



ASSISTCornerstone

ASSIST FEATURES

Assist:

A total
solution
from the

Total Service

Provider

How can you get the operations of all your sales channels working smoothly together? Assist. This complete software- and service-based solution has all the back-end processes and functionality you need to produce the ultimate sale result: bringing the customer back to you.

eCommerce

- Net.Commerce framework
- Single box solution
- Online mall environment
- Multiple store capability
- Shopping cart capability
- Order status inquiry
- True transaction database
- Online address correction
- Suppliers
- Shoppers
- Merchants
- Built-in SSL Security
- Multiple event e-mail
- Confirmation on order, pick, ship, delivery
- Ship tracking

Direct Marketing

- Key code management
- Offer management
- Pages
- Items
- Offer attributes
- List management
- Integrated with sales analysis
- RFM segmentation
- Decoys and seeds
- Multi-step processing
- Processes/steps/correspondence
- Enrollment via key code/finder number
- A/B testing
- Customer process tracking
- Prospect mailing history (finder)

- Square inch analysis

Sales Analysis

- Sales analysis inputs
- Customer attributes
- Item attributes
- Orders
- Invoices
- Key codes
- Offers
- Lists
- Responses
- DR processes
- Sales analysis processes
- Sort/subtotal
- Summary schemes
- Field filters
- Ranking
- Intelligent indexing
- Sales analysis outputs
- Onscreen reports with drill-down capability
- DB2 data files
- Datamart, warehouse and cognos integration

Order Entry

- Real-time integration
- Key code/source capture
- Powerful customer and item search
- Duplicate customer detection
- Automatic city/state entry
- Address scrubbing (partner)
- Multilevel customer tracking
- Multiple shipping addresses

Find out more information about Assist solutions at <http://www.assistcornerstone.com>

**Give your
back-end systems
a unified front
for powerful
multi-channel
sales**

- Online inventory availability
- Outbound calls
- Descriptions
- Cross-selling/Up-selling
- Pricing and discounting
- Sales tax
- Payment methods
- Order Scripting
- Multi-channel CRM functionality
- Online credit card processing
- Shipping and handling charges
- Ship complete option
- Future ship dates
- Commissions
- Returns
- Fraud protection

Order Fulfillment

- Online, real time
- Multiple allocation methods
 - FCFS
 - Priority based
 - Prorated
 - Multiple picking methods and filters
 - Single order
 - Wave
 - Shipper
 - Priority
 - Item
- Order verification
- Order packing (partner)
- Shipping support
- Rush orders
- Bar coding
- Multiple labels
- Integrated manifesting and tracking (partner)
- Drop shipping option
- Automated back order processing

Customer Service

- Full featured inquiry
 - Customers
 - Orders
 - Invoices
 - Payments
 - Items
 - Gift certificates
 - Serial numbers
- Returns processing
- RMA's
- Restocking fees
- Reason codes
- Refunds processing
- Credit card
- Check
- FTC notification

Purchasing

- Purchase orders
- Purchase inventory or consumables
- Auto three-way matching
 - Purchase order
 - Receiving document
 - Vendor invoice
- Requisitions
- Auto requisitioning
 - Based on reorder points and quantities
- Approval paths
- Cost centers

Inventory Control

- Multi-warehouse/multi-location
- Operational data values inventories and controls costs
- Online verification of product availability
- Tailored reporting options
- Generates true cycle counting schedules
- Multiple language and currency translation capabilities
- Flexible costing for same items at multiple locations
- Manufacturing (partner)
- Assigns unique control numbers to each transaction
- Multilevel BOM for light assembly
- Immediate inventory updates at end of transaction processing
- Multiple balances for quantities on-hand, reserved, in-transit, on sales orders, committed, back-ordered and shipped
- Maintains up to five units of measure for each item
- 15 user-defined attribute codes
- Inventory is calculated at component level
- Supports inventory kitting
- Records dimensions and characteristics (model, size, color)
- Provides flexible cost accounting options
- Supports standard cost components for price modeling

Financial

- General Ledger
- J/E entry, recurring J/E's, multiple budgets
- Configurable chart of account structure
- Project sub-ledger templates

- Financial report writer with drill-down and drill-around
- Fixed Assets (partner)
- Accounts Payable
- Recurring vouchers
- Auto distribution
- Bank reconciliation
- Accounts Receivable
- Auto receipt application
- Statements
- Dunning letters
- Payroll/Human Resources (partner)