CARILLON® ERP
Complete Distribution Solution

"Analyzing data is so much easier, so much more timely. We're looking at things in real time as far as understanding where the business is and where it's headed."

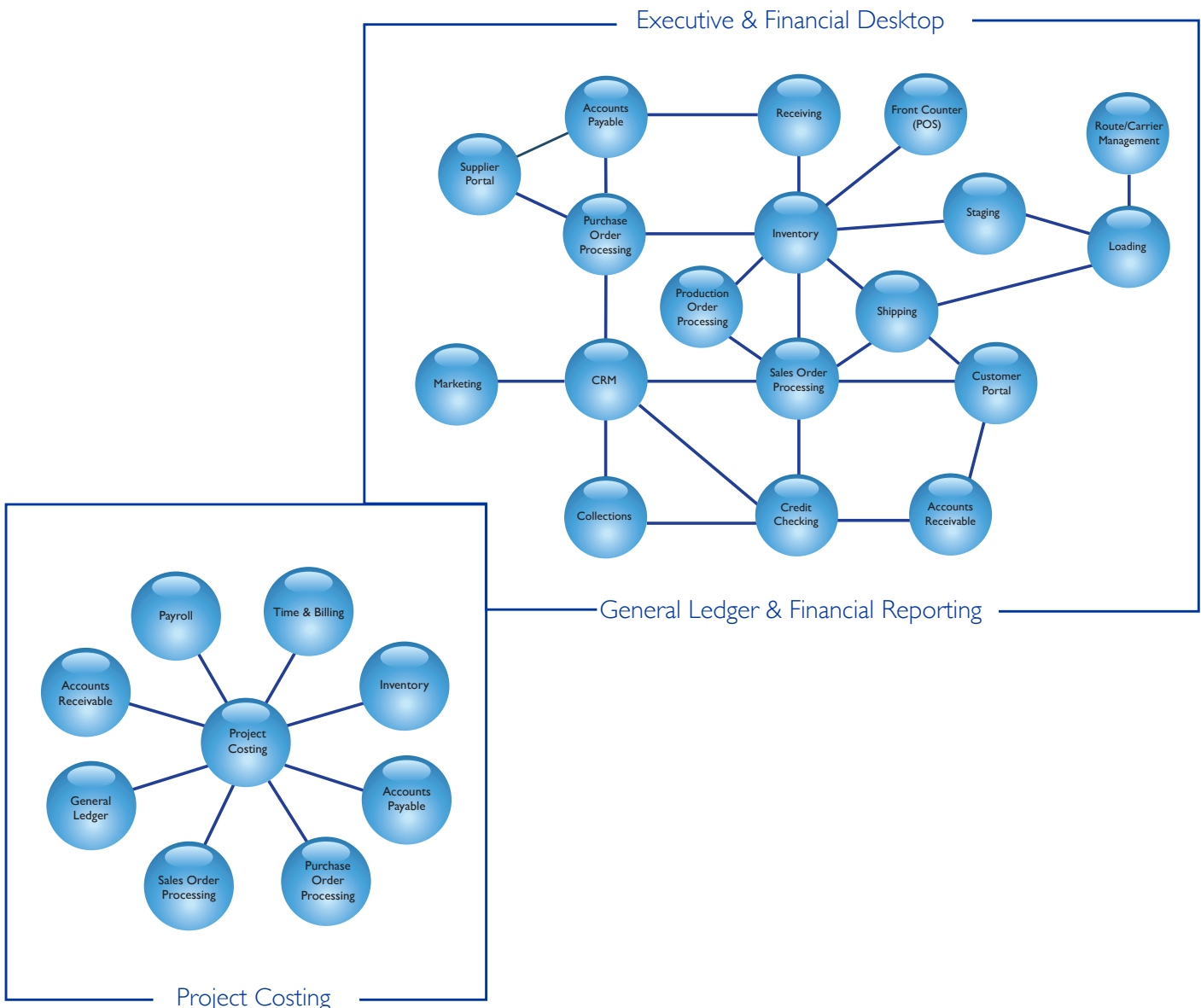- Chuck Warren, CFO, G.H.C. Reid, Largest beverage distributor in American Samoa

End-to-End Contact Relationship Management

Carillon ERP is a true enterprise system, designed to be used by everyone in your organization.

Carillon's Contact Relationship Management (CRM) capabilities are not as limited as other Customer Relationship Management systems. In an enterprise system, your activities with suppliers and other third parties need to be tracked in CRM in addition to your activities with customers. Carillon ERP's CRM is an integral part of the ERP system, not a third-party afterthought.

Fully Integrated For a 360° View of Your Business

A fully integrated enterprise system can be especially important in the distribution industry, which can have long lead times and constantly changing attributes for your inventory. If purchasing, marketing and sales are not working closely together in a single integrated system, inventory shortages and overages can almost be assured.

Robust Sales Order Entry

Ease of Entry
Carillon ERP's Sales Order Entry window is extremely easy and efficient. It's designed to be so fast you can enter orders while talking to customers on the phone and email them a quote or order acknowledgement before you hang up.

Fully Integrated CRM
Carillon ERP's Contact Relationship Management (CRM) functionality is fully integrated into the sales order process. You can have three contacts associated with an order:
- The person placing the order
- The person the items should be sent to
- The person the invoice should be mailed or emailed to

Create Purchase Orders
If you want to drop ship an order straight to a customer, you can create a purchase at the same time you save the sales order. It can even be emailed to the supplier at the same time the order is saved. Artwork, specifications, unlimited notes and documents can automatically be attached.

Commissions
Carillon ERP has a very robust commissions calculation feature that even lets you split commissions among multiple salespeople.

Available to Sell (ATS)
Know how many items you have available to sell as you're taking the order. See the next page for more on our ATS Dashboard.

Approval Process
Quotes and sales orders can go through an approval process based on the security rights of the user.

Quoting
In Carillon ERP, you can use the same window for quoting as you use for entering sales orders, giving you all of the features of the Sales Order Entry window even when providing quotes. Click send to email a quote for a customer to see while you are on the phone. You can then convert a quote into a sales order by simply clicking a radio button. Whether you're selling stock inventory, drop-ship inventory or a custom built manufactured item, you have all the capability you need in this one window.

Historical Orders
With a single click, you can see everything a customer has ever bought from you. You can view it order by order or summarized by year.

Copy Previous Orders
If a customer merely wants to copy their last order, you can do this by retrieving and copying their previous order. You can even change whatever is necessary prior to saving.

Email and Fax Integration
Carillon ERP's mail functionality allows you to email order acknowledgements and purchase orders straight from the Sales Order Entry window. Invoices and statements may also be emailed directly to a contact.

Pricing
Carillon ERP supports unlimited cascading price files and should be able to handle almost any pricing algorithm you can imagine.

Notes
Unlimited notes can be created both at the header level and at the line item level. The user can specify where these notes appear. Each note can be over 32,000 characters long.

> "We had pretty specific needs and were worried that a standard ERP system might not work for us. Carillon was the only package we found that could be customized to our business, including upgrades."
>
> - Beth Thibodeaux, Red River Specialties

Custom Build An Item

Not only does Carillon ERP allow you to create items on the fly, it also allows you to customize the first level bill of material right in the sales order entry screen. You can even roll up the price of the components and add it up to the new price of the item you're selling. Finally, saving the sales order can automatically create a production order.

Pictures

Need to see item pictures? They're available in the Sales Order Entry window. Need to custom draw a picture? You can do that, too.

Create Ship Tos, Customers and Items

Subject to security rights, users of the Sales Order Entry window can create customers, ship tos and items on the fly.

Credit Checking

In addition to traditional credit limits, Carillon ERP has user-defined rules that you can create and then assign to customers as appropriate. For example, you can specify what should happen if a particular type of customer has a past due invoice or has gone over their credit limit. Of course, credit managers can always override any rules on an order-by-order basis.

Support for Unlimited Warehouses

You can source the product required to fill an order from unlimited warehouses without creating separate sales orders.
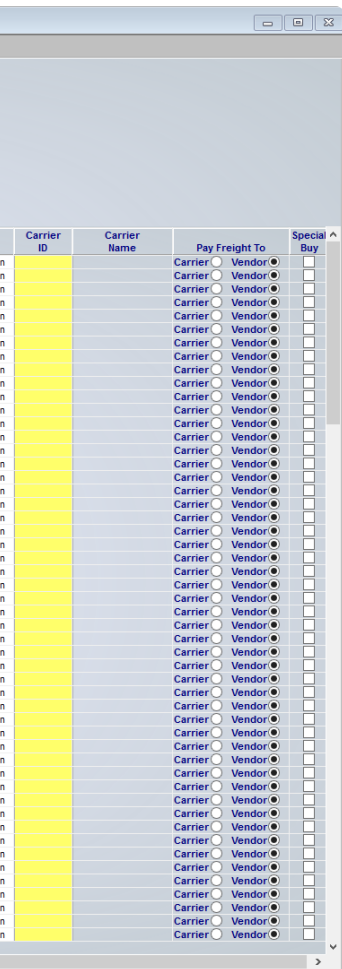
Process Downpayments

Downpayments can be entered and posted to deferred revenue. Once the order is shipped, the downpayment is automatically moved from deferred revenue to "real" revenue.

Take Complete Control of Your Inventory

ATS Dashboard

Available to Sell

Carillon ERP calculates a time-phased available to sell amount for today or any date in the future. It considers all the known demands and supplies for an item out through the lead time to determine what is currently available. This is a far more sophisticated and accurate method of managing your inventory than the manual allocation process older systems use.

Items are color-coded:

- **Green** – You have adequate known supplies to meet known demands.
- **Yellow** – You have adequate known supplies to meet known demands, but you will fall below the parameter defined in Item Maintenance, which functions similar to the safety stock level.
- **Red** – You do not have adequate known supplies to meet known demands. You need to either increase or accelerate the availability of supply transactions or decrease or delay demand transactions.

ATS can be calculated for any inventory item, including items that are consumed in the distribution process, kitted items, items with planned issuances to jobs, items that are purchased, items that are sold and items that are manufactured in-house. The information in the ATS dashboard can be used to show the need for production orders, as well as the need for purchase orders. It's a very powerful tool and a more modern way to manage your inventory levels.

Purchasing

The primary purpose of a purchasing system is to facilitate:

- Deciding What To Buy – Gather unfulfilled demand information from the Inventory Management System and (considering unfulfilled demand, lead times, minimum order quantities, order multiples, minimum stocking levels and maximum stocking levels) assist the purchasing agent in ordering cost effective quantities of items from suppliers.
- Obtaining Authorization – Provide a mechanism whereby requisitions can be approved by the appropriate personnel (depending on the person placing the requisition and the cost of the requisitioned item).
- The Secure Issuance of Purchase Orders – Allow authorized personnel to make approved purchases of inventory and non-inventory items from approved suppliers as efficiently as possible.
- Communicating – Effectively communicate purchase orders, change orders, and cancellation order to suppliers timely and effectively using the suppliers' item IDs and descriptions when necessary or appropriate.

Carillon ERP empowers your purchasing department with the following capabilities:

- Email or fax purchase orders merely by clicking File, Send
- Unlimited change order tracking
- CRM integration with document correspondence and conversations with suppliers
- Support for unlimited suppliers for an item
- Automatic updating of supplier price files
- Built-in approval process
- Support for supplier item IDs and item descriptions with the ability to print the supplier's item ID and description on purchase orders
- Order acknowledgement tracking
- Unlimited notes at the header level and for each line item
- Requisition Process
- Security Based Approval Process
- Three Way Matching
- Direct Ship
- Multiple warehouse/location support
- Multiple Date Tracking
- PO Drill Down Capability

Specific Functionality for Distributors

Warehouse Management

Physical inventory scanning

Bin, lot and serial number tracking

Unlimited inventory stocking locations

Track on-hand quantities per location

Reason tracking for inventory adjustments

Source sales order from multiple stocking locations

Fully integrated document imaging

Inventory

Link producer to an item

Master item - groups items for historical analysis

Multiple units of measure per item

Assign industry-specific characteristics to an item

Each item can have multiple barcodes and UPCs

Item specific unit of measure conversions

Purchasing

Change order capabilities

Non-inventory purchase orders

Unit of measure conversions

Unlimited suppliers per item

Ability to store suppliers' IDs and descriptions

Variance tracking

Open purchase order visibility

Previous cost visibility

Logistics

Route scheduling and delivery

Supports staging areas and loading zones

Pick orders to staging area/loading zone for holding before loading onto truck

Scan items from staging area to delivery truck to ensure shipment is correct

Print pick tickets, labels, packing slips and bills of lading

Supports case unpacking and repacking, including tracking cases of assorted repacked items

Processes transfers within warehouses, between warehouses, between bins and between companies

Coordinates shipments, direct shipments, returns and point of sale

Customer Management

Fully integrated Contact Relationship Management (CRM)

Rule-based credit checking

Compliance tracking

Customer-level pricing, discounting, payment and terms

Credit approval options

Powerful sales order entry capabilities

Fully integrated customer portal

Costing & Pricing

FIFO, average and standard inventory costing

Robust pricing tools allow you to calculate new prices based on cost, bonded cost or other methods

Price by customer and by item

Unlimited cascading, multitier, date-sensitive price files

Barcode Scanning

Improves inventory accuracy

Tracks transfer of inventory to other locations

Tracks movement of inventory within warehouses from shelf to staging area/loading zone and onto delivery truck

Tracks shipment and delivery of orders

Streamlines order entry and point-of-sale processes

Simplifies case unpacking and repacking

Project Costing

Full job costing

Full promotional/marketing material costing

Production

Fully integrated production capabilities

Full kitting capability

Unlimited levels on bills of material

Importing & Receiving

Currency tax calculation (if applicable)

True multicurrency system

Ability to add up to 10 additional costing factors

Allocate a cost to a single PO or an entire shipping container

Able to have multiple consolidators per container

Duty calculations

"A major benefit we didn't anticipate is the positive changes to our business practices that came in conjunction with implementing Carillon."

- John Hall, Utah Department of Alcoholic Beverage Control

Barcoding Capabilities for More Accurate Item Tracking

Carillon ERP has full support for barcoding built throughout the system and also works with **kwiktag** for barcoding documents.

Some examples of Carillon ERP's capabilities:
- Print custom designed barcode labels to be affixed to items during the processing of inventory receipts that can vary by item. Bigger labels for big items, and smaller labels for small items.
- Print custom barcoded shipping labels that can vary by customer.
- Scan barcodes during picking, staging, and loading.
- Generate and print barcode labels for repacked boxes that track its contents, so scanning during shipping or delivery can still be possible.
- Print barcodes on any document such as the remittance advice on a customer statement.
- Allow an item to have multiple UPC and/or EAN codes associated with it.
- And many more.

Stay Organized with Document Imaging

Eliminate file cabinets and easily search, store and send documents electronically with fully integrated document imaging through an interface to **kwiktag**

Balance the Workload with WebPack

WebPack is Carillon ERP's online portal for employees, customers, vendors and suppliers. It allows these individuals to perform simple, secure and safe information inquiries, thereby minimizing the workload strain on your Accounting, Human Resources, Purchasing and Customer Service departments. Employees can update their personal information and print paystubs, customers can check their order status and print invoices and suppliers can see purchasing and payment information. WebPack frees up your staff's time for more important tasks.

Carillon ERP is committed to the distribution industry, with distribution clients in multiple countries. Furthermore, Carillon has elevated the distribution industry to be a key strategic industry for 2015 . If you find some functionality that Carillon ERP lacks, we will gladly build that functionality into the core system for you and all of our other clients to use.

Visit:
www.CarillonERP.com/distribution
or call us at 800.739.9933
for more information today!

Carillon ERP

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