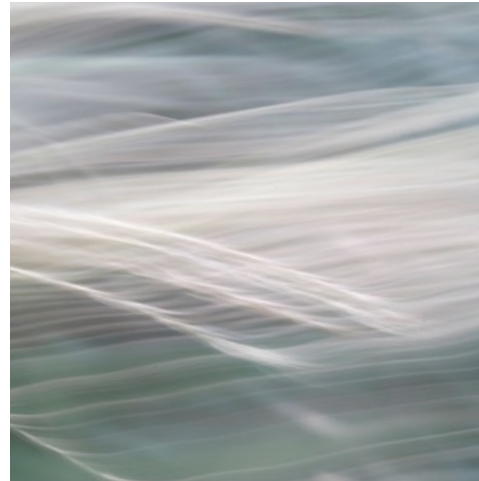


CUSTOMER RELATIONSHIP MANAGEMENT

SALES & MARKETING



Key Benefits



- Internet Enabled
- Sales Cycle Management
- Quotations
- Create Invoices and Accept Payments with Orders
- Conceptual Products
- Composite Products
- Marketing Campaigns
- Email Marketing and Mail Merge
- Communications Management
- Outlook Integration of Appointments and Follow-ups
- Email Integration
- Action Plans

Greentree® Sales & Marketing

Effectively managing your leads, prospects and customer quotes is a key part of any sales-focussed organisation. Greentree's Sales & Marketing module provides a range of tools for full sales cycle and campaign management, pipeline reporting, quote creation and automated invoice or sales order creation. With on-line access to inventory products, prices and availability, your sales staff will be able to create accurate quotes and automatically produce these using Microsoft Word or Excel.

Internet Enabled

Greentree is enabled for Internet deployment, out of the box, using its thin client technology. This allows remote offices or travelling executives to obtain secure access to the complete functionality of Greentree via an Internet Service Provider.

Sales Cycle Management

The Greentree Sales & Marketing module allows you to manage the entire sales life cycle, from the initial enquiry through to a completed order. Key information can optionally be captured about competitors, key players

and the prospect's business issues and needs, to help you build a more complete picture.

Each prospect can be allocated to a sales person, plus a sales team and manager or even a reseller. Leads can be automatically assigned based on sales territories, customer account managers or product lines. Win/Loss analysis is captured and confidence ratings are recorded for accurate pipeline forecasting.

Quotations

Quotations can be attached to a sales lead, or directly



"Very, very flexible!"



against a contact or organisation. As quotes are revised, a full audit trail of all revisions is maintained, and a quote can be locked when actually sent to a prospect or customer. This ensures that an accurate record of each quote that has been issued by your company is retained.

Presentation quality quotes can be generated and directly printed from within the Sales & Marketing module, using dynamic integration to either Microsoft Word or Excel and using a template relevant to the organisation being targeted. Naturally, full on-line access to the Greentree Inventory system provides details of stock availability and the pricing matrix relevant to the prospect.

Create Invoices and Accept Payments with Orders

When a quotation is accepted, a sales order or invoice can be created from the quote, complete with real-time stock allocation, back ordering and multi-location stock fulfilment. Credit checking is applied and payments can

be directly processed (including credit cards) with the order, either for deposits or full payment.

Conceptual Products

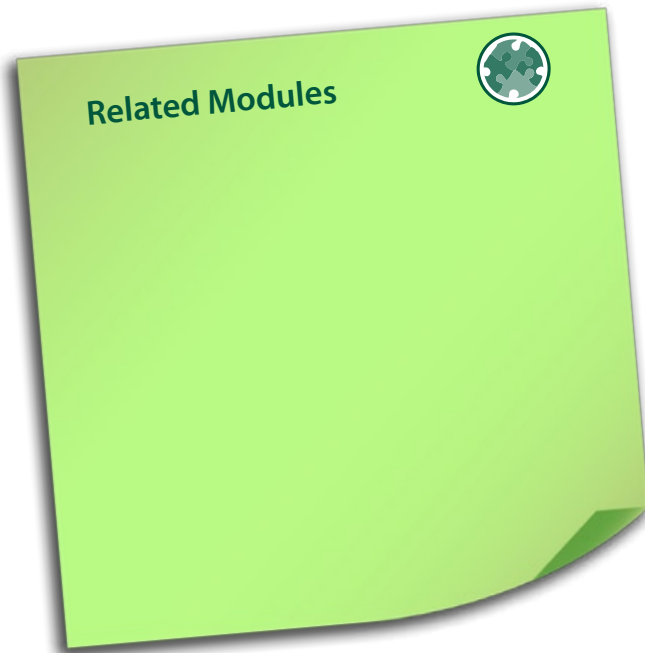
Conceptual products can be used to attach a value to a prospect, without needing to specify the actual stock or detail lines. These can be used to assist the management of the sales cycle, particularly when you are unsure exactly which inventory items a prospect may require.

As the lead progresses to a quote, the conceptual items may then be changed into actual inventory lines.

Composite Products

In addition to accessing Greentree Inventory and non-stock items, composite products can be defined within the Sales & Marketing module. These can be made up of a number of different lines, creating a multi-product promotion. These products can be priced based on the





sum of the items they contain, or at a special defined price for the promotional item.

Marketing Campaigns

Prospect lists can be developed using various selection criteria, including geography, demographics and buying patterns. Budgeted sales, gross profit and costs can be established with real-time reporting of actuals, pipelines and costs against budget.

Activities for a campaign can be defined and tracked, and may include items such as mailers, telemarketing, faxes and emails.

Email Marketing and Mail Merge

Once a prospect or customer list has been created, Greentree can generate bulk or one-off emails to all the list members. A record of each email sent is retained, keeping a valuable history of your communications with

your customers and prospects. Mailing labels can be produced, including full postal distribution centre sorting. Mail merge processing for in-house production, or via external mail houses, are both supported.

Communications Management

Keeping a record of both inbound and outbound communications is vital. Greentree's Sales & Marketing module not only allows you to record communications, but also highlights incomplete or 'open' communications for systematic follow-up and management.

You can cross reference your communications to sales leads, quotes, organisations and contacts, giving full visibility of interactions at any level.

Outlook Integration of Appointments and Follow-ups

Greentree's Sales & Marketing module can make



"Very, very integrated!"



appointments and follow-ups, and has its own reminder engine, ensuring your staff are pro-actively kept advised. In addition, appointments, tasks, contacts and follow-ups can be published to Microsoft Outlook.

Email Integration

Greentree can use Microsoft Outlook for emails or directly communicate with your SMTP mail server, providing seamless email integration to most email platforms available.

Action Plans

Creating action plans can allow your sales team to follow a methodical approach. Key milestones can be planned and acknowledged as each one is achieved. Template action plans can be set-up, and multiple templates can be applied to a sales lead, to allow complex and co-ordinated approaches to a given prospect.

CLIENT SPOTLIGHT: Pacific Marine Batteries



Pacific Marine Batteries' are the sole supplier of the main system battery for each of the six Collins-class submarines owned by the Royal Australian Navy. Weighing around 440 tons, each battery takes up to a year to manufacture. Initially set up by Pacific Dunlop in 1991, the company is now in private hands. It employs about 30 staff in the Adelaide factory, with another 12 in the office, and has one of the most modern facilities of its kind in the world. Although part of an extremely hazardous industry, the company won a South Australian WorkCover award for excellence and innovation in safety. Pacific Marine Batteries enjoys ISO 9001, ISO 14001 and OHS AS4801 accreditation.

For more information visit:
www.pmbatteries.com.au





“Very, very integrated!”

Greentree is modular, with all business functions totally **integrated**. This provides you with a wide variety of modules and sub-modules that afford options rarely found in other packages. You purchase the pieces that you need, effectively matching the system to fit your business. Choose from: Financials, Job Costing, Supply Chain & Distribution, Manufacturing, Human Resources, Customer Relationship Management (CRM), Service & Asset Management, Business Intelligence, Retail, Workflow-Business Process Management and eBusiness.

Greentree is a solution, readily adapting across a broad range of industries and business types. Businesses are provided with a **powerful**, extremely cost-effective system that has consistently proven itself capable of managing change and growing business potential.

With simple, smart thinking at your fingertips, Greentree provides the ultimate seamless business-building environment. Exploit its accuracy in business metrics, challenge its capability to deliver empowering information. Rely on the one highly **responsive** solution to efficiently streamline your internal processes resulting in increased manageability and productivity across all areas of your enterprise.

What's the difference to any other software solution? Greentree is the most responsive business software product available, providing a source of competitive advantage to help you drive your business to the next level!

