

Single Screen Customer Service Quicker and More Efficient Customer Entry

Whether you are entering an individual customer or a large enterprise, UNISON offers easy single screen customer generation. The system handles both simple and complex customer structures. Add multiple locations, interest codes, demographic data, multiple contacts and more.

Single Screen Customer / Prospect Entry

Generating a new customer is fast and easy. UNISON employs default coding in order to enter base data for accounting, shipping and processing. This information can be modified on an individual basis.

Single Screen Customer Service

With UNISON you can contact customers, send letters, enter follow up codes and re-send damaged subscription issues from a single screen. Order Entry, Account Information, Order History, Backorder Status, and additional customer data are all accessible from Customer Service.

Track Demographic Data

UNISON allows you to attach user-defined demographic and marketing data to customer and prospect data records. This information can be used with UNISON Mail List Management and Contact Management to generate targeted promotion pieces and telemarketing calls.

Flexible Customer Structure

The UNISON customer structure is designed for flexibility. UNISON can process smaller customers with a single shipping / billing address differently than larger customers with multiple addresses.

There is no limit as to how many records may exist within a customer structure. A larger customer may require several Accounts Receivable, Billing and Shipping locations whereas a smaller customer may use the same address and contact information for all business. UNISON is designed to grow as your business grows.



Order Fulfillment



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With UNISON...

- ✓ UNISON Mail List Management can use customer and prospect data records to generate targeted mailings.
- ✓ Contact Management and Order Entry can be quickly accessed from the customer screen.
- ✓ UNISON performs automatic duplicate checking based on user-defined criteria.
- ✓ Future addresses can be stored for automatic activation on a specified date.

Access Information

- /// Open Orders
- /// Invoice History
- /// Combined Order Search
- /// Customer Search
- /// A/R History
- /// Sales Analysis
- /// Mailing Item History
- /// Mail Lists
- /// Shipping History
- /// A/R Customer Credit
- /// Open & Closed A/R
- /// Backorder Search
- /// Subscription Data
- /// Call History
- /// Sold-To Product Line
- /// Sold-To Monthly Sales
- /// Ship-To Product Line
- /// Ship-To Monthly Sales

UNISON Features

- ✓ Single Screen Customer Service
- ✓ Direct Access to Order Entry
- ✓ Single Screen Customer / Prospect Entry
- ✓ Default Customer Codes for Quick Processing
- ✓ Maximum Search Capability
- ✓ Enter Demographic Data
- ✓ Automatic Letter / Call Generation
- ✓ Prospect Tracking
- ✓ Real-time Access to Customer Data
- ✓ Assigned Marketing / Interest Codes
- ✓ Customer Classification
- ✓ Assigned Default Warehouse Information
- ✓ Targeted Mailings
- ✓ Customer Memo Pad / Comments
- ✓ Multiple Address / Contact Management
- ✓ Seed Name and Rental List Flags