP Pricing Algorithm
- Create Suggested Orders and send them to Customers
- Create Order Form from Suggested Orders
- Create Orders from within the Stock Check
- Optional Approval for orders raised by Customers
- Trusted Users may raise Returns from within B2B

Order Maintenance

- Maintain B2B Orders before submission
- Optionally make selected changes to Orders after submission
- High level users may edit other users un-submitted orders

Sales Reporting

- KPIs for Sales Staff, including:
- Top 10 Customers
- Top 10 Products
- Seasonal Sales Value
- Season on Season comparisons

Use On

- Tablet/touch screens
- Browsers – Chrome, Edge, Firefox, Safari
- Phones, tablets and PCs

Installation

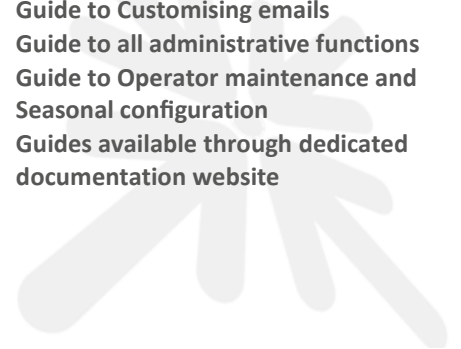
- Skin-able for Corporate image
- Change Product Name, Logos, Menu Icons and System Images
- Configurable from within the application
- Web Services interface to STYLEman365 ERP
- Multi-lingual and Translatable
- English, German, Spanish, Dutch and French available currently
- Can be embedded in company website

Security

- Configurable Password Criteria
- Password Expiry and Reset by user
- Configurable Session Expiry

Documentation

- Fully documented Configuration Parameters Guides
- Guide to Customising emails
- Guide to all administrative functions
- Guide to Operator maintenance and Seasonal configuration
- Guides available through dedicated documentation website



About STYLEman365

STYLEman365 is the culmination of more than 30 years expertise in the sourcing, stock and sales of coloured and sized items. It is cloud-based and has a wide variety of functionality that can be used as the business grows and explores new revenue opportunities. A typical STYLEman365 customer has from 5-500 users.

About Option Systems

Option Systems are a leading supplier of Apparel ERP systems since 1991. We sell and support systems from our UK Head Office and through our partner network worldwide. Our customers include a number of well-known international brands, as well as smaller specialist sourcing and CMT businesses.



Contact Details

For more information about STYLEman365 ERP, PLM, WMS, B2B, B2S and BI products, please contact Option Systems Limited.

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STYLEman365

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