



eclipse
AUXC COMPANY



e5

Portlet Solutions - Customer

e5 Portlet Solutions are designed to combine the rich functionality and performance of the e5 applications with the flexibility and usability of the internet. They extend the reach of an organisation's financial system beyond the usual user community, even where the solution is 100% web deployable via the web user interface. Portlets enable all types of stakeholders, such as suppliers, customers and employees to employ self service techniques and participate in collaborative e-business solutions.

e5 customer

The e5 customer solution enables accounts receivable users to provide an enhanced 'self service' solution to their customers, at the same time reducing the pressure on internal staffing by enabling key customers to perform a range of useful functions.

Self registration

Customers can 'self register' for the e5 customer facility following a simple url link, allowing you to communicate with them via your chosen method, whether that be mail, email, link from your web site, or other method. Having 'proved' their identity through simple verification techniques, they will be granted access to their account on the e5 customer portlet.

Simple, intuitive, self-service access

Customers securely access their account through a unique account identifier and password. Navigation is simple and intuitive, requiring no

training. They can immediately view how much they owe, their credit limit and their calculated 'available to spend' value. They have access to view a list of transactions on their account and can drill down to the detail of a transaction. They can view payments against the transaction, and either raise a new query, or view any previously raised. Simple cut & paste facilities allow the download of transaction lists. A further useful function is to request a statement, which can be automatically emailed to them as an xml attachment.

Integrated card payment function

An option is available to deploy an integrated card payment function that allows your customers to select and pay transactions via any of the major credit or debit cards. Real time verification of payment occurs, with automatic cash allocation and receipt via e-mail to the customer.

Enhanced customer service

How to stay competitive, reduce costs, and improve service levels when your customer service function is already overburdened, are just some of the challenges facing organisations today. The internet has contributed to a demanding environment where customers expect an ability to access their data on a 24 x 7 x 365 basis. Fortunately, the ability to provide customers with greater access and control of business data and functions not only enhances their perception of your organisation in their eyes, it can also reduce your costs.

Reduce internal costs

The e5 customer portlet can play a vital part in your business going forward, delivering enhanced customer service, whilst reducing internal costs. Costs can be reduced because the provision of web access to account information and extended business processes can replace time that would otherwise have to be provided by customer service, finance or other

staff. Service can be enhanced by allowing customers to interact with your business at their own schedule, based on their own needs, possibly as an alternative access channel rather than an exclusive access channel. The flexible and robust architecture of e5 lets you stay ahead of the competition and provides a foundation for ongoing innovation and future extension.

Business benefits:

- Provide better customer service with lower service costs
- Reduce the work of the customer service department
- Enhance your competitive edge
- Potentially reduce, or eliminate costly communication methods such as telephone, printing, post, etc.
- Efficient satisfaction of queries improves relations with customers
- Extended customer access is potentially available anywhere, anytime
- Secure access to data
- Complete integration between e5 customer and e5 applications.

Features include:

- Fully automated self registration
- Access to the customers account balance, credit limit and available funds
- Ability to view transactions and payment details
- Comprehensive search parameters allow transactions to be selected using various criteria including wildcards, date and value ranges

- Ability to request an immediate statement delivered to the required email address using xml technology. Alternatively a statement can be requested and posted to the required address
- Ability to view and amend address details
- Existing queries against a transaction or payment can be viewed
- New queries can also be added and the designated credit manager will be immediately alerted
- Facility to request credit limit review that is immediately alerted to the designated credit manager
- Details of credit limits and temporary credit limits with dates can be viewed
- Stop credit indicators with reason comments can also be viewed
- The designated credit manager can be contacted, for example, to request information, provide additional information or detail instructions to be performed on an account
- Aged debt summary and detail can be viewed to provide an ageing profile. If required, drill down facilities are available to view transactions that make up the balances
- Customer performance criteria is available, which provides details such as payment terms, last payment details and highest balance information
- Various graphs are available to display performance criteria, for example, aged debt analysis, average day and turnover profiles

Eclipse and e5

delivering intelligent solutions with old-fashioned service

e5's multi cross platform engineering technology coupled with leading edge Java frameworks running on databases such as DB2, Oracle and SQL server, has resulted in a robust, scalable open architecture. Thin client technology means that all of the application is accessible from a suitable machine equipped with a browser and the java run time executable.

e5 is owned and implemented by Eclipse. At Eclipse our philosophy is simple. We deliver the right solution with the highest levels of service. This is part of our 'client for life philosophy'. Once your solution is implemented, we maintain a strong on-going business relationship, with 24 x 7 support and a range of value – added services to ensure your e5 solution is remains reliable and effective in your business.

For more information, contact Eclipse

1300 660 471

www.eclipsecomputing.com.au



0800 472 962

www.eclipsecomputing.co.nz



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