



CUSTOMER
SELF SERVICE

QAD CUSTOMER SELF SERVICE

QAD Customer Self Service (CSS) enables customers to become effective enterprises by providing a complete Web storefront and self-service portal that enables customers to place and track orders in a secure and personalized way over the Internet – seven days a week, 24 hours a day. When placing their order, customers can pay using a credit card. In addition, integration with the QAD Configurator enables mass customization of products using a state of the art rules engine, ensuring satisfied customers receive exactly what they want.

VALUE AND BENEFITS

Increase revenue opportunities — by providing a self-service Web storefront.

Reduce costs — through reduced reliance on call center resources to place and track orders.

Increase customer satisfaction — through a more efficient buyer/seller communication channel.

Implement mass customization — by pairing QAD CSS with the optional QAD Configurator.

Improve cash flow — by accepting credit card payments through QAD CSS.

KEY FEATURES

- Browser-based Business-to-Business (B2B) or Business-to-Consumer (B2C) order entry processes
- Comprehensive real-time visibility into offered products, account information, orders, shipments, invoices and credit status.
- Order-processing control based on the customer's credit status, the projected item quantity available to promise (ATP), or other parameters
- Easy-to-use personalization based on individual or group security controls and a powerful rules engine
- Seamless integration with QAD Cloud Enterprise Applications
- Multi-language and multi-currency capabilities
- Support for complex configured products (with QAD Configurator)
- Attractive easy-to-use Web catalogs that can be tailored to specific users
- Flexibly manage promotions by displaying selected items to selected customers during a specified date/time range
- Validates credit cards and authenticate them prior to releasing orders
- Set up as many security roles as required with an unlimited number of security levels
- Protect the private content of your site through the use of Secure Socket Layer (SSL)

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