



## Course: Enterprise Resource Planning – Sales Order Management

Sales Order Management will give anyone starting to work in the Sales area a sound overview of the documents, data sources and processes that will help you succeed in the workplace. From initial enquiry, to order promising and after sales, we look at how to offer your customers the best level of service and work in the most efficient ways. We will explain how to work with Sales Prices, Sales Line Discounts and Invoice Discounts to ensure your customer gets the correct information.

We will also look at how to work with stock level issues, exploring Item Availability, Item Substitutions and working with Reservations; finishing off with a look at the tools to help you update the Sales Prices or the Item Prices.

The course will be hands on and practical. Making use of a standard demonstration database, Comprehensive course documentation to take away will ensure you maximize the value of this course when back in your workplace

**Goal:** Development of and/or improvement in employee skills in principles of sales such as application of sales techniques including telemarketing and social media, search engine optimization and answering RFPs successfully to enable the employee to be a better sales professional.

### Subjects:

1. Managing Sales Orders and Quotes
2. Setting up Customer Data.
3. Accommodating Campaign Pricing.
4. Setting up Contacts and links to Customers.
5. Ship and Invoice separately (including direct shipments and/or direct invoicing)
6. How to Manage Partial Shipments and Prepayments.
7. Managing Drop Shipments/Special Orders and Posting Orders
8. Managing Sales Line Pricing and Sales Line Discounts
9. Managing Returns Efficiently
10. Managing Multiple Addresses and Price Lists for Individual Customers
11. Using Analytics to Make Data-driven Decisions

**Course Length:** 3 weeks (min)

**Sessions:** 5+

**Frequency:** Twice a week recommended

**Hours:** 10+

**Instructors:** Val Ore, Shubhang Vayeda, Das Karia

**Course Capacity:** 1-10 attendees recommended



**Cost:** \$225-275/hr. Prices are subject to change. Contact a Vox ISM representative for more information.