

Office Automation and Messaging

Objective

To improve work flow communication and response times, both internally and externally, through the use of e-mailing and faxing directly from within SYSPRO. In addition, the Event Management feature can automatically notify key people of critical events or run a program, thus accelerating action on these important issues.

The Value of SYSPRO Office Automation

- E-mail SYSPRO reports internally or externally
- Messages are saved in Microsoft Exchange In/Out box or any MAPI compliant product (i.e. Lotus Notes)
- Uses the Microsoft Exchange Address Books to ensure accurate delivery of messages and reports
- E-mail messages are triggered by event management
- Uses word templates for document forwards

Integration

- Integration to Microsoft Fax, WinFax Pro or any other MAPI compliant product provides the means to optionally fax:
- Purchase orders at the point where the purchase order print has been entered
- Remittance advices and purchase orders to separate fax numbers
- Sales order documents at the point where the sales order document has been entered
- Customer statements from the A/R Statement Print function
- Fax documents are saved to Microsoft Exchange where they are queued for faxing
- Office Automation requires Microsoft Exchange or Outlook
- MS Word required to fax or email documents

Event Management

- Allows SYSPRO to monitor events in the system as they happen and automatically inform one or more people about the event
- Events can trigger e-mail, run another SYSPRO program, run another application, or write to a log file for later review
- Customize triggers with effectivity dates
- Place standard variables in the command line to specify desired events
- Conditional logic adds intelligence to notification i.e. only the buyer of that item is emailed

Audit Trails and Reporting

- All events are automatically saved to a log file which can



be queried on-screen and printed

Sample Events

- Stock on hand negative
- Stock less than safety or minimum
- Stock above maximum
- Goods receipt
- Bank balance less than specified parameter
- Customer balance is greater than the percentage of allowed credit limit
- Supplier balance greater than specified parameter
- Job costs exceed expected
- Lot quantity on hand falls to zero
- New stock item added
- Customer now within credit limit
- Sales order released from credit check
- Access security breach attempt
- General Ledger YTD actual greater than YTD budget by specific percentage
- New supplier added
- New customer added
- Requisition routed to another user
- Estimate available for use
- Security breach attempt