

snap >> mail

JD Edwards Automated Email Solution

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Communicate with your customers in a 21st Century manner

A recent *Supply Chain Digest* article stated that numerous companies have found that issues related to communicating order status took a lot more time and was more expensive than they realized, consuming 50% or more of a CSR's day, and 20% or more of a field Sales Rep's time.

Customers Want to Know:

- Was My Order Received/Processed Correctly?
- When Will I Receive My Order?
- Carrier / Truck Information?
- Are There Backordered Items? – If Yes, What Are The Details?
- Any/All Order Change Occurrences?

CDI's **SnapMail** automated order status email system solves these problems. Completely integrated with the JD Edwards (EnterpriseOne or World) Sales Order and Purchase Order Management module, **SnapMail** automatically sends order details to the customer for any designated order status changes. Now communicating with your customers and suppliers has never been easier and the load on CSRs and Sales Reps can be reduced significantly freeing their time for more productive activity. Email templates are soft coded and can be easily changed.

With SnapMail you can automatically send emails such as:

Automated Sales Order Acknowledgment emails

- List of Items and quantities ordered
- With Confirmation of Price
- Promised Delivery Date
- Ship Schedule

Automated Change Order email

- Notify customers of changes made to an order prior to shipment

Automated Ship Acknowledgement email

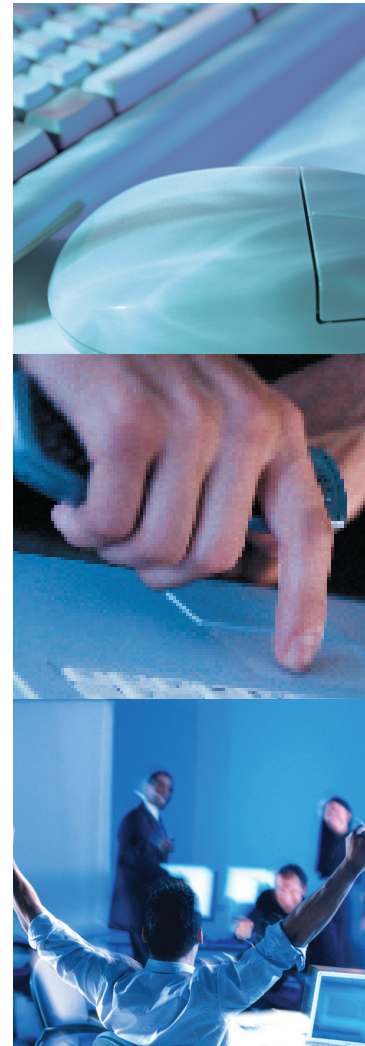
- Packing Slip Information
- Bill of Lading Information if available
- Carrier Tracking Information if available

Automated Purchase Order Creation email

- Order #
- List of items and quantities ordered
- Requested Date
- Delivery instructions

Automated Purchase Order Change email

- Notify suppliers of changes made to a Purchase Order



For more information about SnapMail, please visit <http://www.cdiconsulting.com/snapmail>
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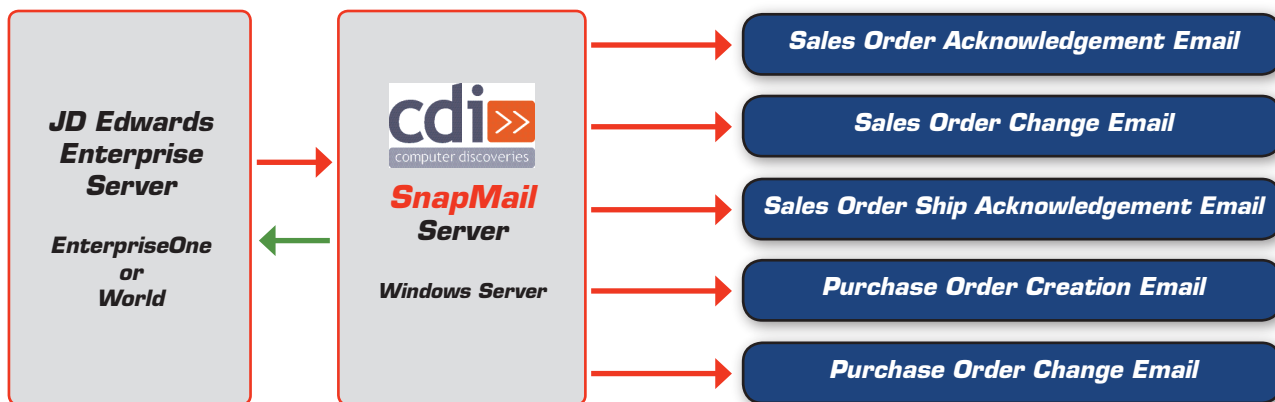
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page 1 of 2



How SnapMail Works:

SnapMail works directly against the JD Edwards (EnterpriseOne or World) Sales Order Management Order Activity Rules as well as the Purchase Order Management Order Activity Rules. When any of these orders are at a pre-designated status, **SnapMail** will read the appropriate order information in JD Edwards and automatically send the correct format email to the customer (or supplier) informing them of the current status along with all pertinent information. Email templates, being soft coded, can be easily customized.



SnapMail Benefits

SnapMail is ideally suited for companies that wish to improve their customer communications while reducing the amount of time (cost) Customer Service Representatives and Field Sales Reps spend communicating order status inquiries with their customers. By utilizing technology, customers (and suppliers) are automatically informed as to order status and, if available, tracking information when the order is shipped.

As one satisfied SnapMail user remarked:

"This technology has changed our customer's image of my company. No longer do they wonder about their order... they now know the status and details of their orders and they are much happier. Our CSRs now spend their time actually doing productive work and they are happier too."

SnapMail can transform your company's customer communication too.

For more information about SnapMail, please visit <http://www.cdiconsulting.com/snapmail>

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