

# DOCLINK



## IMPROVE CUSTOMER SERVICE AND INCREASE EFFICIENCIES INSTANTLY WITH DOCLINK

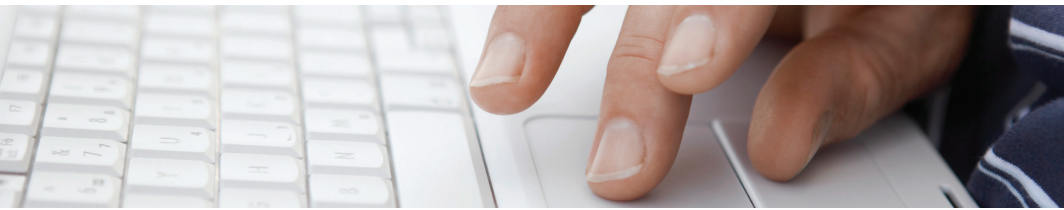
Are your sales people having to direct customer invoice questions to the Accounts Receivable (AR) department? Are your AR employees spending too much time chasing down hard copies of invoices and statements, searching for fax numbers and faxing copies to customers? As a multi-location operation or even as a streamlined single location business, it is important to empower all your employees and customers with the information they need when they need it—so that your employees can do their jobs efficiently, and your customers can get the great customer service they deserve. DocLink makes it possible.

DocLink offers you efficiency and savings by allowing retrieval of scanned documents from your Activant Document Management system. Scanned documents can be retrieved by both your employees (from order entry, AP and AR) and your customers (from your Web site). After documents are scanned into your Document Management system, they are then available through the DocLink application—which allows everyone in your organization access to those documents—customers and employees alike. At order entry, AP and AR, employees can select the DocImage option and pull up an image of the exact invoice or document—including any notes the sales person may have added. Your customers can access this selection from your Activant iNet® Pro eCommerce site. When they click the DocImage option, they can then view an electronic copy of their orders, quotes, signed invoices and statements 24 hours a day, 7 days a week.

The results are astounding. Suddenly, the need to route most customer inquiries through Accounts Receivable diminishes. Instead, customers can either look up the information they need online or call their sales representative to get answers about invoices, orders and more. It's simple. With DocLink, your employees are more productive since they no longer need to chase down hard copies, and your customers are happier because they get many of the answers they need right away.

## BENEFITS

- Improve communication across the organization of the company
- Access scanned images stored within Document Management
- Allow customers to view their documents 24x7
- Reduce calls to your Accounts Receivable department



## KEY BENEFITS OF DOCLINK

With DocLink, you can finally deliver the customer service your customers deserve by empowering both employees and customers with access to scanned documents.

### Improves Communication Across the Organization

- Gives all key employees live access to invoices, quotes, orders, and receiving documents
- Makes important information available to everyone from receiving to accounts payable across multiple locations

### Boosts Customer Service at Order Entry and Throughout Organization

- Allows any employee to pull up a scanned image stored within Document Management
- Ensures that customer questions about invoices and quotes can be addressed right away
- Keeps customers from having to chase down information from department to department
- Reduces customer wait times—customers aren't waiting for your employee to find a misfiled hard copy
- Eliminates heresy arguments—signed invoices can be viewed onscreen and any discrepancies can be immediately resolved

### Improves Productivity in Accounts Receivable and Throughout Organization

- Reduces the labor hours required in Accounts Receivable—customer questions are answered quickly
- Frees up Accounts Receivable employees to spend time in higher value-added tasks rather than concentrating on chasing down hard copies of signed invoices
- Reduces amount of customer phone calls to AR—customers can ask their sales representative or go online
- Allows AR employees to address customer questions more quickly and efficiently because the volume of calls is reduced

### Empowers Your Customers with 24x7 Online Access

- Allows customers to access information about their account 24x7
- Reduces number of phone calls to accounts receivable—customers can find the information they need right away

### ABOUT ACTIVANT

Activant, a leading technology provider of business management solutions serving small and medium-sized businesses, offers customers tailored proprietary software, professional services, content, supply chain connectivity and analytics. Activant's systems are designed to help customers increase sales, boost productivity, operate more cost-efficiently, improve inventory turns and enhance trading partner relationships.

**To learn more about this or other Activant products and services, please call 800.688.9606.**

#### System Requirements:

- Activant iNet Pro Release 5.1 or higher
- Activant Document Management Release 4.61 or higher



Activant Solutions Inc. • 7683 Southfront Road • Livermore CA 94551  
Phone: 888.448.2636 • E-mail: [industry.marketing@activant.com](mailto:industry.marketing@activant.com) • [www.activant.com](http://www.activant.com)

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