



TSM/Mail

Mail Order And Tele-Sales

QUALITY SYSTEMS FOREIGN EXCHANGE RETAIL SOLUTIONS TOUCH SCREEN TECHNOLOGY MAIL ORDER

If you would like more information on this product or a demonstration please contact
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Introduction

TSM/MAIL is a comprehensive suite of programs for mail order and telesales. It can be used for both home and export sales. An extension is available for online ordering. In addition **TSM/CREDIT** can be integrated into **TSM/MAIL**.

The key functions of **TSM/MAIL** are:

- Product Catalogue Creation
- Price Management
- Order Taking
- Customer Payment, with optional EFT
- Order Despatch Controls
- Customer Service Enquiry and Recording
- Purchase Orders
- Stock Management
- Secure exchange and refund processes
- Returns Analysis
- Returns % Calculation
- Demand Capturing
- 'Held' Order Reporting
- Label Printing
- Carrier Specific Documentation and Electronic Interface
- Post Code Authentication
- Customer Marketing Database
- Online Internet Orders

Overview

TSM/MAIL is a valuable investment for specialist mail order houses and retailers offering mail order services. Additional software for postcode verification and credit card payments can be included in **TSM/MAIL**.

TSM/MAIL can operate either stand-alone or on a central server, with individual sales scripts displayed on the tele-sales terminal. Input of sender and recipient addresses can be speeded up by the use of an Address Verification System. Input of a postcode will produce an address. Partial entry of an address can provide full address and post code. The result can be edited should the need arise.

Payment options in **TSM/MAIL** include cheque, credit account and EFT. The account facility may be used for supply of goods to approved customers.

Catalogue & Pricing

Catalogue preparation can be based upon a "simple list of products" or a full warehouse stock control module. A catalogue can be created for each retailer. Cross-reference to the main warehouse stock files is available.

Fashion products can be held in the Stock Control system by style, with stock availability held by colour and size units. Seasonal identification is available. Mail order prices are held individually, with mark-up/down controls.

[TSM/e-commerce](#) module provides a cross-reference link to a catalogue "image" file for pictures of the stock item.

Order Taking

Sender's details, in addition to name and address, including daytime telephone number, are entered for each order. The name and address can be obtained from the optional mailing database.

Multiple deliveries can be made for each order. Duplication of the recipient's address is undertaken by the system when many people at one company receive an order. There may be up to 999 delivery addresses for each order. Items selected are automatically priced at selling price, VAT inclusive, which is deducted for export sales outside of the EU.

Gift card messages can be logged, which are then printed with despatch documents. [TSM/MAIL](#) adds Postage and Packing, Insurance and other fees to a customer's charges. This uses the product weight and price bands for each delivery area specified by each carrier. Air, Sea, Own Van and other carriage methods can be used. The price is automatically calculated on a cumulative basis. Options are included for insurance provisions. Discounts can be applied to orders.

Credit and Debit Card details are captured and verified as orders are taken. Despatch can be stopped for those transactions rejected; on-line immediate authorisation is optional. Invoices can be produced as a separate document for all customers.

Customer order instructions can be amended, or cancelled, at any time prior to picking.

Despatch Control & Delivery

Orders may be shipped, for each recipient, either with immediate effect or held 'pending' to a date chosen by the customer or grouped for shipment at a target event (such as Christmas). Despatch documentation is usually combined with the pick list for efficient working.

Individual documents are printed for picking and packing each order. Despatch documents may include a bar code for automatic identification during despatch. Carrier manifests and/or consignment notes can be pre-printed prior to collection of goods. Special carrier manifests can be provided to meet the needs of individual carriers. Bar codes can be pre-printed for use by the carrier in their proof of delivery service.

Carriers who offer proof of delivery supply data over a communications link; this will be incorporated into the customer service function. Customer service staff may then quote date (and optionally time) of delivery to an enquiring sender. Individual program adaptations are needed for each carrier.

Stock Management

The **TSM/STOCK MANAGEMENT** system implements full unit-based stock control and stock valuation. Together with the **TSM/PURCHASE ORDERS** system, it provides a complete facility for the buying and selling of stock, reported by unit count and unit buy/sell value.

The **TSM/STOCK MANAGEMENT** system enables the Retailer:

- to create a catalogue of items for sale, classified in various ways
- to distribute stock to branches
- to manage retail prices
- to generate priced labels (with or without bar-codes)
- to control mark-ups (and downs)
- to interface with point of sale and mail order processing services
- to carry out annual, periodic and cyclic stock counts with valuations
- to record inter-location transfers
- to make stock adjustments.

Additionally the following functions are available:

- Bar Coding
- Ticketing and Labelling
- Prices and Valuation
- Location Management
- Stock Allocation and Replenishment
- Distribution and Transfers
- Stock Taking
- Enquiry and Reporting

Customer Service Team

Comprehensive order enquiry and analysis is available. This is important when trying to answer questions from a customer, whether sender or recipient. Order details can be recalled based on the customer's name, postcode or order number. Tracing and display of the full order and its status is fast and easy, a benefit to telephone queries management.

Orders can be recalled to the screen for enquiry purposes, when details of the enquiry may be logged to ensure a complete record is held on file. Access to orders is by the order number or an alpha search based on either a Sender or Recipient name.

All returns can be recorded into **TSM/MAIL** for automatic re-issue. This is usually used for replacement of faulty goods. Strict audit control over this function is needed.

Exchange of goods will require re- stocking of the returned item and a new order to be raised for the new goods. A credit to the customer's credit card account is created. This process ensures that all issues for exchange are correctly charged, even if the price of the new goods is different to that of the return.

TSM/Mail Screens – Mail Order Entry

TSM2 - ***5.014*** MAIL ORDER ENTRY **RPM00103*

BRANCH	107 Mail Order	BATCH NUMBER	10
POSTCODE			
SURNAME	SMITH		
TELEPHONE NUMBER			
MEMBERSHIP NUMBER			
DATABASE REFERENCE NUMBER		0	

KEYWORD: SMITH

Next stadium tour is Saturday 25th Jun. Book on 0115 9868786.
Please tell all callers that children's replica kit now discounted in club shop.

Close
F2
F3
F4
F5
F6
F7
F8
F9
Next >

Suggested text for operator

If the caller is an existing customer the operator can do a keyword search of the customer database.

TSM2 - ***5.010*** MAIL ORDER ENTRY **RPM00113*

BRANCH/ORDER No	107 000002	MR A JONES	BATCH No	0001
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CALCULATED PRICE	132.45	TOTAL	138.95
P&P	6.50		
DISCOUNT	0.00		138.95
INSURANCE			
PAYMENT TYPE	VISA	AMOUNT	100
PAYMENT TYPE	CHEQUE	AMOUNT	38.95
CARD No. / START/EXPIRY DATE	4929123123		0 0 12 05
CARD ISSUE NUMBER		COST CENTRE	'CO' ONLY
PAYMENT REFERENCE			(For CH/GV/PO)
CARDHOLDER & SENDER DIFFER	<input type="radio"/> Yes <input checked="" type="radio"/> No		(IF MC/AX/CB/DI/JC/M/SW)

Close
F2
Reject Order
More Deliveries
Hold Order
F6
F7
F8
F9
Next >

Payment can be split between two payment types

TSM/Mail Screens continued

TSM2

DEPT	CLAS	CATALOGUE	DESCRIPTION	UOMS	SELL
01	01	HOMESHIRT	HOMESHIRT 2003 BLUE S	Each	42.99
01	02	HOMESHORT	HOMESHORTS 2003 BLUE S	Each	15.99
01	03	HOMESOCK	HOMESOCKS 2003 BLUE S	Each	6.99
01	04	AWAYSHIRT	AWAYSHIRT 2003 RED S	Each	42.99
01	05	AWAYSHORT	AWAYSHORTS 2003 RED S	Each	15.99
01	06	AWAYSOCK	AWAYSOCKS 2003 RED Mens	Each	6.99
07	01	REVIEWBOOK3	SEASON REVIEW 2002/3 ANY ANY	Each	12.00
07	02	MUG564	PREMIERSHIP MUG ANY ANY	Each	3.75
07	03	VIDEO	VIDEO SEASON 2002/3 ANY ANY	Each	12.99
07	04	CALENDAR	CALENDAR 2004 ANY ANY	Each	5.00
07	40	LETTER	LETTER WHITE ANY	Each	.75
07	40	SHIRTNO	NUMBER WHITE ANY	Each	1.50
07	40	SHIRTPATCH	PREMIERSHIP SHIRT PATCH ANY ANY	Each	1.50
07	40	SHORTNO	SHORT NUMBER ANY ANY	Each	1.50
07	50	PAVER	PAVER ANY ANY	Each	1.50

Close

F2

Back

Next

Select

F6

F7

F8

F9

F10

List of available products

TSM2 - ***5,010*** MAIL ORDER ENTRY ***RPM00109***

BRANCH/ORDER No 107 000003 MR C SMITH BATCH No 0001

DELIVERY 1 TO MR C SMITH ***AMENDMENT***

Close

Personalisation

Item Search

CATALOG CODE	QTY	DESCRIPTION
HOMESHIRT	1	HOMESHIRT 2003 BLUE
HOMESHORT	1	HOMESHORTS 2003 BLUE
HOMESOCK	1	HOMESOCKS 2003 BLUE

CATALOGUE CODE

AWAYSHIRT

TSM2

AWAYSHIRT

AWAYSHIRT 2003

COLOUR	SIZE
RED	S
RED	M
RED	L
RED	XL
RED	XXL
RED	XXXL

Close

F2

F3

F4

Select

F6

F7

F8

F9

Next >

Choose size and colour option

Analysis & Controls

Analysis is available showing quantity and value of orders taken for each product is available with comparison to prior year. Quantity still available for sale is shown.

Available reports include:

- Order Type, Company, Private, Export, etc.
- Payment Type, In House Account, Cash, Cheque, etc.
- Order Status; Awaiting Payment, Held
- Stock line turnover in value or quantity, holdings and profit
- Returns Analysis by Reason Code
- Returns % Calculation held by item, user defined sales lag
- Demand Capturing
- monitoring of lost sales due to lack of availability
- 1st and 2nd time service level reporting
- 'Held' Order reporting by age, value or unit
- Label Printing, available by media code to enable 'book mark-up'.

Line items can be held in the system for as long as required to use the data for analysis. Selective recall is available, or enquiry can be locally controlled through a report writer.

Customer Marketing Database

A Customer Marketing Database is linked to the Mail Order System. Sender and recipient details are extracted from the order and amalgamated into the Customer Marketing Database. Potential duplicate entries which would arise from the use of multiple data collection sources are identified. This is based on the name and postcode of the customer.

The primary database section contains the personal or corporate name, address, telephone number and fax, with the business type (when appropriate). If the customer is overseas this is recorded. Gender is held to use in mailing selection.

It is assumed that each mail order is used to add new and update existing details. One name can be logged from up to 14 sources (owners), which can be used in extraction and selection.

Key Words can be held as part of each entry. There may be 8 used for search and extraction. We add, for each customer, the month of the last purchase from each department.

Features include:

- Primary customer information
- Personalisation
- Duplicate entries are trapped
- Key words
- Diary facility is available
- Enquiry

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