GENERAL SESSIONS (120 MINUTES)

VENDOR & PRODUCT
- Vendor Information • Reseller Information • Primary Product Name & Version • When Released • Supported Platforms & Technology • Key Industries • Sample Customers • Modules & 3rd Party Products Demonstrated

NAVIGATION & USABILITY FEATURES
- Navigation • Integration with Desktop Products • Usability Features • Reporting Capabilities

FINANCIALS
- A/R: Invoicing, Credit & Collections • A/P: Voucher Match, Check Writing, Discounts/Rebates, etc. • Fixed Assets: Asset Master, Depreciation, Disposal • GL: Structure, Integration with other systems, Cash Management, Reporting • Job Cost/Projects Accounting

SALES OPERATIONS
- Sales Force Automation - CRM: Sales cycle & activity management, Lead to Opportunity to Quote to Order flow • Order & Customer Service Management: Create, Copy, update orders, credits/RMAs, blankets, templates, etc. • Sale & Operations Planning: Sale Planning & Forecasting • Customer Self Service/e-Commerce: e-commerce or customer portal

INVENTORY
- Inventory Management: Vendor setup, Item setup, pricing, Physical Inventory/Cycle Count, Lot/Serial Number Control, Costing, Quality, Vendor Scorecards

PROCUREMENT
- Requisitions, PO processing, blankets, templates, receipt routing

INDUSTRY SPECIFIC SESSIONS (45-60 MINUTES)

DISTRIBUTION
- Warehouse Management • Transportation Management • International Logistics • 3PL Management

MANUFACTURING
- BOM & Routings • Requirements Planning • Shop Floor Control • Engineering Change Management • Costing • Quality Management • Shipping

SERVICE OPERATIONS
- Capital Asset Management: Assets, Maintenance schedules • Manage Service Requests: Problem determination, knowledge base, Create and track issue • Scheduling & Dispatch: Assign appropriate available personnel • Field Operations: Time & materials entry • Project Management: Job Cost/Projects Accounting, Time Management