



# OMNITRACKER Stock & Order Management

## OMNITRACKER Stock & Order Management

A smooth, economic and customer-friendly ordering system requires a flexible IT-system. With OMNITRACKER Stock & Order Management you get a modular software for representing the whole ordering process. A structured overview of stock, enquiries and current orders supplements the solution. Typical tasks like the creation of offers, administration of articles, approval of order enquiries, execution, shipment and follow-up of orders can be executed efficiently. The processes of article redemption and charging supplement the software.

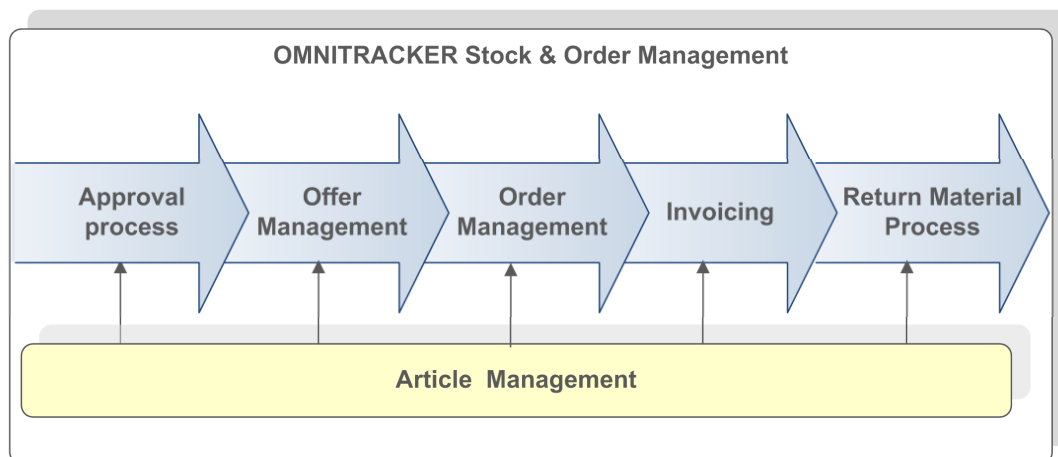
OMNITRACKER Stock & Order Management integrates all essential processes in one application only. The easy integration of all other OMNITRACKER-based applications is supported.

## Your Benefits

With OMNITRACKER Stock & Order Management, the following benefits are at your disposal:

- View and execute order enquiries
- Create and execute offers
- Tracking of orders
- Central and easy article administration
- Overview of the current stock of articles
- Management of article redemption and article exchange (Return Material Process)
- Automatic payment process (Invoicing)
- Web shop
- Transparency through approval and release procedures
- Integration with OMNITRACKER IT Service Management

Thanks to its scalability and flexible process integration, OMNITRACKER Stock & Order Management enables the introduction in many different companies — from the Service Department of a medium-sized company to international large-scale enterprises.



*The processes of OMNITRACKER Stock & Order Management*

# OMNITRACKER Stock & Order Management

## Technical features at a glance

### General

- Holistically view
- Allocated access to all relevant data and information
- Integration with OMNITRACKER IT Service Management

### Planning and administration

- Structured administration of enquiries, orders and articles
- Approval process for the determination of material requirements
- Article data base for the administration of all components and their relations and dependencies to each other

### Execution and observation

- Register enquiries via Webshop
- Create offers
- Auctions via Web
- Execute, verify and approve orders
- Connection of related orders
- Follow-up and observation of orders
- Process-supported article redemption and article exchange
- Charging of executed deliveries

### Interface and display

- Predefined reports which are flexibly and individually adaptable
- Display of dependencies
- Transparent view of all processes

Furthermore, the following supporting processes are available:

- Master data administration to manage companies, locations, cost centers and persons
- Article data base
- Reporting

Beside Stock & Order Management processes, OMNITRACKER also enables the implementation of other processes and their integration with OMNITRACKER Stock & Order Management, such as, amongst others, IT Service Management, Project Management, Sales Management or Task Management.

## A. Master Data Administration

Stock & Order Management is based on the master data administration of OMNITRACKER. OMNITRACKER Stock & Order Management supports a comprehensive administration of all data which are registered structured to companies, countries, locations, cost centers and persons and administrated together with their connections. Interfaces to master data in predefined systems are supported alternatively offline or online via web services.

## B. Requirement and Approval Process

The requirement for goods and articles has to be approved beforehand in many cases. The authorization concept of OMNITRACKER Stock & Order Management makes sure that only needed article are ordered.

After the applicant has chosen an article, the approver has to check if the article is needed and approve the order. When ordering several articles, this process has to be done for every position. The order confirmation is sent together with the approval of the article to the applicant. Afterwards, the order of the article can be executed.

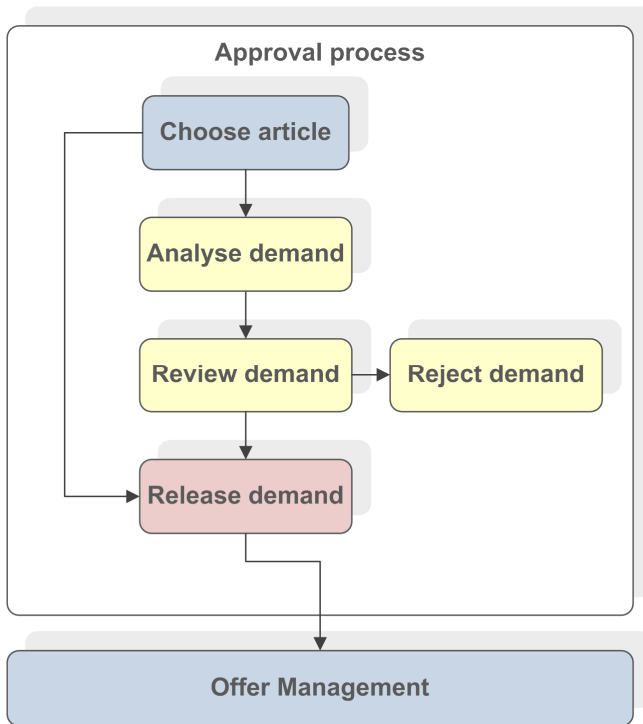
In order to minimize the administration effort when ordering articles free of approval, the approval process can be evaded.

## Integration in OMNITRACKER

OMNITRACKER Stock & Order Management integrates the following processes:

- Requirement and approval process
- Offer management
- Article and stock management
- Order management
- Return Material Process
- Invoicing

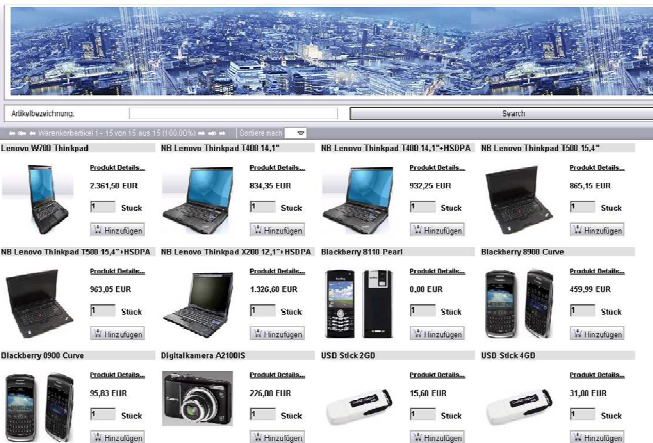
# expandable & transparent



The approval process of the OMNITRACKER Stock & Order Management

## C. Offer Management

OMNITRACKER Stock & Order Management not only supports the creation of orders, but also auctions.



The web shop for online auctions of the OMNITRACKER Stock & Order Management

The aim of offer management is to create an individual offer for the customer. For this, suppliers create their offer based on customer and article master data. Therefore, all required information for the execution of an offer are available for the responsible employee at any time. Customers check the offer and decide whether to accept it or not.

The planning and execution of auctions offer suppliers the possibility of submitting an offer for biddings also via the Web. After the bidding is closed, the suppliers are informed whether they received the award for an article or not.

The process offer management is supported via the automatic creation of offers from article lists and the administration of several offer versions. With the Reporting Tools Crystal Reports integrated in OMNITRACKER, documents can be generated which are ready to send. The transfer of data to the accounting department is possible via interfaces.

## D. Article and Stock Management

OMNITRACKER Stock & Order Management contains an article administration for managing the complete stock of articles.

Every article is registered, defined and described. For this, amongst others, technical information, handbooks, details of the supplier (cash discounts, sales discounts, terms of payments etc.) or also graphics can be deposited.

Customers can choose articles from this basket of goods and assemble their order.

The stock management starts with the delivery of articles and their registration in the data base. In doing so, the number of articles on stock is established.

Therefore, it can immediately detected in an order, whether the required article is on stock or not. If all ordered articles are on stock, they are allocated to their respective order number. Then they are charged off the stock and automatically generated. The delivery note and invoice are generated automatically.

## E. Article Data Base

The target is the easy administration and follow-up of specific articles and the complete transparency of the current stock of articles.

The article data base of OMNITRACKER Stock & Order Management is updated automatically. Details and History inform at any time, e.g. about the number of articles on stock, the state of an article or of executed changes and maintenance.

Supplies and stocking can be managed optimal via the notification of minimal and maximal stock level.

## F. Order Management

After the demand for an article has been detected and a related offer has been made, the actual order process begins. Within this process, orders are registered, verified and approved. The approval leads to the order and shipment of the article. Ordered articles are charged off the stock and shipped.

Hereby, orders can be grouped according to suppliers and splitted depending on the article availability.

OMNITRACKER Stock & Order Management also supports the creation of order confirmations and delivery notes.

## G. Return Material Process

The redemption of goods and the exchange of articles is essential for a smooth operation procedure. This process is also covered with the OMNITRACKER Stock & Order Management.

Damaged or old goods have to be exchanged or repaired as soon as possible. For this, the article is either sent directly to the manufacturer with the request of removing the error or is removed by the responsible Support member locally.

## H. Invoicing

OMNITRACKER Stock & Order Management supplies the invoicing of orders. Within the respective invoice position, it can be specified whether the accumulation costs are charged to the service provider and/or the cost center.

The process Invoicing manages

- Invoices
- Reminders
- Credit Notes

and enables the electronic shipment. The integration of digital signatures is possible. The access to price lists and article data is also integrated in this solution. Here, interfaces to cooperationg (ERP-) systems are also supported.

## I. Reporting

With Management Reports, required information can be displayed at a glance and up-to-date. Therefore, e.g. an overview of the current stock of goods with marking the

minimal and maximal stock level or cost centers related to orders can be generated.

Via the OMNITRACKER Web interface, the whole order process from offer to the shipment of the article can be traced back. The transparent view of objects is ensured.

## Conclusion

The implementation of OMNITRACKER Stock & Order Management forms the basis for a successful execution of complex order procedures.

Our solution grows with its targets. That means a step-by-step expansion by existing solutions, e.g. OMNITRACKER IT Service Management Center or OMNITRACKER Project Management Center as well as the implementation and migration of other business processes on the OMNITRACKER platform are guaranteed.

## Additional Information

Should you require further information about the product OMNITRACKER and its solutions or if you like a presentation of the product, please do not hesitate to contact us.



### The Company

Our primary goal is to satisfy our clients by offering high-quality products and services as well as first-class service. In addition, we consistently implement the needs and desires of our clients with regard to product content, quality and deadline. The service that we provide to our clients does not end when the contract is signed: it is only the beginning.

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