

MCC ©

By TVH

The ERP Multi-Channel Commerce solution
for service and supply retailers and distributors

- Mobile sales
- Point of sales
- EDI / XML
- Logistics
- Transport
- KPI
- Marketing
- Catalog
- Contact Center
- E-commerce



Why ?

MCC by TVH© targets companies wishing to expand their Business through various sales channels, such as the web, nomad or in-house sales force, contact centers, stores or specialized distribution networks, mass distribution... The sales channel diversity is a very positive accelerator to increase the sales turnover, but only if the company can face this generated complexity.

Upstream, the marketing policies are segmented more and more by customers, channels and products. Pricing, promotions, packaging, even product alternatives have to answer each and every of these segments. Lack of coherence in the data or the business logic can thus have a huge impact on the image and the quality assurance of the company, with financial consequences.

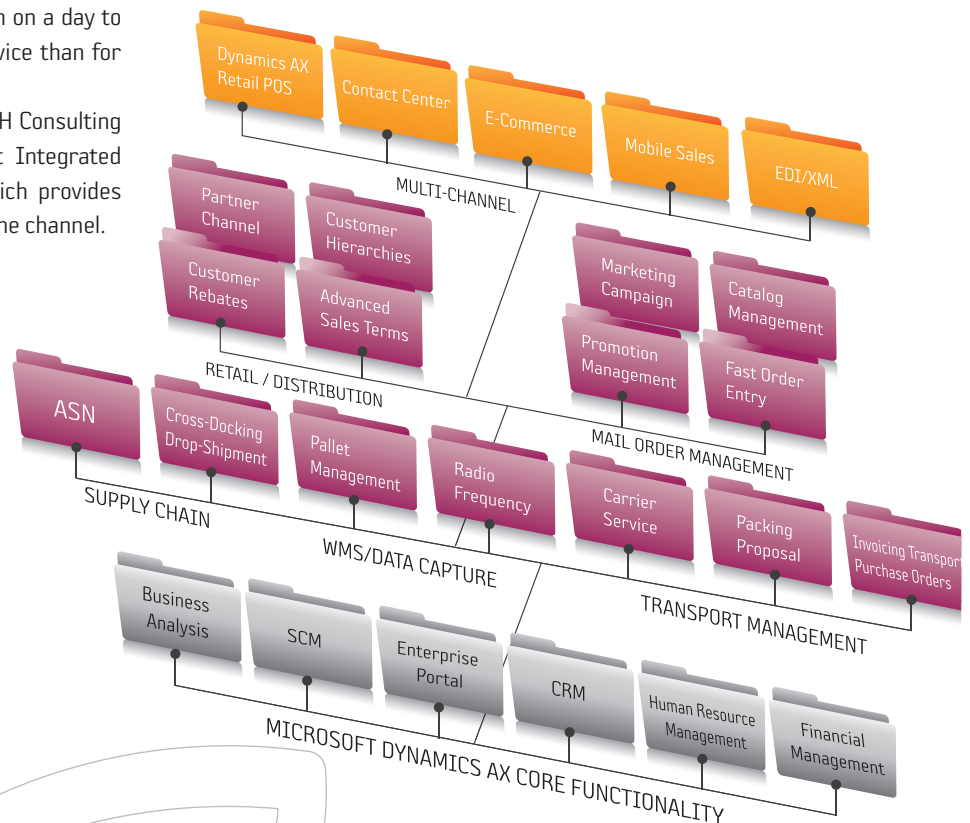
Downstream, company's logistic faces an increasing flow of products, sometimes overwhelming, coming from more and more suppliers and going out towards customers. Packaging and delivery conditions are diversifying. These new customer terms of delivery and packaging must be taken into consideration on a day to day basis to provide the same level of service than for the traditional channels.

To answer this challenge, Microsoft and TVH Consulting joined to create MCC by TVH©, the first Integrated Multi-Channel Commerce ERP solution which provides homogeneous information independent of the channel.



SUMMARY

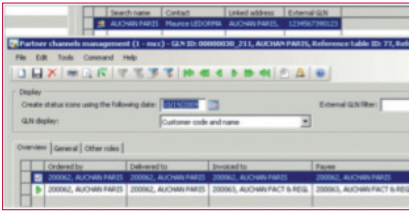
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Retail distribution

Global Location Numbers - Multiple partner channels per customer

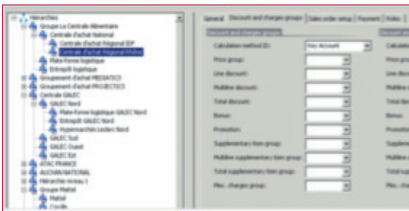
The following roles are available: Ordered by, Order to, Delivery to, Invoice to, Paid by, and Paid to. You may define additional roles (ex: Hub).



Partner channels may be defined with period management (past, present, future).

Customer hierarchies

Hierarchies allow capturing the purchase organisation of key account customers (customers inside a group, members of a purchase pool...), and to define commercial and financial terms at any level of the hierarchy, inheriting them at lowest level.



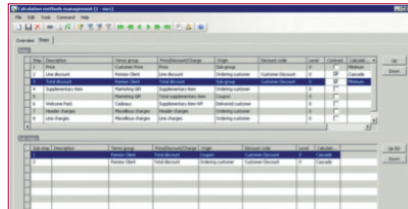
Customer notes, documents

Notes or documents can be attached to a customer record. They can be published in the different sales documents (confirmation, picking list, packing slip, and invoice) and/or displayed for warning during order entry.

Advanced pricing and discounting

Calculation method defines rules for calculating prices, discounts, charges and

supplementary items (free items or gift). You may use different calculation methods depending on the customers you target (ex: B2C, B2B, Subsidiaries, Little shop, Supermarket, Key accounts...).



The calculation stages are of different types including gross price, line discounts, multi-line discounts, discounts on total, charges on line item, charges on header, supplementary items, supplementary items multi-line, supplementary item on total, contract consideration and welcome pack. Origin defines whether the price, discounts, charges or supplementary items are to be searched and calculated depending on the information entered / retrieved in the order, the customer record of the ordering customer, the customer hierarchy... or a sub-group combining many origins and searching for the best price/discount.

Coupons

Coupons are used to assign a total discount and/or supplementary items. They may be used onetime or multiple times depending on setup per coupon type.

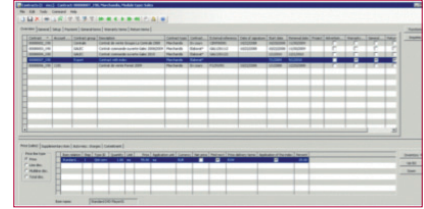
Promotion management

Promotion may be for price, line discounts, additional items and/or charges. Promotion triggers may be included or excluded (ex: all customers except these, all customers linked to a hierarchy for one item...).

Customer contracts

You can manage different contract types, advertising contracts, indexed contracts depending on material and/or market price; general terms, warranty conditions

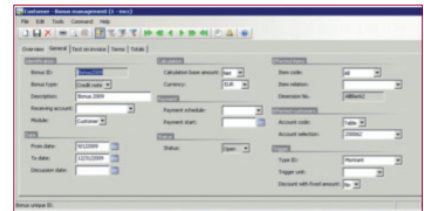
and return conditions; payment and delivery terms; contract's period of validity and status; incoterms for contract and sales orders; prices, discounts, charges and supplementary items; commitments or not on quantities / volumes.



Contract may be copied from one company to another if it is agreed at your company headquarter and take shape depending on your subsidiaries.

Customer bonus & rebates

End of period rebates can be applied to items, customers or hierarchies.

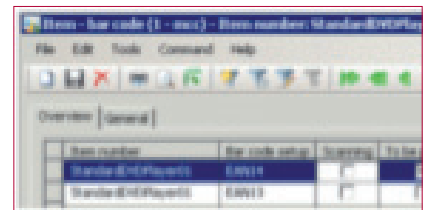


Item classification

Item hierarchy make it possible to categorise items into as many as 6 hierarchical classification levels. You can search and select items in all item searches (for example, during order-taking), define price conditions (discounts, charges) and do statistical analyses at any classification level.

Multiple barcodes management

It is possible to manage multiple barcodes of different types (ex: UPC, GTIN, EAN) by item, by unit and by quantity.

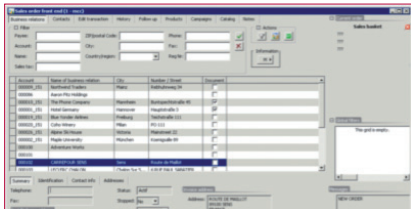


These barcodes may be used during order entry, item arrival...

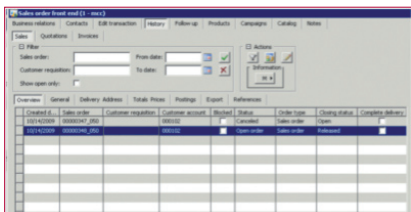
Mail Order

Fast order entry for call centers

Dedicated order taking screen for call centers allows 360° view of the customer. Within a single screen you can search for business relations and contacts according to different criteria: prospect, suspect, customer, contact, name, city, zip code, phone...



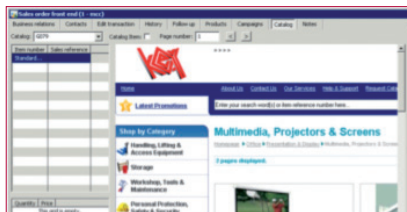
You may view the history of the business relation.



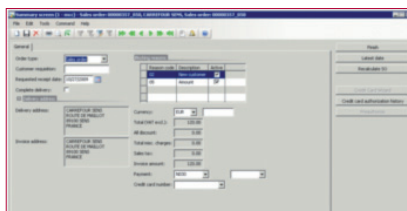
Knowing that it is often impossible at start of call to know whether a contact wants to submit an order or receive a quotation, it is possible to first feed-up the basket, and indicate after who is the customer / prospect and which transaction should be created (order or quotation).

In case the customer already exists, it is automatically recognised with Automatic detection of possible duplicate quotations / sales order is done.

Item line/basket entry can be done via assortment (ex: only the items referenced to one customer/hierarchy, all items belonging to a same family/sub-family/sub-sub..., all items which can be cross-sold together, all items which are more or less equivalents and can results in up-selling or down-selling). The line entry can also be done via catalog display, so contact center have the same view than a customer which is currently looking a paper catalog or the company web site.



MCC includes closing and summary of the order; it shows the amount and charges of the order, blocking reasons which may help sales person to identify potential data entry error (ex: very big total amount) or workflows that will follow this order (ex: credit limit overdue, elephant order that will be validated by a supply chain manager...).



It also gives possible delivery dates taking the supply chain lead-times in consideration (procurement, manufacturing, stock, transport, customer's constraints...), and allows changing complete delivery, delivery address and transport services for all order lines. Credit card authorisations are also launched from the summary screen if needed.

Website Integration

MCC integrates website for the following transactions: Product catalog, Price list, Customers/ addresses/ contacts, Sales orders.

e-Commerce can work without MCC connections (ex: web site works even if connections are lost to MCC). Transactions are updated at reconnection/periodically.

Point of Sales Integration

MCC integrates Microsoft Dynamics POS2009© for the following transactions : Product catalog, Price list, Transfer order shipment, Transfer order receipt, Inventory update, Customers/ addresses/ contacts, Sales orders, Sales orders Payments, Sales orders Invoice, Customer returns.

Microsoft Dynamics POS2009© can work without MCC connections (ex: shop/cashier works even if connections are lost to MCC). Transactions are updated at reconnection/periodically.

Diary of sales order and quotation events

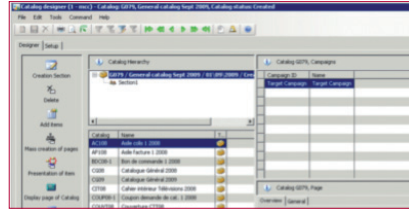
Diary traces every modification, addition or deletion of data related to sales order and quotations. This diary allows sales rep, sales supervisors and everyone involved into the sales order flow, to quickly access all the history for a given order. It allows to directly create manual events in CRM (activities, complaints) and to follows open (to be processed) and closed events.

Addresses

Addresses are defined in a structured way depending on countries, and may be controlled via QAS interface.

Catalog management

Manage sales references, pages, period of validity, catalog design status, catalog language, catalog currency, price campaigns links, catalog types (newsletters, pre-printed order forms, paper catalogs, virtual catalogs (web pages))...



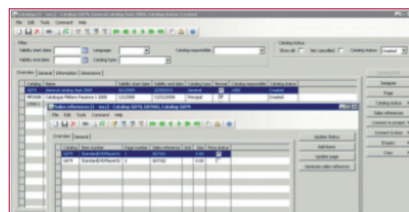
Add images or URL links to your pages and items. Catalogs display may be used during order entry.

Catalog requests and direct mail advertising

A catalog campaign can include one or several catalog sub-campaigns. These catalog campaigns are linked to one or several catalog-type activities. This structure makes it possible to effectively track the shipment of catalogs to current or prospective customers. Catalog demands are also managed.

Managing sales references

An item (SKU) may appear on various commercial media/channel and then have several sales references. Taking an order line with a sales reference allows automatic search of related sales terms and marketing action triggering the sale (ex: welcome page in a web site with daily promotion, news letter with product promotion, outside front cover of a monthly paper catalog, product page inside the yearly paper catalog...).



This allows detailed analyze of return on marketing investments.

Welcome pack

Welcome pack is automatically assigned to new customers during order entry. It may contain a product catalog, a coupon for a future purchase...

Welcome call

Customers who are placing their first order may be targeted by a phone, e-mail or mailing campaign.

Kits & Special items

Kit has a Bill Of Material type structure, but the sales order line is for the kit, the components are stocked and collected during picking in order to deliver the kit, there is no need of a production order. Special items allow creating item directly during quotation or sales order entry.

Managing sponsors

Sponsors are managed in MCC at the level of the customer contact. Sponsor and sponsored may have discount on sales order total and/or supplementary items/gift.

Managing complaints

Managing complaints consists of receiving, qualifying, recording, tracking, analysing, assigning and validating complaints in order to implement corrective and/or preventive actions to satisfy the customer. Complaints can be created from the order header, an order line or the business relations.

Competitor's items and prices

Allows entering competitors items and prices to give visibility to sales force and product pricing responsible.

Detecting duplicate contacts/ customers

Defines what are the fields used for duplicate check and when to activate duplicate control.

Diary for Business relation and Contact records

Diary traces every modification, addition or deletion of data related to business relation and contacts.

Managing customer calendars

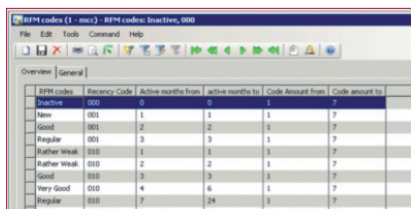
The receipt calendar is used in the algorithm to calculate the delivery date.

Managing authorizations

Define the communication channels not authorized with/by a business relation or contact (ex: No e-mail).

RFM segmentation of customers

Allows Recency of purchase, Frequency, Monetary value segmentation of customers.



RFM codes	Recency Code	Active months from	active months to	Code Account from	Code account to
New	001	1	1	1	7
Good	001	2	2	1	7
Regular	001	3	3	1	7
Rather weak	001	1	1	1	7
Weak	001	2	2	1	7
Good	001	3	3	1	7
Very Good	001	4	6	1	7
Regular	001	7	24	1	7
Good	001	1	1	1	1

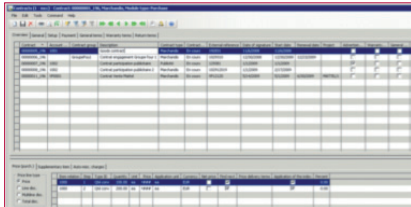
Managing marketing campaigns

MCC adds information that is significant to mail order: budget, link to sales terms/promotions, and link to catalog(s).

Supply Chain

Vendor contract

You can manage different contract types, advertising contracts, indexed contracts depending on material and/or market price; general terms, warranty conditions and return conditions; payment and delivery terms; contract's period of validity and status; incoterms for contract and purchase orders; prices, discounts, charges and supplementary items; commitments or not on quantities / volumes.



Vendor bonus/rebates

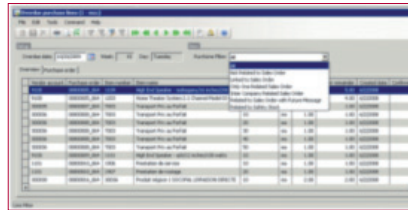
End of period rebates can be applied to items, vendors and vendor groups.

Vendor calendars management

You can manage Purchase order calendar, Vendor capacity calendar, Vendor shipment calendar and this depending on logistical flow (stock, drop-shipment, cross-dock).

Vendor backorders management

Purchase planner may search on purchase order depending on consequences on sales orders.



Advanced Shipping Notices (ASN)

The ASN serves to record a shipment from the vendor. This document is generally forwarded when the merchandise is shipped by the supplier. It allows to simplify item arrival if the logistical flow is stock or cross-dock, and to confirm delivery to customers in case of drop-shipment.

Diary of purchase order events

The diary makes it possible to track all the events that have occurred for a given order (header and line). It traces the validations, creations, modifications and deletions.

Supplier reminders

Managing customer orders in cross-docking or drop shipment may cause customer dissatisfaction if there is a supplier delay. To minimise the negative impacts of such situations, you can detect and automatically generate supplier reminder.

Automated Cross-docking & Drop-shipment

Stock, Drop-ship and Cross-dock logistical flows can automatically be managed inside MCC sales orders. Automatic updates of multiple lines logistical flows are done during closing of orders. For example, if the customer wants a complete delivery, the «Drop-shipped» lines are changed to «Cross-docked» if many vendors are involved. Shipment and receipt dates are re-calculated accordingly.

Detecting exceptional orders

Automatic detection during sales order entry of exceptional order lines. This can be configured depending on logistical flows, ABC classification, safety stock, forecast, fixed quantity, sales history and amounts.

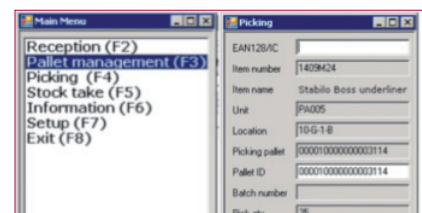
Vendor Managed Inventory (VMI)

Inventory can be consigned to customers with periodic consumption and invoicing. In this case, a warehouse is defined for each customer site. Minimum stock level or forecast triggers needs from central warehouse. Transfer orders for supplying of VMI warehouses may be created automatically and this with automatic control of stock availability inside the central warehouse. Stock counting on these VMI warehouses creates directly the sales orders corresponding to the consumption.

WMS/ Data Capture

Automated data capture

Access to orders and transactions feedback (item arrival, put away, stock counting, transfer, picking, production consumptions, production results, lot info and status) via portable terminals.



Transport

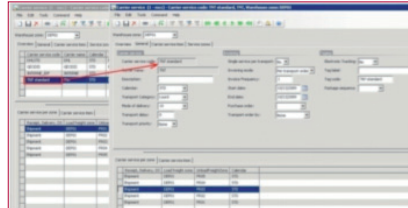
Carrier

Vendor is linked to carrier for transport orders and invoices. Transport can be proactive or reactive on purchase and sales and transfer orders. Reactive means that transport order will be created manually by the logistics manager; Proactive means that transport order is created automatically during PO or SO entry with automatic selection of carriers/services.

An EDI label mode is attached: Off-line: Indicates that the information is printed on a label. On-line: The SSCC identifier is printed on the package and a file (IFCSUM) is sent to the carrier which then scans the package to retrieve the IFCSUM information.

Carrier services

Each carrier may have its own services (ex: express delivery in one area in one day with high cost, normal truck delivery in the same area in two days with lower cost, mail delivery, airplane delivery in foreign countries...).



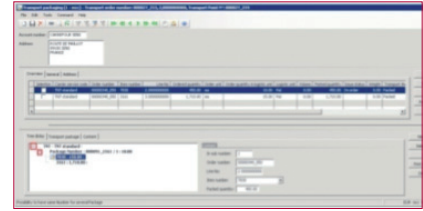
You can describe transport cost with a combination of Flat rate, Total price, Price per package and Transport point.

Transport orders

Transport order can be defined by zone, date, type (delivery, receipt, and drop-shipment). Processes include check, calculate and consolidation of the transport order, confirm the transport order has been recorded with the carrier, confirmation cancelation, print the transport slips, generate transport purchase orders.

Packing proposals

They are formulated according to the transport points, based on the packing groups/kind of items.



You can print Packing label in EAN format, it is also compatible with SSCC codes using EAN128.

Invoicing transport purchase orders
Depending on the transport mode, the purchase orders of transport will be grouped with several order lines or not, different carrier service items can be created for the same transport order. The service items can vary according to the price calculation (by weight, by distance, fixed rate, etc.).

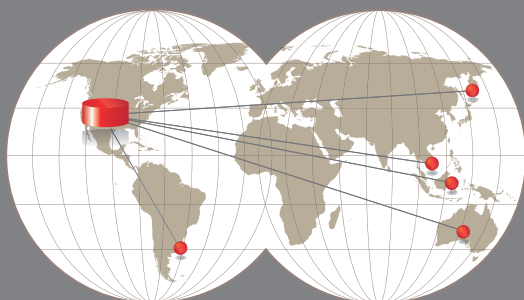




By TVH

MCC

Real time . Integrated . Sustainable . Scalable . Flexible



((CARTE N°2 EN COURS))

COUNTRIES SUPPORTED

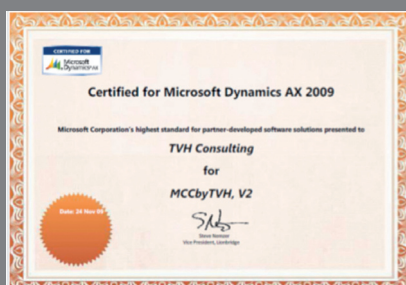
Australia	Denmark	Ireland	Norway	Thailand
Austria	Estonia	Italy	Poland	Turkey
Belgium	Finland	Latvia	Russia	UK
Brazil	France	Lithuania	Singapore	USA
Canada	Germany	Malaysia	South Africa	Japan
Canada	Hungary	Mexico	Spain	
China	Iceland	Netherlands	Sweden	
Czech Republic	India	New Zealand	Switzerland	

TRANSLATIONS SUPPORTED

Brazil Portuguese	Estonian	Icelandic	Polish	Thai
Czech	Finnish	Italian	Russian	Arabic*
Danish	French	Latvian	Simplified Chinese	
Dutch	German	Lithuanian	Spanish	
English	Hungarian	Norwegian	Swedish	

Solutions that are Certified for Microsoft Dynamics have demonstrated development quality and compatibility with Dynamics product. VeriTest, a service of Lionbridge, performed independent and rigorous testing on the solution's integration with the newest version of Microsoft Dynamics AX.

In order to ensure quality customer service, partners who are authorized to sell the certified solution must be enrolled in a Microsoft Partner Service Plan and have earned the Gold Certified Partner status within the Microsoft Partner Program. They also need to have customer who have been successfully using the certified solution and are willing to recommend it.



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