What's New? In ProcessPro *Premier* 10.5!

ProcessPro is dedicated to providing a progressive, robust, and intelligent ERP solution for process manufacturers. Through strong client partnerships, ProcessPro has utilized client feedback and combined it with industry trends and emerging technologies to develop *Premier* 10.5 – a versatile and user friendly offering, complete with a makeover of the Customer Service Role! **Contact us today to learn how to get started!**

Premier's New Customer Service Role

The Customer Service Role has been completely redesigned with the end use in mind. Users will gain a new and improved experience in the areas of Order Management; including Bids, Orders (all types) and RMA's. Customer Management and Customer Item Management have also been improved, helping streamline order management and save time. Many application enhancements focused on placing more power in the end users hands, leading to an overall improved experience for Customer Service and Quality Control associates.

Role Highlights

- New and improved method for entry and editing of Bids, Sales Orders, and RMA's entry and editing
- Improved technique for entering Production, Usage, and Zero Price Order Types
- Advanced Order forms with a simplified print/email method for Orders, Packing Slips, and Picking Tickets
- Enhanced Picking Ticket with optional consolidation option
- Addition of a new customer grouping field on Sales Contracts
- Simplified Pricing Structure
- Improved approach for entering and handling Order comments

In *Premier* 10.5 users can take advantage of these improvements to increase performance and augment service, leading to greater company results and happier customers!

General Application

Many general application enhancements have also been incorporated for the end user! With enhanced emailing and reporting capabilities and the ability to customize reports, users now have the ability to personalize service and report delivery for internal and external needs thereby adding value to the organization and to your customers!

Highlights

- Improved reporting capabilities in both Quality Control and Customer Service
- Ability to minimize filters to expand visual display of data or report
- Enhanced SMTP emailing techniques for reports, orders, etc.
- Flexibility to customize .NET In-Application reports using Crystal Reports
- User driven .NET application enhancements including personalization and usage improvements (manage screen size and position, ability to cancel a large report run, simplified report grids, etc.)
- New method for managing user licensing for cross functional users
- And much more!

"As the leading batch process manufacturing ERP software in the mid-market, it is rewarding to provide a release that enhances the user experience for the benefit of the organization and the end user, and that is exactly what we've done here,"
Daniel Erickson, ProcessPro Product Manager.

For more info on *Premier* 10.5 contact ProcessPro today!

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