



Detailed information on the functional scope of O2C One-off Customer Pool

Customer Pool

Integrated in Business Partner Management. Proprietor and company group specific terms. Basic terms per medium. Payment terms and payment methods (automatic debiting, credit card payment, clearing houses, pro forma). Special discounts per customer on products, product discount groups and order types. Standard delivery and invoice addresses. Standard shipping methods depending on weight. Shipping and invoicing schedule. Consolidation according to value or weight. Text information for order processing. Representative and wholesaler assignment. Automatic assignment of customers and account numbers. General interface to financial accounting department. Customer hierarchies. Branch office structures. Defaults for all terms for freely definable customer groups. Special – temporary – prices and discounts.

Product Management

Versions, editions and reprints. Prices in different price types and currencies based on editions or periods. Price groups and sliding prices. Specifications for fixed prices and book rate ability. Distribution comments. General interface to financial accounting department. Inserts (free or charged). Automatic EAN code generation. The ability to restrict the distribution rights of a publisher. Determining the distribution area through the specification of countries or country groups; selling distribution rights. Remaining stock shipment display. Restricting the shipment of inserts by customers.

Series Management

Creation of complex series structures. Definition of series and handling models (loose-leaf, reference works, period). Bibliographic series management. Compilation of sets; set version management. Building up of product hierarchies. Single products can be compiled in any structure (incl. multiple) and to any hierarchy depth.

Prices

Period of validity for the assignment of a product to a price group. Unique price list assignment for prices.

VAT / Sales Tax Handling

Sales tax apportionment for different media products; two sales tax figures together with the sales tax rate of the respective medium are used for calculating.

Tax routine

O2C uses the 'Drools' tool to determine tax. This technology allows Klopotek to react to changes in tax legislation without the need for a new version of the entire Klopotek software. In particular with regard to the general input parameters for determining tax, this technological approach allows the construction of more flexible models of the legal situation in a specific country or group of countries. Changes in the legislation can be implemented easily, provided they can be modelled using the specified parameters.

Purchase Orders

New component for titles bought in from suppliers. Generation of purchase orders in response to automatic orders. Manual recording of purchase orders without direct delivery. Sending orders to suppliers. Open orders shown in the search results and can be printed out.

Order Processing

Order creation supported by central data pool. Presetting of all relevant order data. Direct orders and representative orders. Control by order type. Variable shipping and invoicing dates. Different invoice and shipping addresses per order. All terms can be defined per order. Automatic recording and reservation of pending orders and back-orders. Import of electronic orders. Minimum order amounts and values, under minimum amount surcharge. Checking of order duplicates and standing orders. Invoices, pro formas, and credit notes displayed and edited online. Statements for sales without goods delivery (e.g. seminars or services). Controlling first release including selection for pending orders. Generating of orders from marketing activities. Letter interface. Individualized accompanying letters with shipment. Set variations for all combinations calculable from individual parts. Sets can be evaluated from the statis-

tics entirely or in part. Discount calculation from the set, entirely or in part. Prepackaging of sets possible. Order search by delivery address. Last digit of archive number as control number. Indicating the current position in order info. Reservation of stock. The option of online order invoicing for immediate determination of prices and discounts; online authorization of credit card transactions. Establishing the availability of a product in the warehouse for each new order line. Marketing activity reference specified per order line; special discount for all order lines with the same reference; automatic recognition and allocation of matching marketing activities. Specifying and checking issue numbers and security codes for customers and orders, if credit card is the selected method of payment. Encrypted display of credit card numbers. Information is passed on to financial accounting.

EDI

Order cycle for processing electronic orders.

Standing Orders

Standing orders of series and loose-leaf editions. Automatic creation from single orders. Automatic deletion of standing orders with deletion of initial order, and amount reduction or cancellation in the event of return. Customer switch. Series independent, general standing orders (e.g. for publisher, division, subject group). Manage future changes in complete versions, version history. Documentation of all delivered products. Creating pro formas for standing orders. De duplication to avoid multiple shipments.

Orders: delivery number display, open document

The 'Open Document...' option is available for orders with the 'Shipped' status in the search results in the 'Orders' module. Use this option to directly jump into the corresponding delivery note. In addition, the delivery note number is displayed in the search results to the right of the processing status.

Shipping notifications via e-mail

So that you can immediately update your customers regarding the change in the status of

their orders when a shipment has been dispatched, Klopotek O2C provides a checkbox: Via this checkbox, you control whether an e-mail notification regarding an outgoing shipment should be automatically sent to the customer.

Invoicing

Variable bundling of orders for one customer. Different price types, prices dependent on period and edition, price groups, sliding prices. Price determination at invoice point or by order receipt. Set and optimize discount. Discount dependent on amount, price, or order value. Payment terms, grace period, and various payment methods. Sales tax according to EU guidelines, including prospective EU members. Vouchers in net or non-net. Taking account of holds on position, order, customer, and products. Online invoicing, online authorization of credit card transactions. Automatic customer notification. Batch process messages. Cancellation of backorders and pending orders. Automatic shipping of inserts. Shipment consolidation according to value or weight. Exclusion of small shipments. General interface to financial accounting department. Interface to external stock management. Parallel invoicing (to online) for customer related rush shipments. Creation of accompanying letter. Discounts for marketing activities. Deactivated price optimization: quantity discount for all products in an order with the same price specification is no longer determined by adding up all individual quantities.

E-invoices

Rather than being printed and sent by mail, electronic documents such as invoices are increasingly transmitted electronically. This affects both the invoicing and the invoiced company. So that the e-mail transmission can be checked, a fixed bcc e-mail recipient can be established. If this bcc address does not receive the e-mail, it must be assumed that the transmission was unsuccessful.

Selective invoicing in the 'Monitor' module

For large companies with numerous different orders and distribution channels, it may make sense not to let Klopotek O2C automatically process orders which are ready for shipment and instead to make a selection from among these orders and then start an invoicing run explicitly for them. In this way, you can control the workload in the warehouse.

Invoice mailing address for one-off customers

Customers may want their invoices sent to an address which differs from the invoice address, either on a regular basis or as a short-term exception. Klopotek O2C allows you to input an 'invoicing mailing address' for this purpose.

E-invoice to the federal government

In Austria, contract parties of the federal government in the trade of goods and services are obliged to only send invoices electronically in defined format structures (XML files) since 1 January 2014. In another version, the invoice document must also be made available as a PDF file in addition to the XML file. Paper-based invoices are no longer accepted. Klopotek only provides the invoice data and PDF files, whereas the XML file is generated and transferred specifically for each customer.

First Release

Release frontlist per edition. Check parameters. Generating of positions in standing orders. Control compilation of products. Pre-set terms. Parameters for document stacks. First release according to the standard shipment model. Additional information for opening the first release.

First release for selected customers

You can ship first release titles to selected customers in advance by restricting the first release to specific customer numbers and / or number ranges.

Document Creation

Creation of stacks for further logistical processing. Definition of sort procedures. Transference of data to external postage system. Selective creation of single document stacks.

Accessing Documents

Direct link to original order. Electronic Delivery Note: Interface for electronic transfer of delivery notes and notifications to customers. Usage of standard delivery note formats. Export of all documents created by invoicing, provided that they have not yet been sent electronically (invoices and delivery notes) for customers with corresponding entries in the customer pool.

Pending Orders

Displaying of accumulated pending orders and backorders online. Separation of pending

orders according to products and customers, including standing orders.

Orders Received Overview and Open Orders

As a large company with a large number of orders, it makes sense to get an overview of the orders which are pending invoicing before they are automatically processed by the Klopotek O2C system. The 'Orders Received Overview' displays all the newly created, generated or imported orders and credits which have not yet been processed by the invoicing procedure or which are on hold. You can hold or release orders for further processing in the overview itself, and open specific order for editing. The 'Open Orders' option in the 'Orders' module offers you an overview of all the orders with lines which have not yet been shipped.

Ordering seasonal products

Seasonal sales with fixed appointments are phases of especially intensive sales activity and especially high sales revenue. They take place on specific occasions, such as Easter, Christmas, or Mothers' Day. Businesses plan specific promotions and special offers for these dates. In the Klopotek system, products can be flagged as seasonal products for processing for seasonal sales. Products which you have flagged as "seasonal" in the Klopotek system can be ordered by your customers at any time. However, these products are held back until a defined date and only shipped as a bundle in accordance with the respective season (even if the products are in stock at the time of order). In addition, the customer receives a notification with information on the actual planned shipping date.

Packing Units

Products are produced and distributed in packing units. A packing unit (PU) contains a specific number of single copies of the respective product. Using the same order number, a number of either packing units or single items (from a PU which has been split up) are shipped. As a rule, retailers receive full packing units, private customers receive single items. With the 'Packing units' feature in Klopotek O2C, you can specify whether a customer receives complete packing units or single items when they place an order.

Credit Notes

Creation of credit notes with invoice refer-

ence. Assignment of returns to invoices. Import of terms from invoices. Creation without assignment possible. Terms determined analogously to invoicing. Automatic cancellation of standing orders. Automatic creation of credit notes for returns. Commencement of subsequent transactions by reverse posting. Support of complaint management.

Representative Commission

Representative pool. Editing of commission terms per representative. Creation of suggestion list for representative commissions.

Sales rep commission dependent on discount

You can specify commissions for sales representatives dependent on a discount rate. For this purpose, you can define an additional commission rate which applies above a certain percentage discount for each commission rule. The system uses this commission rate for all order lines pending invoicing with a discount rate greater than or equal to the discount rate defined for the representative commission.

Stock Accounting and Management

Flexible warehouse structure consisting of warehouse, location, and active section. Picking area and backup area. Mention of warehouse in orders with automatic records of stock movements. All stock types. Freely definable stock movement types. Documentation of all stock movements. Inventory support. Returns processing. Overview of stock per product and active bin. Incoming stock, transfers, and dispatches. Creation of supply orders. Pre-packaging for sets. Transport of notes for each internal stock transfer. Stock movement statistics. Stock evaluation.

Warehouse Accounting and Warehouse Management

Separation of logical and physical stock, reservations independent of the existing active bin. Increasing or decreasing the actual reprint and print run. Specifying the capacity per picking compartment and quality. Direct picking from the warehouse backup area for large quantities. Special zones for dynamic picking bins with overflow pallets; option for restoring the remaining quantities. Tool for controlling the content of the shipping units. Regions of bins can be frozen or unfrozen. Stock on suspended bins is not available.

Stock allocation / reservation

Allocation. Quotas. Availability check and reservation. Expired offers and pro formas. Stock movements.

Partial deliveries

Managing deliveries. Posting goods-in. Pre-deliveries of small quantities. Stock transfers. Stock allocation. Customer Information System. Standard interfaces. Standard report: 'Status of deliveries'.

Handling non-book articles

Integrate contractors and suppliers. Manage orders. Handle stocks. Assemble sets. Manage the warehouse. Plan intensive sales periods. Handle duties / ensure customs clearance. Create and add relevant information.

Sets in sets

Editing set structure. Order processing. Processing of multi-level sets. Partial delivery of set components for prepacked sets.

Warehouse / set assembly

Lot tracking. Internal assembly. User interface. External set assembly. External set assembly - set components already in the warehouse. External set assembly - set components not yet in the warehouse. Set assembly: components which are not stocked. Pick components for set or product assembly.

Inventory labels

Many booksellers use inventory management systems and often attach inventory labels to their products. Inventory labels provide the customer with important information on the product, such as ISBN, prices, price reductions, or the size, weight and quantity of a product. In addition, they contain customer related information (e.g. invoice or delivery note numbers, the customer's product number etc.) - in plain text and / or machine-readable format. Inventory labels do not have a uniform design, i.e. booksellers use individual layouts. Some publishers or distributors offer to create inventory labels for their customers and enclose these with the shipment or even attach the labels to the products. In Klopotek O2C, you have the option to print and deliver inventory labels for the goods your customers have ordered and to charge your customers for this service. Define for each customer whether they wish to receive inventory labels, how many labels should be generated per order line and if these labels are invoiced.

Restrictions to product range available to customer

As a result of certain agreements, it may be necessary in your company to only deliver a part of your complete product range to certain market segments and, depending on business area and regional market penetration to supply customers from only certain groups of articles. The Klopotek O2C distribution system provides the 'Product Range Restrictions' tab for this purpose. You can define and restrict the range of products which the customer is permitted to purchase. Your specifications are automatically taken into account during order processing and invoicing.

Customer Information System

Compact info display of the most important customer pool data; shortcut access to customer editing. Display of sales and turnover: sales and turnover per year and month for each company group, publisher and division, or differentiated per medium according to sales, credit notes and balance; credit notes quota. Displaying of invoice position: Marketing activity, document date, document number, amount, product number, short title, order type, price type, price, discount, net turnover; displaying of invoice document with double click; shortcut to product information display. Standing orders: publisher, order type, order number, order date, order reference, series abbreviation, short title of the series, amount and free copies, shipping recipient, start of order, end of order, reason for termination; calling up of order processing with double click; shortcuts to cancellation and customer switch. Overview version of standing orders: version date, amount, order type, order date, order reference, series abbreviation and short title of the series. Pending order positions: marketing activity, amount, free copies, order type, order number, ISBN / order number, short title, order date, order reference, shipping date, notification date, notification text. Call up order processing; shortcuts to cancellation, customer switch, product information. Account information: account number / origin, document type, document number, document date, currency, unpaid positions (amount), due date, last entry, reminder level. Keyword entry for series identification. Coding reserved positions. Account information with reminder levels and entry dates from the documents.

Order and document history in the Customer Information System

Displays – per order line for a customer - the most important information on all the transactions which were generated by the invoicing procedure and which led to the creation of a document or customer notification. You do not need to search for this information on multiple tabs – it is available in a central overview. This allows you to react quickly during phone conversations with your customers and to provide immediate information on the status of a title they have ordered.

Customer Information: 'Sales / Sales Revenue Invoiced View' tab

Makes the most important customer-related information on sales and sales revenue available quickly in a single location – there is no need to search for it on multiple tabs. When on the phone with your customers, this enables you to react and negotiate flexibly, and to immediately provide the desired information.

Title Information System

Compact information display of the most important title, specification and distribution data per edition. Stock categorized according to warehouse and stock type, further according to finishing and quality state. Sales figures classified per year according to normal and special sales; shows complementary shipments, returns, return quotas, and net sales. Turnover divided into normal and special sales per year; shows credit accounts and credit note quotas as well as net turnover. Display for entire version or single editions. Detailed display according to month or order type. Overview across pool data, sales and turnover trends.

Statistics and Reporting

Evaluation for controlling, disposition, marketing and sales. Order receipt, sales and turnover statistics, and standing order statistics. Evaluations of customers, products and representatives. Hit lists. Stock evaluations. Flexible selection capacity. Current and archived display.

EDItX converter XSL for Sales Revenue adaptor (IN)

The electronic transfer of accounting information in a standardized format is desirable for

many areas of the publishing industry – particularly in light of the constantly increasing quantities of data, which, in many cases, are still processed manually. Assistance is available for the German market in the form of a simplified version of the 'EDItX Sales Report' standard (version 1.1) developed by Editeur. These guidelines contain additional details and define the agreed structure which is used as a basis for the import into the Klopotek system. You can use the sales / revenue lines imported together with additional data from the operative system, e.g. invoiced order lines, incoming order lines, or standing order lines, for your statistical analyses.

Invoice Export Batch Procedure

A reference to the set has been added to the line for set sub-lines.

Export Stock Evaluation Batch Procedure

Daily output of movement data on the basis of a cost per unit price set monthly. Adjustment postings and rounding-off differences are exported on a monthly basis with the stock evaluation.

External Interfaces

Document printing export interface. Export interface for documents to archive (Easy-Archive, PDF, PostScript, PCL5). Financial accounting export interface (customer and address data, invoice data). Financial accounting import interface for debtors (addresses, invoices, reminder level, payments). Orders import interface. Import interface for returns. Customer pool import interface (for migration and current customer information). Printing (documents, enclosures, including document printing export interface). Import interface for electronic orders. Delivery management export interface. Stock import interface (migration). Import interface for stock records.

Reorganization of data records

Batch procedure for deleting obsolete data from the database established. Advantages: shorter processing times (data saving, dialog searching, invoicing times), increased efficiency by displaying only the current data. Modular structure: reorganization of a part of the data records is possible. Output of deleted data as text files and the archiving of these; time related deletion of data up to an ap-

pointed date or for a period. Maintenance of statistics data. Reorganization of data records per proprietor.

Renewal of the security certificate for MS Word

Relevant for XML document printing in the 'Contracts' and 'Supplier Orders' modules.

E-Variants

Efficient management of product variants at edition level. Variant mode can be activated for each edition. Automatic pre-population of variants when variant mode is activated based on configurable defaults. Automatic generation of ISBN / order number for each variant. Allocation of prices for each variant. Variant-specific price lists for each e-distributor. Availability status for each variant with respect to each e-distributor. Export of variant data for use in catalogs. Chunk variants to enable the sale of segments of a product's content (e.g. single chapters of an e-book): ISBN / order number per chunk; automatic generation possible; management of prices for single chunks; allocation of chunk titles, collection revision functionality for product variants.

Identifiers and address references

The ISBN is to books what the ISNI (International Standard Name Identifier) is to people involved in the production of a book, or the ORCID (Open Researcher and Contributor ID) is to academic authors. The global use of such identifiers to designate a specific person or address is becoming more and more important. Klopotek O2C provides flexible support in the management of any and all identifiers or address references.