





Automated Accounts Payable

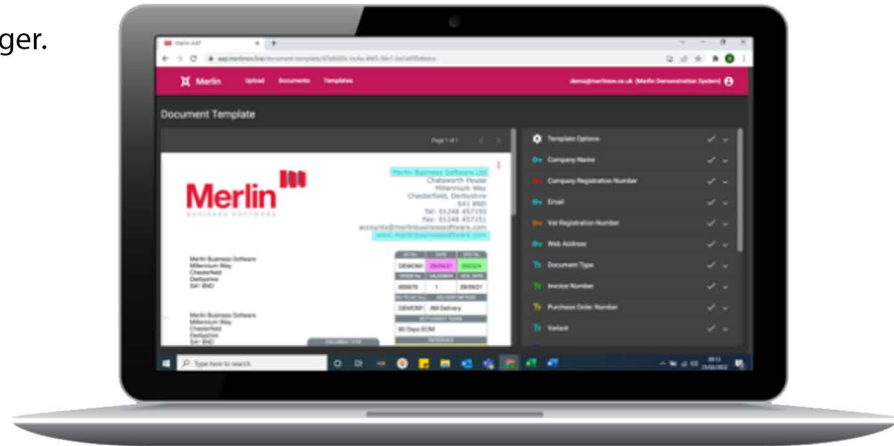
Merlin's AAP module is designed to extract, code and process supplier invoices, pushing them immediately into your Merlin software delivering increased efficiency and productivity.

This cloud-based solution can:

- Scan supplier invoices electronically.
- Post automatically to the Merlin purchase ledger.
- Improve accuracy.
- Increase efficiency and productivity.
- Save time.

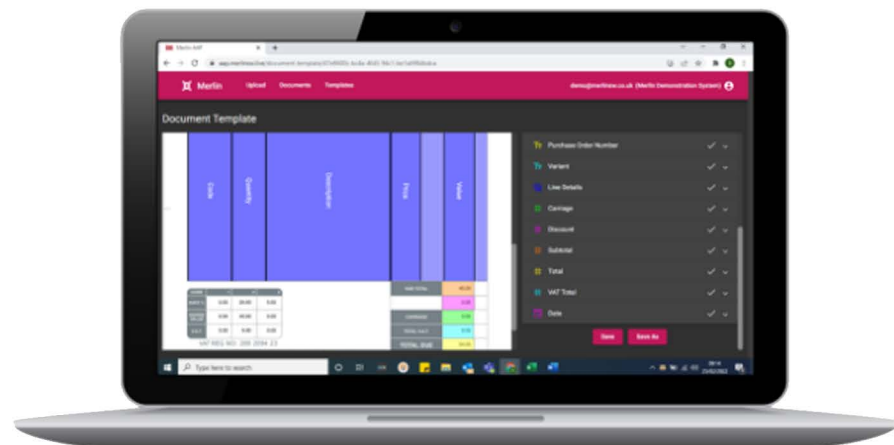
Enjoy the benefits of:

- Sustainability, no need to print off supplier invoices.
- Faster, automatic invoice process.
- No human input, resulting in reduced errors replacing manual keying in.
- Reduce processing time and costs.
- A quick return on investment.
- More savings for your business.



AAP Feature List

Unlimited Templates	✓
Unlimited Documents	✓
Access to historical Documents (7 years)	✓
Email Integration (via IMAP)	✓
Purchase Order Invoices	✓
Expense Invoices	✓
Buying Group Invoices	✓
Manual adjustment for Pack Size differences	✓
Validate Purchase Order Totals	✓
Validate Purchase Order Lines and Totals	✓
Validate Received Quantities	✓



AAP Testimonials:

"As one of the earliest adopters of Merlin's Automated Accounts Payable module, we've already brought on board some of our highest-volume suppliers. Invoices start as email attachments and become PO-matched Merlin invoices without the manual typing of the past. Each document format is unique, and we're delighted by how Merlin are responding to whatever quirks our suppliers' invoices throw at the new system. Every week we notice new functionality, bringing all the benefits of automation to a busy part of the company."

Micon Distribution Ltd





Credit Card Integration

Merlin understands time is money, the ability to process payments quickly is vital. Merlin offers credit/payment card integration through AdFlex and Verifone, for you to select which best suits your requirement.

Verifone

For Chip and Pin purposes, Merlin integrates with Verifone to process payments via debit and credit card.

The screenshot shows the 'Adflex Maintenance' window. It has a 'Navigate' section with buttons for First, Prev, Next, Last, New, Edit, Save, and Delete. Below this are input fields for URL (http://testserver.vgis.co.uk/transactions/soap/Transaction.asmx), Username (ChatsworthTest.001), Password (Kbb8.5Eawn72), PSP ID (51628747), Card Type (Visa/Mastercard), LIDVGIS (checkbox), and Currency (GBP). There is also a 'Security Checks' section with checkboxes for Postcode, House No., and CSC. The footer shows 'Adflex URL', 'Merlin Business Software', 'DEPOT 01 - CHESTERFIELD', and 'STG'.

AdFlex

For customer not present payments, such as over the phone, Merlin integrates with AdFlex, which will allow the user to take credit and purchase card payments over the telephone.





Customer Relationship Management

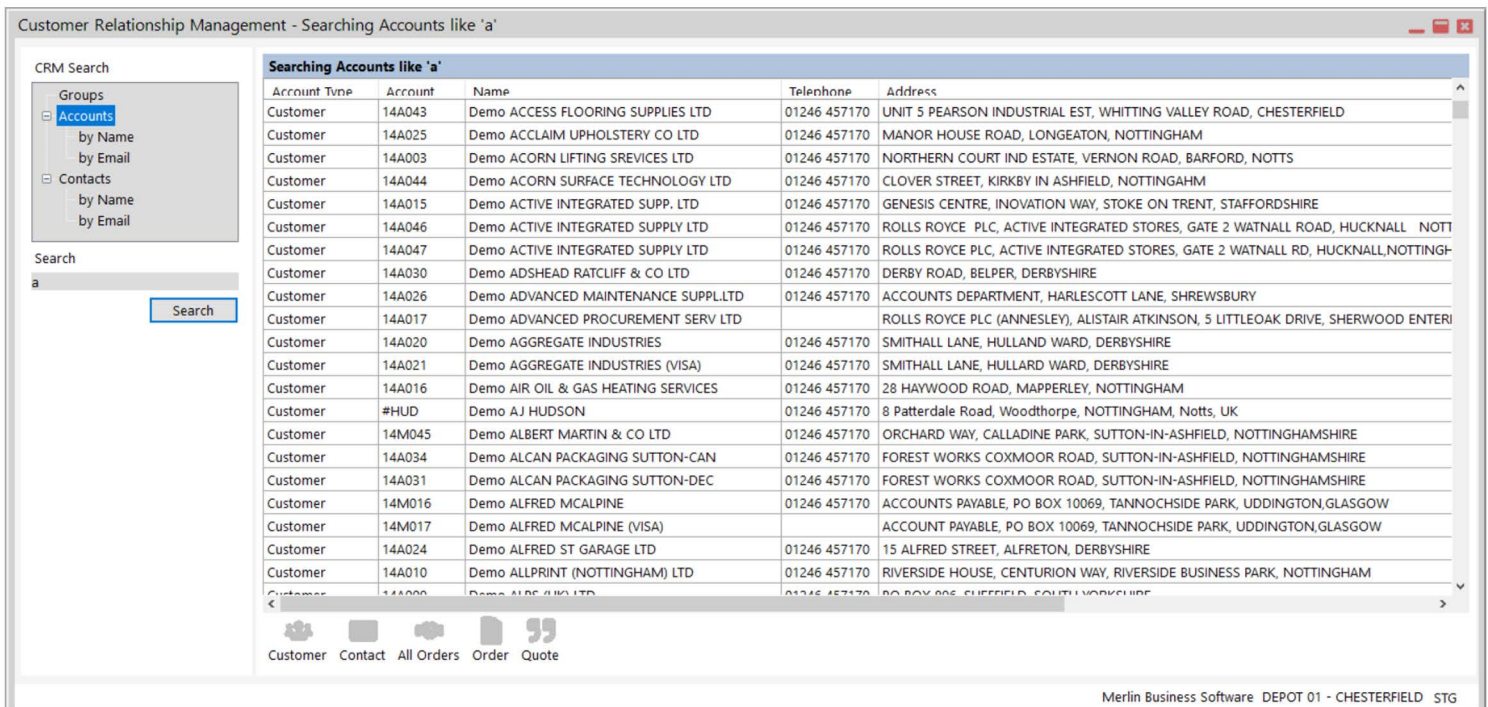
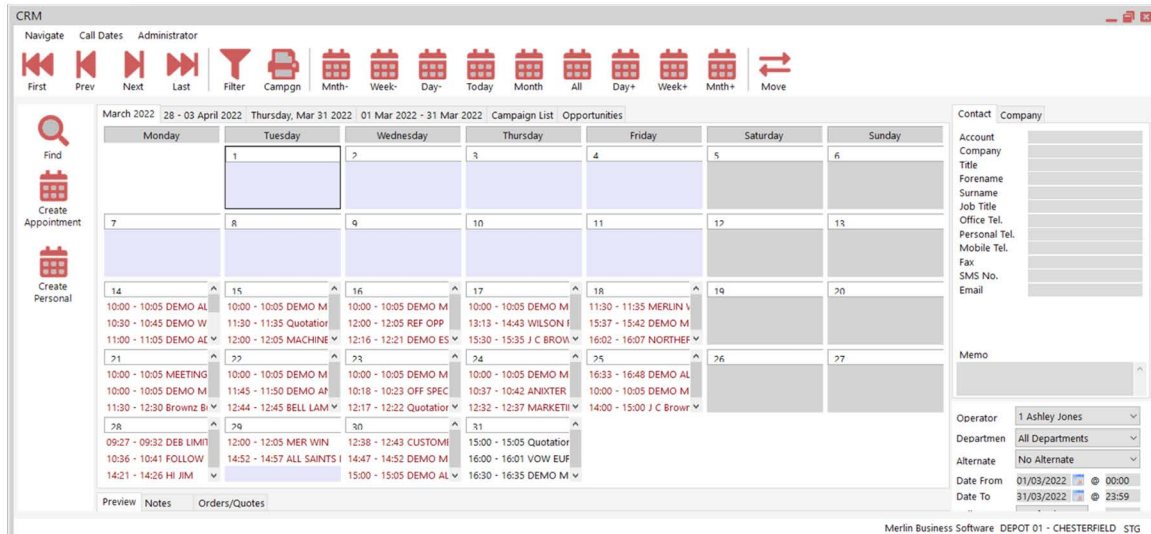
Merlin's customer relationship management module works throughout the business, populating the user's diaries with appointments. The user can then see their schedule for the upcoming day, week, month or selected date range.

Auto Populate Schedule

Your proactive sales team (including telesales), can automatically populate the individual's diary with scheduled appointments for customers and prospects.

Log Potential Orders

Your sales team can then log potential orders against contracts, indicating the estimated close date, order value, potential margin, the current stage in the sales process and a lead source. Providing you with an overview of the sales pipeline and the ability to see what areas are creating the best Return on Investment.



Stay On Top of Deliveries and Payments

You can also use the CRM tool for your Purchasing Team to chase up deliveries and your Accounts Team can use it to chase payments.

Targeting Lists

Keep Customer, Prospects and Suppliers Organised.

Create targeting lists using the Campaign Management feature within CRM. Working with Customers, Prospects and Suppliers, you are able to create lists based upon a series of criteria such as; location, contact or historical sales/purchase data. This can then be assigned to one, or a number of users, for a targeted campaign. These lists can also be exported for use in third party providers such as Marketing Automation platforms.





Delivery Routing

Plan your deliveries before an order is picked with the Merlin Delivery/Van Routing module. Developed to remove the requirement for you to purchase additional planning software, this enables all of your information to stay within Merlin.

The Route Planner interface displays a calendar for March 2022. The calendar shows days from Friday 18 to Friday 25. Below the calendar, there are three rows representing different vehicles: Lorry 1, Lorry 2, and Van 1. Each row has a grid of colored squares (green and black) indicating delivery slots. Below the calendar, there are two tables: 'Pending Orders' and 'Current Route'. The 'Pending Orders' table has columns: Sale..., Due D..., Postc..., Address, Name, Weight, View. The 'Current Route' table has columns: Sales Ord..., Due Date, Postcode, Name, Address, Weight, Status, OrderIndex, View, Routedet..., D. At the bottom, there is a status bar with 'Merlin Business Software DEPOT 01 - CHESTERFIELD STG'.

All-In-One Delivery Solution:

Reduce time taken to plan your deliveries.

Delivery module fully integrated with Merlin. Our system provides real time orders, you can reduce the time taken to plan deliveries, remove the need for any manual processes and watch your orders build-up automatically. Merlin allows you to approve suggestions or re-plan routes simply by dragging and dropping orders on to different vehicles and different dates.

Picking List:

Improve picking efficiency.

The Delivery/Van Routing Module can improve your picking efficiency by producing a consolidated picking list for each route in bin location order.

Produce the driver's route manifest along with all the individual Delivery Notes for the route; even invoices and statements if needed.

Avoid Overloading:

Reduce the risk of overloading.

Merlin's automatic tallying of order weights will indicate if the vehicle chosen for the route is within or nearing its legal weight limit, or would be overloaded even before a single item has been picked. With a colour coded warning system, warnings are more visible and easier to spot.

The GRN Picking List Print window displays a table with the following data:

	Batch	Date	No. Sales Orders
✓	PGRN0000534	11/01/2012 09:27	1
✓	PGRN0000535	11/01/2012 10:10	1
✓	PGRN0000537	11/01/2012 10:15	1
✓	PGRN00001059	08/08/2017 12:41	1
✓	PGRN00001266	24/07/2018 09:56	1
✓	PGRN00001492	23/12/2020 09:58	1
✓	PGRN00001513	16/04/2021 09:53	1

Below the table, there is an 'Output' dropdown menu set to '<Screen>'. At the bottom, there are 'OK' and 'Cancel' buttons. The status bar at the bottom reads 'Merlin Business Software DEPOT 01 - CHESTERFIELD STG'.





Google Maps:

Visualise your route with Google Maps.

You can also visualise the route using Merlin's in-built Google Maps™ link, which allows for further planning for efficiency, flexibility and to reduce transport costs.

Customer Satisfaction

Achieve higher levels of customer satisfaction.

Better planning means better accuracy and happy customers who will appreciate the service you offer.



Work Even Smarter with Merlin's Mobile Solutions

Allow drivers to download delivery route manifests and plot their route on their Android phone.

Merlin's Android App for Delivery/Routing avoids the need for paperwork and provides the delivery driver with all the tools they will need to deliver their route, confirm deliveries and capture POD signatures.





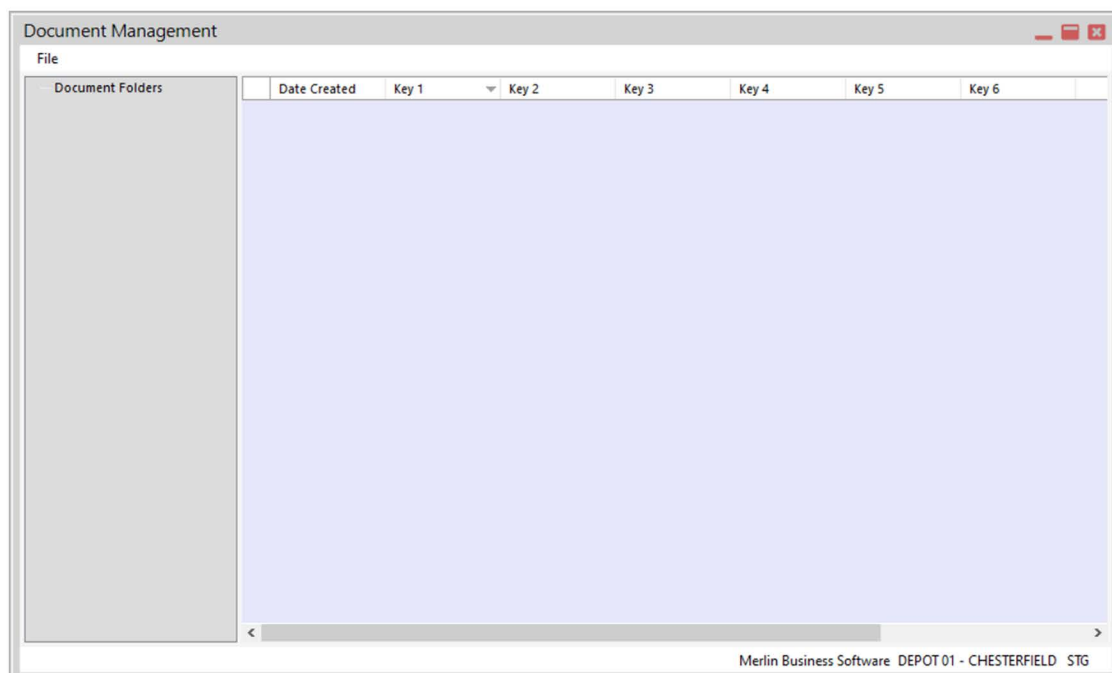
Document Management

Keep track of all your documents within Merlin. With Merlin's Document Management Tool you can store documents against the relevant order. The 'Drag and Drop' functionality of Merlin makes it even easier to store documents than ever before.

All Documents Stored in One Place

Documents sent via email, fax or post can be scanned and stored in Merlin.

- Scanned documents can be saved against the relevant customer/supplier.
- Store emails in Merlin for easy access.
- The Document Management module works for sales & purchase invoices, delivery notes, picking lists, any scanned documents, emails, design files and images etc.



Purchase Journals

Batch No. PJ00000149 Batch Ref.

Account 13EXP

Name Demo ALTRINCHAM EXPENSE SUPPLIER

Currency STG Rate 1.0000000000

Posting Type Invoice

Internal Ref. ☐ Registered

Date 28/03/2022

Amount 0.00

Supplier Reference

Purchase Order

Due Date 30/04/2022

Settlement Date 30/04/2022

Discount %/Amount 0.00 / 0.00

Notes

Drop Files Here

VAT Code Standard - 20.00%

Goods 0.00 Proof 0.00

VAT 0.00

Add

Nominal

Value 0.00 Proof 0.00

Add

Code	Rate	Goods	Sett VAT	VAT	Sett Go

Nominal	Value	Base Va...

Post Clear Exit

Merlin Business Software DEPOT 01 - CHESTERFIELD STG

Drag and Drop Files

Make file storage easier with the drag and drop function.

Information received via email can be saved, by dragging-&-dropping the e-mails against the corresponding order, removing the need to search your inbox for the relevant file.





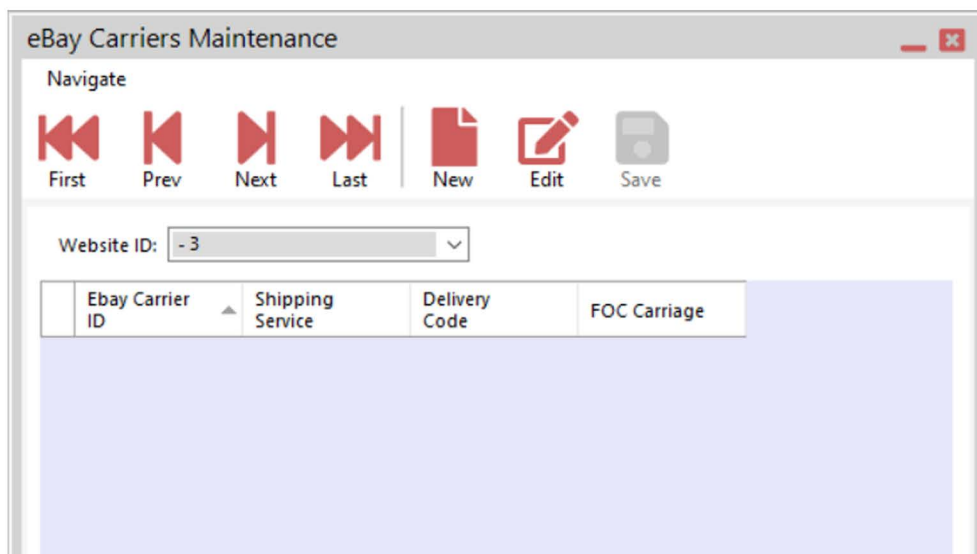
E-Channel Console

Merlin enables seamless integration into online sales through popular platforms, such as Amazon, eBay or Shopify, either directly or via third-party channel management applications. With the Merlin e-channel console, there is no need to duplicate order entry, with orders transferred automatically.

View Completed Orders

View and edit orders where necessary.

- View completed orders in more detail, including buyer information.
- View by order status (Shipped, Unshipped, Cancelled).
- Edit orders, and make any necessary changes.
- Check stock levels on listed items.
- View variations associated with a listing.



Manage your Orders

Reduce Despatch Errors.

Transfer Orders Automatically - Orders are automatically transferred to Merlin (no need to re-enter).

Warning Messages in Effect - Due to the nature of online marketplaces, Merlin has warning messages in effect to prevent the despatch of goods prior to payment being received.

Orders - You can also combine, consolidate or separate orders as required in just a few clicks.

Despatch Orders - Upon despatch, orders are automatically marked as complete in eBay.

Search Order History

Use Merlin to search and filter orders.

Search Records - The search function within the module enables the user to search records for specific orders/items.

Filter Results - Filter your results to only show matches for specific dates.

Search for Stock by Line - Search by stock line for line specific results.





Electronic Data Integration

Merlin offers Electronic Data Integration (EDI) to allow seamless trading between customers and suppliers. With the ability to send and receive orders electronically, whilst also automatically triggering the relevant order acknowledgements and/or invoices.

Benefits of EDI

Reduced Delays

Reduce the delays caused by paper document transfer and/or manual order processing. Paper documents may take days to transport from one location to another. In addition, manual processing delays are caused by the need to key, file, retrieve, and compare data.

With an EDI transfer this happens immediately, and no need to re-enter the information.

Reduced Labour Costs

EDI can work at reducing costs through the reduction in manual data entry (duplication), document storing, sorting, sending etc.

[illegible]

Improved Documentation

EDI permits user access to vast amounts of detailed transaction data.

EDI - Import Sales Orders

EDI Format

Import Folder

Browse

Import

Files Imported

Filename	Status	Sales Order	Account	Due Date	Order Value

<

>

Error Log

EDI Type

Merlin Business Software DEPOT 01 - CHESTERFIELD STG

EDI Sales

Sales Orders

Have customer orders directly streamed into your Merlin SOP system for immediate picking and shipping.

Sales Invoices

Once ready, you are then able to EDI transfer the invoice onto the customer's system.

EDI Purchasing

Purchase Orders

Purchase Orders can be sent via EDI to suppliers using the EDI details stored within Supplier Maintenance.

Purchase Invoices

Receive EDI invoices back into your system. You are able to set up tolerances on Purchase Invoices to notify you of changes in prices, costs, dates etc. You have the option to accept or decline these discrepancies, with the invoice going on hold if declined.

[illegible]



Help Desk Management

Manage your Customer Services and Support offering with the Merlin Help Desk Management Module. Log, handle, reassign, track and report on internal and external incidents with the help of alerts.

Log all Internal and External Incidents

Customers

Log all customer requests and complaints (repairs, returns, complaints etc).

Internal

Provide your staff with an internal logging system for IT Support requests including Merlin Support Calls, Software and Hardware issues etc.

Suppliers

Use this module to manage and provide visibility associated with supplier returns to relevant staff.

Support Outstanding List											
Urgent											
	Incident	Company	Contact	Date Logged	Prior...	Last Response	Operator	Level	Hours	R	Details
Attention	I0419001	Demo Merlin Windows	Robert Johnson	19/04/17 09:38	L	12/10/18 10:59	1 Ashley Jones	No Prio...	43325h...	2	Issue with installation. Inc...
Waiting	K0403001	Demo Beaumond Cross Bu...	Ted Smith	03/04/19 09:19	S	03/04/19 09:20	1 Ashley Jones	No Prio...	26190h...	1	Faulty battery on his M123
Request Call	I0419002	Demo Merlin Windows	Robert Johnson	19/04/17 10:26	U	03/04/19 09:30	1 Ashley Jones	No Prio...	43325h...	1	System failure. Error messa
Waiting	K0403004	Demo Merlin Windows	John Birchwo...	03/04/19 10:18	U	03/04/19 10:22	1 Ashley Jones	No Prio...	26189h...	1	Telephone system is down
In Progress	I0719001	Demo Merlin Windows	Robert Johnson	19/07/17 12:06	U	03/04/19 10:29	1 Ashley Jones	No Prio...	41139h...	5	John had a broken produ
In Progress	K0403005	Demo Merlin Windows	Robert Johnson	03/04/19 10:59	U	03/04/19 11:02	1 Ashley Jones	No Prio...	26188h...	1	Broken photocopier
	J1012002	Demo S Williamson	Clive Smith	12/10/18 11:00	S	03/04/19 11:05	1 Ashley Jones	No Prio...	30340h...	1	Faulty product from custo
Engineer	K0403006	Demo Merlin Windows	Pat Clarke	03/04/19 11:20	S	03/04/19 11:23	1 Ashley Jones	No Prio...	26188h...	1	Customer has a faulty com
	I0203001	Demo ALFRED ST GARAGE...	Account Acti...	03/02/20 15:50	S	Awaiting	Unassigned	No Prio...	18838h...	0	kmmncdgt mjklskh rilsz o
	M03030...	Demo BETFRED/DONE BO...	Rob	03/03/21 10:07	S	Awaiting	Unassigned	No Prio...	9388h...	0	test
	K0403008	Demo Merlin Windows	John Birchwo...	03/04/19 11:40	L	Awaiting	Unassigned	No Prio...	26187h...	0	Broken machine

Preview

Replies

Statistics

Incident

I0419001

Priority

LOW

Date logged

19/04/17 09:38

Method

EMAIL

Logged By

1 ASHLEY JONES

Contact

Robert Johnson

Current

1 ASHLEY JONES

Details

Office Tel: 01246 457150

Details

Issue with installation. Incorrect fittings ref S05494

Call Type

Installation

Serial Number

Module

Site Survey

Contract

Sales Ref.

Customer Ref.

Outstanding - 11 Unresponded - 3 Watch List - 4 Sort Order - New Order (Descending) Refresh - 45

Support Customer Screen

Navigate

Options

First

Prev

Next

Last

Log

Reply

Details

Notes

Job Sheet

Version

Contract

Move Call

Account

ZZ05

No contracts found

Name

Demo Sheffield Depot

Phone

01246 457170

Address

Bramall Lane

Fax

01246 457171

City

Sheffield

Email

demroomuser@merlinsw.co.uk

County

South Yorkshire

Web

Country

Serial No.

Postcode

S2 4SU

Outstanding

Closed Calls

Contracts

Non-Contract

Logged	Incident	Contact	Description	Prio...	Hours	Last Response	Owne

Handling Incidents

Prioritise

The Help Desk Management module allows you to prioritise calls by logging them, so you can promote/demote as required.

Highlight Overdue Incidents

Record the time lapsed since an incident was logged, and set target response and resolution times for each priority.

Reassign Incidents

Easily manage incidents by using email notifications to alert users when reassigning a case to them, or with any updates or changes. You can also use notes to keep everybody up-to-date with the relevant information.

Fully Customisable

Work Flows, Statuses, Parameters.

The Merlin Helpdesk is fully customisable with your own terminology and workflow processes, so that all information remains relevant to your business.

Fully Archive All Incidents

Full Archive

Keep a full audit trail of all incidents logged on the system.

Managing Incidents

Email Notifications

Alert relevant staff when reassigning cases and alert customers of any updates to the progress of the incident.

Watch List

Add staff to your watch list, that you have reassigned cases to.

Notes and Reminders

Provide staff with any information when accessing individual accounts and set reminders for a specific time and date on cases.





Hire

Merlin's fully integrated hire module, manage and maintain your hire assets. With this module you can hire products and sell consumables in one easy transaction, with seamless links to the Stock, Purchase Order Processing, CRM and Accounts Modules.

Stock Management

Stock Information to Hand.

All the Stock module functionalities are available so images, technical notes, data sheets and safety instructions can be held against the product record.

Group Assets

Assets can be grouped together and prices set e.g. daily, 2 day, weekend, weekly, monthly rates as per your charging requirements. Similar assets can be grouped together and purchase, sales, service and workshop history together with current activity will be automatically collated against each asset.

Hire Contacts

Quickly and Easily Create Hire Contracts to Send and Store Electronically.

Hire contracts are quickly created through the Plant Hire Entry screen, where users are prompted for required information. They are provided with comprehensive data about the customer and asset availability.

Accessories

Any accessories that relate to the asset, e.g. safety instructions, PPE, consumables, will be prompted for these where relevant.

Combine Sales and Hire

Both hire and sales items can be included on the same contract agreement. Slick cross hire entry creating the supplier's purchase order with all the required information, which can then be emailed or faxed to the supplier without having to manually print a copy.





Documentation

Every Document you need as you need it

All required documentation can be created with a few clicks; quotes, on hire agreement, deposit receipt, collection note, off hire confirmation, invoices, exchange notes, all of which can be faxed or emailed directly from the user's PC or terminal. Merlin also prevents users from printing documents that are not premitted.

Processing Orders

Both account customers and cash sale accounts can be processed through the same order entry screen enhancing the speed of hire contract entry, e.g. Identification, address data for cash sales, storage of delivery addresses and contact details.

Date	User	Customer Rate	Start Time	Finish Time	Comment
------	------	---------------	------------	-------------	---------

Workshop Facility

Maintaining Assets

Once off hired, fully or partial, assets can automatically be placed in service. The Workshop facility allows you to maintain your assets recording any service, repairs, parts, labour and additional costs associated with individual assets.

Invoicing

Invoicing can be performed for individual contracts or use the continuation routines for effective creation of long term hire periods in one easy process.

Assets in a Glance

The Asset Diary gives you the ability to know the status of all of your assets at a glance with dynamic drill downs. As data is recorded historically not only do you have access to current activity reporting e.g. On Hire report (what's out, where), Reservations, but data on Asset Utilisation, Fixed Asset Analysis and Return on Investments is readily available.

From Order	to
From Due Date	01/01/2000 to 31/12/2200
From Salesman	to ZZZZ

From Order	to
From Due Date	01/01/2000 to 31/12/2200
Print Only	
Forward Desp.	
Location	All
Print order	by line
Output	<Screen>
Copies	1
Fax/Email	





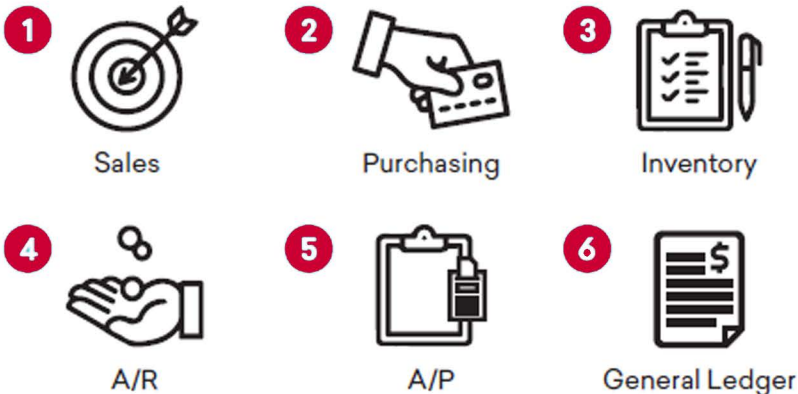
Merlin Analytics Powered by Phocas

Get more reporting power and deep insights from the data in your Merlin system.

Merlin Analytics delivers advanced business intelligence and distributor analytics across manufacturing, distribution, wholesale and merchants. It's your data, your way!

With our new out-of-the-box standard integration built for non-technical users, you can easily get data in seconds on sales, inventory, forecasts, prices, profit margins, people and budgets. Get complete flexibility from an analysis point of view. Any drill path, any direction, and date range in seconds. Say goodbye to pre-defined reports.

Standard Integration for Merlin Success



Optional Integration for Merlin Success



All Inclusive Content

Data analysis done right, not just organised but realised.

- Customer Scorecard
- Product Category Scorecard
- Sales Dashboard
- Supplier Scorecard

Instant access to the data you need to see

- Days of sales outstanding
- Purchases increasing and decreases
- Sales by state
- Sales down, profit up

Automated data monitoring, whether good or bad, you're always in-the-know.

- Current month sales
- Customers declining and increasing
- Products decreasing and increasing

Existing users enjoy a range of benefits, including:

- Increased in sales through opportunities revealed
- Improved reporting speed
- Reductions in reporting request to IT / specialist
- Reductions in supply chain inefficiencies
- Savings in management cost through smarter stock holdings





Mobile Solutions from Merlin

Work smarter and more cost effectively whilst improving your business processes, at both the trade counter and when working remotely with Merlin's Applications for Android™.

Sales Order Capture and Contact Management (CRM)

Provide sales force with up to date customer information whilst away from their desk with Merlin CRM application.

- Take orders electronically and stream them back into Merlin, with no duplication of order input and for immediate picking.
- Find a customer's address and plot the route on Google™ Maps.
- Click to dial the customer or individual contact from within the App, providing the device has calling capability.
- View contact notes, purchase history, quotes, past invoices and account status prior to or during a meeting.
- Update contact notes in real-time, ensuring all information is available company-wide.



Trade Counter Signature Capture

Display orders line by line and capture electronic signatures at the trade counter.

- Provide your team with line by line customer order list (with the option to show/hide pricing).
- Once the order is complete, it converts into a signature capture device, where the signature is taken and automatically attaches to the delivery note/POD. This can then be stored against the customer account, printed, or emailed to the customer.





Delivery Van Routing for Android™

Download the delivery schedule, plot the route on Google™ Maps, send delivery updates and enable signature capture electronically for immediate proof of delivery (POD).

Enter the Date of Route - The App will then download all drops, including lines and quantities for that particular route and day.

Map Out Your Route Using Google™ Maps Navigation -

Instantly plot the entire route, with live traffic information, without the need to input any postcodes manually.

Call the Customer in Just One Click - Click the telephone icon within the delivery record and dial straight out from the device, providing the device has calling capabilities.

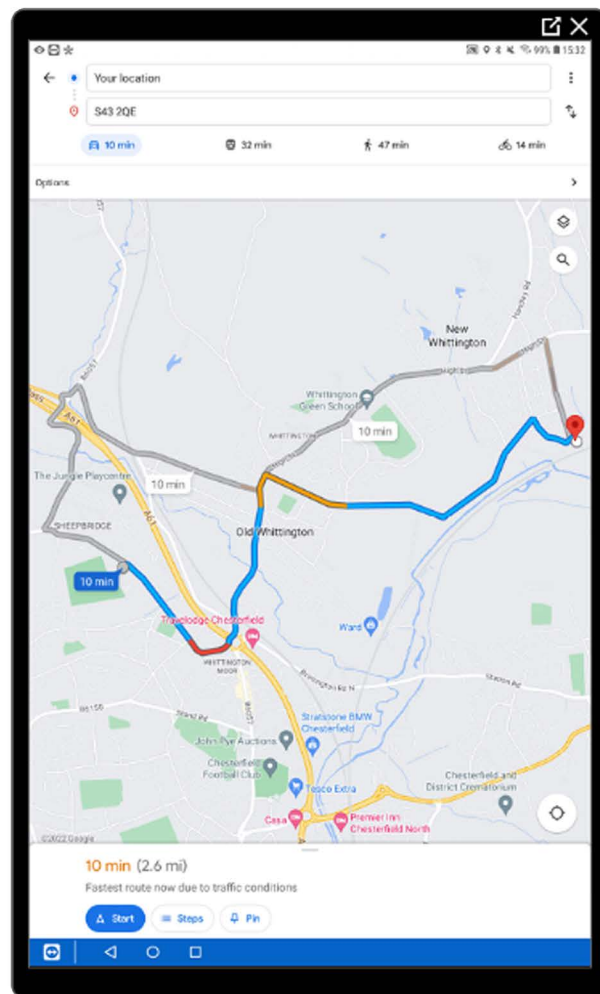
Geo-Tag Data - Captured for reporting and analysis.

Send SMS Alerts - Create a library of SMS alerts to send to your customers i.e. Your 'Merlin' order will be with you within the next 30 minutes.

Drill Down Into Individual Orders - Select individual orders to confirm delivery by line or complete delivery of the entire order in one click.

Have Customers Sign for the Delivery Electronically -

To complete the delivery have the customer sign for the goods on the device and have the image stored against the order, back in Merlin's POD module.



SwiftCloud Partnership

Merlin has partnered with Swiftcloud to provide you with the ordering solution you've been looking for.

Using the SwiftCloud application, compatible with both Android and Apple devices, your customers can order directly from you at any time of day. SwiftCloud integrates directly with Merlin, so the order is ready and waiting for you.





Production Control

Specifically designed and developed for manufacturers, Merlin's Production Control modules gives you the ability to seamlessly extend control of production environments and Work-in-Progress (WIP) processes directly into other Merlin modules.

All In One Solution

Unique to Merlin, this module provides a **single, integrated solution covering all manufacturing and commercial aspects of a business**, from Enquiry, Sales and Purchase Order Processing and Stock Control, through WIP updates and monitoring, to Invoicing and on to final accounts.

Merlin's Production Control features two modules; **Shop Floor Data Collection**, so there is no more production chasing, and the **Main Production module**, covering all aspects of production.

Production Planning

The Production Module has parameter driven options, and provides real time progress visibility.

For advanced production planning, Merlin is designed to integrate with Preactor™, the World Leader in Production Planning and Scheduling software. Take control of issues as they arise, instead of reacting after the event.

Due Date	Order	Seq	Part	Ordered	Comple...	Time	Act Time	Operation
25/12/08	009017...	3		1.00	0.00	6.00	0.00	DRILL
23/04/10	009022...	3		3.00	0.00	18.00	0.00	DRILL
17/06/16	009041...	4		1.00	1.00	0.00	1.35	DRILL
19/07/16	009042...	3		10.00	0.00	60.00	0.00	DRILL
19/07/16	009043...	3		1010.00	0.00	6060.00	0.00	DRILL
29/09/16	009044...	3		10.00	0.00	60.00	0.00	DRILL
13/05/15	009205...	3		1.00	0.00	6.00	0.00	DRILL
15/06/16	009763...	4		5.00	0.00	0.00	0.00	DRILL
10/08/17	010440...	3		1.00	0.00	6.00	0.00	DRILL

Main Production Module

Traceability

Merlin's Production Module provides full traceability and eliminates the need for separate database or paper-based traceability systems. This is in an archive of information and can be interrogated on screen or by using Microsoft™ ODBC or SQL queries.

Full Bill of Materials (BOM)

Traceability - See all materials used, even repeat jobs, including specific variations and subcontract work.

Material Traceability - See all material details, such as specific batch/lot records, test certificates, certificates of conformity, metallurgical analysis, plus scanned documents.

Operator Traceability - See all details of the workforce, providing management with the important information such as time spent on a job and amount of wastage.





Shop Floor Data Collection

No More Production Chasing

Merlin provides real-time comprehensive on-screen monitoring of WIP and enquiry facilities; ensuring maximum profitability by keeping tight control over WIP and costs. Eliminate filling in time sheets on completion of each job by using simple barcoding technology.

This can also record time and attendance of shop floor workers, providing managers a greater overview of individuals, and group productivity.

Financials

Get detailed costing figures with Merlin, with access to the relevant data Merlin is able to:

- Provide standard costing.
- Compare actual to estimated costs.
- Provide fixed, latest or average costs per product.
- Automatically calculate materials, labour and overhead costs per product.
- Recalculate standard costing from historically recorded costs.
- Ensure job costs are always up to date.
- Have total costs & profitability immediately available on completion of each job.

Intergrated with other Merlin Modules:

Store drawings and patterns, and add notes to the **Contact Management**, such as 'progress notes' for progress chasers.



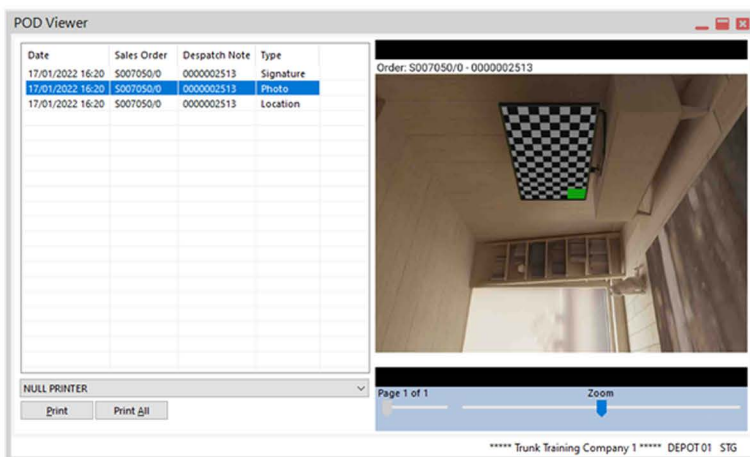
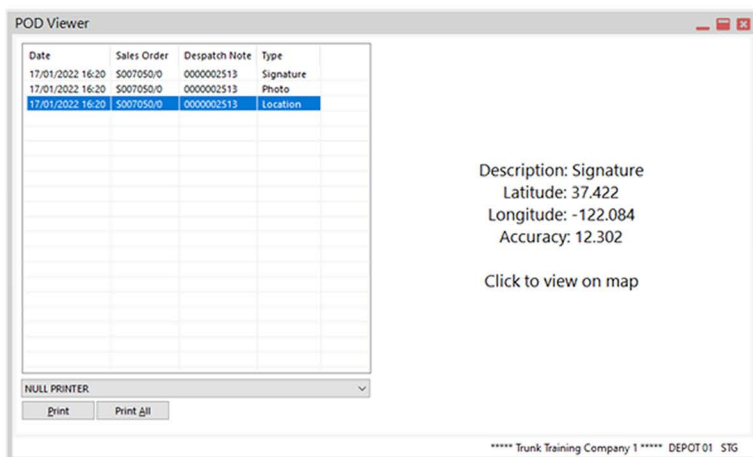


Proof of Delivery Imaging

Merlin offers a comprehensive solution to capturing the customer's signature on a delivery note or collection note at the two main customer touch-points; when delivering to your customer's location and when the customer collects from you.

POD Recognition Barcodes

Automatically printed on to the collection note/delivery notes. Once signed by the customer, these are digitally scanned and Merlin automatically holds the images for instant retrieval, printing, faxing or e-mailing.



Keeping in with Merlin's Integrated Approach

Delivery Routing Modules

Merlin's Delivery Routing Module is an all in one delivery routing solution that works hand in hand with Merlin's POD Imaging module, avoiding the need for an individual POD system.

Merlin Mobile Solutions Modules

Take advantage of the POD imaging through Merlin's Applications for Android™ with the Delivery/Van Routing Application, Trade Counter Signature Capture Application and many more such as Mobile CRM and Sales Order Capture.

Web Services Integration

Take advantage of the Web Services Tools that Merlin offers, and enable customers to see their PODs 24/7 via a customer portal.





Rebates

We understand the complexity of rebate agreements, as well as the importance of effective rebate control and management. As a result, we have introduced a new, fully flexible, multiple level Rebates Module, which will enable you to maximise the potential revenue of any deal whether purchasing or selling.

As a bonus, due to the flexibility of this module, it can also be used to work out commission claims for your sales team.

Merlin can cater for the following Rebates:

Stepped

Rebate percentage increases based on increments of customer spend during a specified period.

Growth Bonus

Rebate based on the increase in purchases of a specific product or product category.

Marketing Growth

One time rebate based on an amount or percentage completely independent of the purchase transactions.

Retrospective

Rebate percentage increases based on thresholds within a specific period. Meeting with a higher threshold level changes the rebate percentage for future and prior purchases.

Flat Amount

Flat rebate amounts or quantities based on defined purchase threshold levels during a specified period. The Flat Amount Rebate term can also be prorated.

Features:

Setup contracts and terms for each Rebate Agreement:

- Filter by Customer, Supplier, Product Group, Price Family and Part.
- Base calculations on value and units.
- Apply multiple levels of filters and specifics to be included and excluded. For example:
Band 1 - £10,000 spend = 1% Rebate.
Band 2 - £10,001 - £20,000 spend = 2% Rebate.
- Options to setup multiple rebate terms and to sequence those terms in order of application.
- Options to check whether the invoices have been paid prior to the application of the rebate.
- Options to setup different payment frequencies, monthly, quarterly & yearly.
- Add notes to each contract and term.





Features:

Review Agreed Terms:

- An overview summary of each contract displaying the terms and the value of the rebate.
- In-depth evaluation by company or depot displaying the rebate value and any payments by calendar period.

Additional Features:

Growth Bonus Rebate Feature

Have your previous period visible during the setup of terms to assist with calculations of future figures.

Purchase Journals

Rebate Payments screen in Purchase Journals displaying active contracts and allowing posting across multiple contracts.

Rebates Document Management

Similar to the functionality of the Document Management Module, you are able to manage the documentation associated with Rebate Contracts and specific terms.

Reporting

There are a number of standard reports available to assist with the control of your rebates agreement.





Reporting

Choose from a suite of predefined reports, accessible from within Merlin or create, share and schedule your own.

Merlin Hosts Over 70 Standard Reports

These business critical reports cover all areas of the system:

- Sales Order Processing
- Stock Control
- Purchase Order Processing
- Contact Management (CRM)
- Financials
- Production Control

Merlin allows you to quickly and easily run reports on given criteria, with numerous options to display, print and export the results.

Merlin Management Reporting Suite

Over 130 additional customer driven reports are also available:

Merlin reports are written with Crystal Reports, these give you the flexibility to amend them to best suit your business requirements.

Reports Maintenance

Navigate

Top Up Down Bottom New Edit Save Delete

Report Type: Report Viewer
 Layout No: 0
 User Number: 0
 Depot:
 Bin Number:
 Windows Login:
 Location: N/A

Description: Default Report Location
 Default printer: <Screen>
 Device1:
 Logon Parameters:

Report Viewer

Company: All Depot: All User: Login: Refresh

Type	Layout	Path	Printer	User	Depot	Description	Device	Logon	Bin	Company	Windows Login	Location
1 - Report Viewer	0		<Screen>			Report Viewer				1		
10 - Quotation	10	(base_folder)\reports\quote.rpt	<Screen>	Ashley J...		Quotation				1		
11 - Contract	10	(base_folder)\reports\quote.rpt	<Screen>			Contract				1		
20 - Picking List	20	(base_folder)\reports\pickinglist.rpt	<Screen>			Picking List				1		
21 - Picking List - Consolidated	20	(base_folder)\reports\pickinglist.rpt	<Screen>			Consolidated Picking List				1		
22 - Routing Picking List	22		<Screen>			Routing Picking List				1		
23 - Routing Manifest	23		<Screen>			Manifest				1		
24 - Picking List - Account	24		<Screen>			Picking List (Account)				1		
25 - Routing Picking List - Con...	25	(base_folder)\reports\routepicklist.rpt	<Screen>			Routing Picking List - Consoli...				1		
26 - Picking List - IBT	26	(base_folder)\reports\pickinglist.rpt	<Screen>			IBT Picking List				1		
27 - Routing Failed Delivery	27		<Screen>			Tile Picking List				1		
30 - Delivery Note - Type A	30	(base_folder)\reports\despatchnote.rpt	<Screen>			Unpriced Delivery Note				1		
35 - Delivery Note - Type B	35	(base_folder)\reports\despatchnote.rpt	<Screen>			Priced Delivery Note				1		
40 - Invoice	40	(base_folder)\reports\invoice.rpt	Kyocera Classic ...			Invoice				1		

Merlin Business Software DEPOT 01 - CHESTERFIELD STG

Bespoke Reporting

Industry Standard

Merlin harnesses the capabilities of Crystal Reports, enabling you to produce reports on all data held within your Merlin system. Embed your bespoke reports to your Merlin menu and only permit users access to the reports they need to see or you're happy for them to see.

Create & share your own reports

With our comprehensive training you can empower all or particular members of your team to create and schedule specific, fundamental reports and share them with relevant staff and departments.

Don't have the time or resources?

Our experienced Training and Implementation team are available to write reports to your specification for an additional fee.

Running & Scheduling Reports

Reports can be run repeatedly with automatically refreshed data for up-to-the-minute results.

Merlin's ability to schedule and run key reports at specific times and/or for specific users.

The Dashboard

Top level business intelligence to provide an overview of your business performance.

Merlin's Dashboard presents the key performance indicators for your business at-a-glance. Personalise your dashboard to fit your business - for more information see the fact sheet.





Standard Reports Include

SOP

- Customer Sales History
- Customer Not Buying (by account manager)
- Gross Margin per customer less/more than certain %
- Outstanding Quotations (by account manager)

Stock

- Stock Analysis
- Stock Movement
- Stock Valuation (using Cost)

POP

- Outstanding
- Purchase Orders
- Suggested
- GRN Reports

Financials

- Profit and Loss
- Balance Sheet
- VAT/ Intrastat

Production

- Work in Progress Valuation
- Material Required by Order
- Product Production History

Merlin Business Software

ORDER No. 000001/001

PRODUCTION ROUTE CARD

PAGE 1

PRINT DATE 21/04/22

DUE DATE 26/09/07

Part 101-1767-009P H-14S-BCC FLANGE

Quantity 10.00 Drawing

Customer

Material H8010-R Description Kentucky 1400 Bucket Steel Wincher Unit Quantity 20.000000 Seq 1 Bin 854

Sequence	Operation	Work centre	Time	Setup
1	MILLING Use Dark red bucket	MACHSHOP	15.00	0.50
3	MILLING	MACHSHOP	25.00	0.00

63% 1 / 1 Ready

Report - Sales History

Merlin Business Software

Sales History Report

Report Date 21/04/2022

	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May
Demo Aimco (UK)												
AG B TB 20	Ballast 20mm Per Bulk Bag											
Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AG R S B	Building Sand Red Bag											
Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AG TBB HIRE	One Bulk Bags (On Hire)											
Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
BO C 10X110	Coach Bolts M10x 110mm											
Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
BO GW 10	Galvanised Washers 10mm											
Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cost	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
%	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Qty	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Current Page No.: 1 Total Page No.: 927 Zoom Factor: 100%





System Management

The entire Merlin suite is controlled by the System Management Module that coordinates and administers the flow of data and tailors Merlin to meet the requirements of your company and the system's users.

User Profiles and Personalisation

Manage access to all area of the system at user and group level.

User profiling allows you to limit your staff to viewing the relevant parts of Merlin needed to perform their role and at the same time enables you to protect sensitive information.

Personalisation of Merlin

Everything from embedding your logo on outgoing documentation and customising layouts to users having the ability to personalise how the information on screen is displayed.

The Profile Editor window displays a list of user profiles and their associated permissions. The main table has columns for Object, Type, Visible, Enabled, Text, and Note. A secondary table on the right lists profiles with their names and replication status.

Object	Type	Visible	Enabled	Text	Note
configdepotmaintenance					
tabcontrol1	Tab Co...	No	No		General
tabcontrol1	Tab Co...	No	No		Supplier Access
configproductgroupaccounts					
toolbar1	Toolbar...	No	No		New
toolbar1	Toolbar...	No	No		Edit
toolbar1	Toolbar...	No	No		Save
toolbar1	Toolbar...	No	No		Delete
Merlin Main Menu					
Adflex Live Report	Menu...	Yes	No		Reports on live data held on the Adflex server
Asset Category Mai...	Menu...	Yes	No		
Asset Register Mai...	Menu...	Yes	No		
Asset Reports	Menu...	Yes	No		
Asset Transfer	Menu...	Yes	No		
Authorisation Code	Menu...	Yes	No		

Profile	Name	Replicate
99	99	<input checked="" type="checkbox"/>
7	Buyers	<input type="checkbox"/>
2	Directors	<input type="checkbox"/>
3	Managers	<input type="checkbox"/>
999	NG TRADE PROFILE	<input type="checkbox"/>
101	New Profile	<input type="checkbox"/>
4	Operations	<input type="checkbox"/>
5	Sales & Marketing	<input type="checkbox"/>
1	System Administrator	<input type="checkbox"/>
6	Trade Counter	<input type="checkbox"/>
100	test profile	<input type="checkbox"/>

System Logging

Who, What, Where, When?

A full audit trail of all entries made in the system by user, depot, date and time gives management full traceability where errors and discrepancies are found.

Email & Fax

Save hundreds of pounds on printing and postage.

Set-up customer and supplier records with their preferred method of receiving documentation and let the system automatically take care of the rest.

Alerts

Set alerts to designated members of the teams to inform them of potential problems.

Real-time alerts so that immediate action can be taken. E.g.

- A salesman discounts too heavily.
- A credit limit has been or is about to be exceeded.
- When a special stock item is created.

Reporting

Flexible Reporting

Bespoke Reports - Build and schedule specific bespoke reports utilising Crystal Reports.

Standard Reports - Choose from a suite of over 70 predefined reports available within the Merlin system. E.g.

- Sales Order Reports & Purchase Order Reports
- Financial Reports (including Trial Balance)
- Aged Debtor Report

Control Codes

Tailor Merlin to be specific to your business.

Governed by control codes the entire Merlin system can be specifically tailored to meet the requirements of your business with simple on/off switches.

The Control Codes window displays a list of control codes on the left and a table of code precedence on the right. The table has columns for Company, Profile, Depot, and User.

Company	Profile	Depot	User
1	<ANY>	<ANY>	<ANY>
2	<ANY>	<ANY>	<ANY>

Below the table, there are fields for 'Current Value' (set to 7) and 'Description' (set to Period). A 'Save' button is also present.





Third Party Carrier Integration

The Third Party Carrier Integration module is designed & developed to help those who use third party carriers for delivery by integrating with their consignment systems removing the need to duplicate information.

Integrated with Major Carrier Companies

Merlin has integrated with a number of the major carrier companies throughout the UK, a list which is constantly growing to meet your demands. With direct integration in carriers' systems, you save time and remove the need to duplicate entries into the carrier's interface. By taking the details from Merlin, the chance of errors caused by inputting the details again are significantly reduced.

Carrier Service Codes

Navigate

First Prev Next Last New Edit Save Delete

Carrier

Type

Key

Value

Key1

Key	Value	Key1
-----	-------	------

Delivery Code Maintenance

Navigate

First Prev Next Last New Edit Save Delete Band

Code

Options Carrier Labels

Carrier Label

Service Code

Show In Screen

Export Folder

Import Folder

URL

Timeout

Available carrier integrations are:

- APC
- DPD
- DX / ACE
- FedEx
- Fortec
- Interlink
- Palletways
- Parcel Force
- Royal Mail Click
- Drop website - integration
- TPN (The Pallet Network)
- TNT
- Tuffnells
- UK Mail
- UPS
- Yodel

Carrier Labels

Sales Order

Name

Delivery Address

Delivery Postcode

Despatch Date

Rate

APC

Number of Packages

Weight

Notes

Do Not Leave With Neighbour? ☐





Training, Implementation & Support

With a wealth of industry experience, our training and implementation team guide and advise you through our PRiME (Projects in a Managed Environment) methodology, used to manage your project from sale to go-live.

Implementation

PRiME (Projects in a Managed Environment)

Chosen through experience the PRiME methodology has been adopted to ensure you get the best possible return on your investment.

The various stages encompass:

1. **Establishment of a project team**
2. **Detailed business process analysis**
3. **System Configuration**
4. **IT Engineering Services**
5. **Installation of Test System**
6. **Data Conversion**
7. **Training**
8. **Document Design/ Stationery**
9. **On-site go-live assistance and support**

Each section has a staged approach detailing tasks that both parties must complete before moving on in the process.

Support

Dedicated Assistance

We fully appreciate the stresses a change in software can bring - therefore in order to give you the support you'll require during the first couple of weeks, post go-live, you are assigned the dedicated assistance of a client services manager.

Ongoing Support

Available 8am until 6pm Monday to Thursday and 8am until 5pm on Friday. The Support Team are on hand to offer assistance with any technical issues that arise.

Once logged, calls are assessed, prioritised and assigned to the technician who is deemed best to service your issue(s).

Remote Support

Our Support Team is fully trained to remotely access your PC and help resolve your issue.

Specialist Support

In addition to our Software Technicians, there is always a Duty Trainer and Duty Engineer available to ensure all issues can be resolved as quickly as possible.

On-Site Go-Live Assistance

Alongside the training and support leading up to the change over, we'll have staff on-site to help you through your go-live.

Incident	Company	Contact	Date Logged	Prior...	Last Response	Operator	Hours	R	Details
J1012006	Demo M & M Goodson Build...	Paul Jones	12/10/18 11:51	U	Awaiting	2 Nigel Mallen...	30890h...	0	Urgent issue
L0203001	Demo ALFRED ST GARAGE LTD	Account Activity	03/02/20 15:50	S	Awaiting	Unassigned	19389h...	0	kmnnndgf mjktstkh rilsz ovr
M0303001	Demo BETFRED/DONE BOOK...	Rob	03/03/21 10:07	S	Awaiting	Unassigned	9938h ...	0	test
K0403008	Demo Merlin Windows	John Birchwood	03/04/19 11:40	L	Awaiting	Unassigned	26738h...	0	Broken machine

Incident	Replies	Statistics
Incident	J1012006	Priority
Date logged	12/10/18 11:51	Method
Logged By	1 ASHLEY JONES	Contact
Current	2 NIGEL MALLENDER	Details
Details	Urgent issue	Office Tel: 0114 000000

Call Type	Module	Serial Number	Contract	Sales Ref.	Customer Ref.
None Selected	None Selected				

Outstanding - 4 Unresponded - 4 Watch List - 1 Sort Order - New Order (Descending) Refresh - 52

Customer Support Details	
<div> <div>First</div> <div>Prev</div> <div>Next</div> <div>Last</div> <div>Edit</div> <div>Save</div> <div>Assets</div> <div>Contracts</div> <div>Version</div> </div>	
<div>Notes</div> <div>Important</div> <div>Development</div>	<div> <div>Account Name</div> <div>Address</div> <div>City</div> <div>Country</div> <div>Country</div> <div>Postcode</div> </div> <div> <div>Phone</div> <div>Fax</div> <div>Email</div> <div>Web</div> </div> <div> <div>Salesman</div> <div>Ashley Jones</div> </div>
<div> <div>Project Leader</div> <div>None Assigned</div> <div>Support Status</div> <div>None Selected</div> <div>Current Mood</div> <div>None Selected</div> <div>Priority</div> <div>Low</div> <div>High</div> <div>Notify details</div> <div>Info</div> <div>Software</div> </div> <div> <div>Live Date</div> <div>Serial No.</div> <div>Name</div> <div>Users</div> <div>Userchk1</div> <div>Userchk2</div> <div>Userchk3</div> <div>Support Active</div> <div>Live to Train copies</div> <div>Userchk4</div> <div>Userchk5</div> </div> <div> <div>System</div> <div>Package</div> <div>Version</div> <div>Updated</div> <div>Datasource</div> </div>	

Enter account number or search criteria Merlin Business Software DEPOT 01 - CHESTERFIELD STG





Training

Training plays a key role during implementation to ensure you get the most out of the system.

Train The Trainer

In order to minimise disruption within your business, we have found equipping key members of your staff with the knowledge and ability to train internally is the most cost-effective method - however if preferred we will also deliver end-user training.

Modular Based Training

Allows the relevant members of staff to be trained on the areas of Merlin they'll be required to use in order to perform the job role.

Ongoing Training

Training isn't just available to you during Implementation - ongoing, refresher and new user training can be organised at any time for a nominal fee.

Choose from having training at your premises or at our training facilities in Chesterfield and Hemel Hempstead.

Train On Your Own Data

Installation of your own test system allows you to train on your own data rather than generic data.

Remote Training

Due to the pandemic, Merlin has adapted by conducting majority of the training remotely.

Merlin > Resources

Merlin Resource Centre.

Welcome to the Merlin Resource centre, we have combined everything you need to ensure your Merlin runs smoothly.

If you need help, we've got How to Guides and videos, we've got webinars, as well as Release Notes for those wanting to upgrade.

We also have a selection of video demonstrations of some of our more exciting modules.

Finally, if you can't find what you're looking for we've got a selection of contact forms, and ways of getting in touch with us.

Search all Merlin resources by keyword...

Search

How-To Guides

Choose from the options below to view the related How-To Guides.

Contact Management

Engineering

Nominal Ledger

Optional Modules

Purchase Ledger

Purchase Order Processing

Sales Ledger

Sales Order Processing

Stock Control

System Control

Latest Webinars

View the latest Merlin Training Webinars below.

All Webinars





Warehouse Management

Merlin's Warehouse Management Module is designed to work in large and busy warehouses, this gives you the ability to seamlessly manage and control your warehouse and stock.

Available for Handheld Terminal (HHT) devices, there are two modules, **HHT Auto Stock Checking** and **HHT Goods Despatch and Receipt**. Available on Android™ operating devices, the choice is yours to select the most suitable devices for your existing IT strategy and budget.

Barcode Scanning

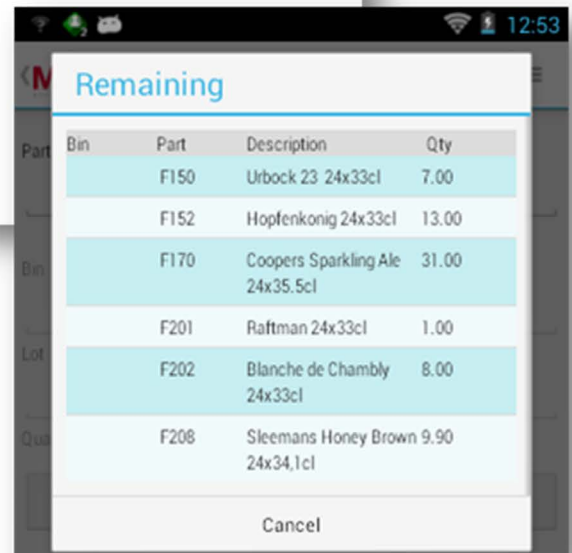
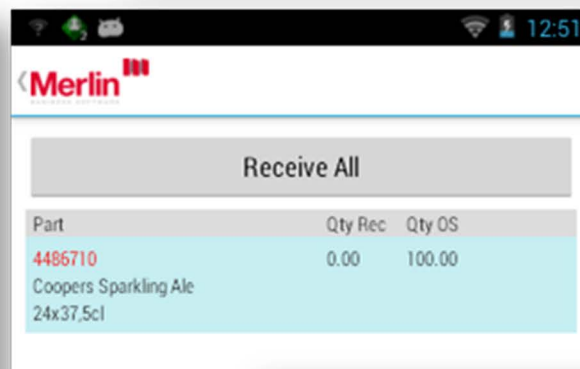
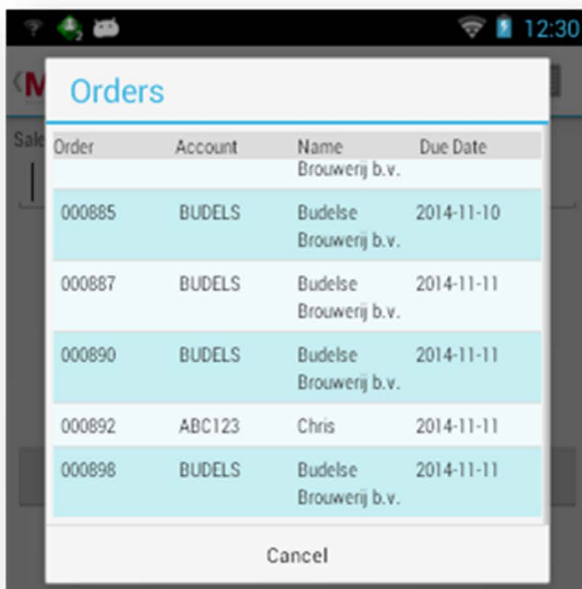
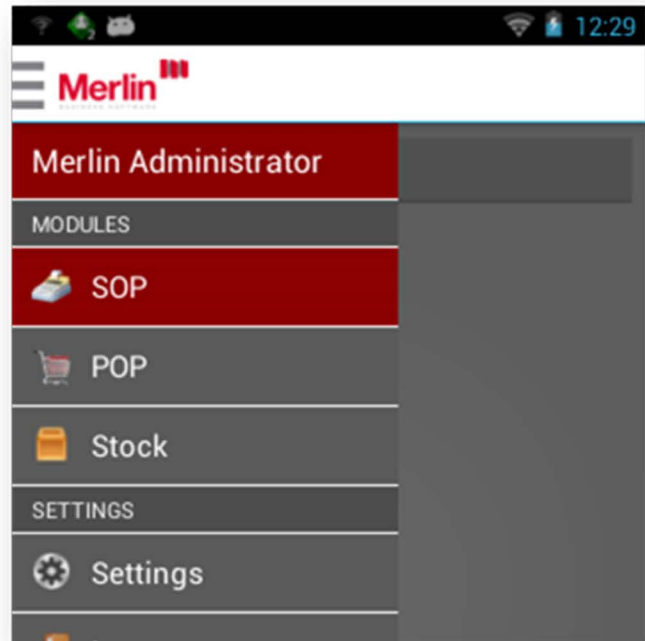
Barcode Standards

Merlin supports all the popular barcode standards for printing, including:

- Code 128
- Code 39

Scanning

Merlin works with all modern barcode scanning devices. Scanning products enhances order processing time and accuracy. Increases accuracy when picking in the warehouse prior to packing and despatch. Corded, cordless scanners and fixed location scanners can be integrated with your existing processes.





Warehousing

Warehouse Efficiency

Merlin's mobile warehouse applications for Wi-Fi Hand Held Terminals (HHT) devices increases the efficiency of warehouse staff, preventing manual errors and increasing speed of warehouse tasks.

Order Picking

Merlin's HHT solution for picking sales orders increases efficiency by providing the fastest route around the warehouse using bin locations. This solution also allows all picking errors to be identified as it happens. The app will also ensure that picking by batch and/or multi-bin locations are adhered to, supporting your traceability and FIFO business processes.

The screenshot shows the 'Barcode Picking' application window. At the top, it displays 'Sales Order 012104' and 'Deliver To Demo BETFRED/DONE BOOKMAKERS S81 0RS'. Below this, 'User Number1' is shown as 'Ashley Jones'. The 'Delivery' section is set to 'OUR TRANSPORT'. A table lists picking items with columns for Line, Part, Description, Qty O/S, Qty Picked, and Free Stock. The first row shows Line 1, Part AE101, Description 'C-Fold 2Ply White Paper Hand Tow...', Qty O/S 3, Qty Picked 0, and Free Stock 444. At the bottom, there is a 'Barcode' input field, a 'Barcode Input' checkbox which is checked, and buttons for 'Pick All', 'Unpick All', 'Post', and 'Cancel'. The footer text reads 'Merlin Business Software DEPOT 01 - CHESTERFIELD STG'.

Line	Part	Description	Qty O/S	Qty Picked	Free Stock
1	AE101	C-Fold 2Ply White Paper Hand Tow...	3	0	444

Stock Management

Booking-In (GRN)

Improve the efficiency of booking in purchase orders without being tied to a fixed PC or terminal. This is ideal when working with pallets. Quickly identify the originating Purchase Order and receipt in every line quickly by scanning the products' barcodes (where possible) or use the keypad where necessary. Under and over shipments are immediately identified and the whole Merlin system is updated dynamically without the need for docking the HHT and updating data.

Stock Taking

Merlin's HHT devices make stock taking more efficient. Counts can be entered directly into the device at the bin, eliminating the need to manually complete stock takes with paper. Using the snapshot function, multiple stock takes can be carried out independently and at the same time, allowing the warehouse team to be assigned sections of the stock take, allowing counts to be updated separately and as they are complete.

Importantly, you are still able to continue to trade and take orders whilst conducting stock take.





Website Integration & E-Commerce

Merlin's web applications allow you to make the most of the opportunities of trading online, whether you're already doing so or looking to develop your online presence. Allow new customers to find you and register for an account online whilst giving your existing customers access to manage all their account details.

Ebay Carrier ID	Shipping Service	Delivery Code	FOC Carriage
-----------------	------------------	---------------	--------------

E-Commerce Order Integration

Stream Online Orders Directly Into Merlin

Integrate seamlessly into your new or existing e-commerce sites with Merlin. Orders placed online stream effortlessly into Sales Order Processing with the customer's special pricing already applied, for immediate picking and despatch.

Product Information

With Merlin's integration tools there is no need to manually upload your product information to your website. Merlin can do this automatically as well as updating product images and technical information.

Type: Ebay Site
Website Name: eBay Store
Account:
Depot: ZX
Deposit Code: N/A

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Web Services Tool Set

Customer Portal

Provide your trade customers with a secure Customer Portal area where they can check stock, access archived invoices & POD's, cherry-pick regular products to order again. Reduce your account management costs in the process.

Intelligent Sales

Enjoy the benefit of Merlin's advanced SOP selling features on your website:

Family Aggregate Pricing -

Give quantity break pricing for products derived from the same product family.

Alternative Items - Suggest alternative items when selected item is out of stock.

Special Offers - Promote your current special offers on your website home page.

Linked Items - Linking items that are often purchased together promotes cross selling.

SwiftCloud Integration

Improve Customer Relationships with the New App.

Get the best out of your customer relationships at any time with the Merlin & SwiftCloud B2B Mobile App.

Provide your customers with the opportunity to place orders at any time, day or night.

Your logo and company colours will shine at them from their mobiles day and night, speeding up their actions and reminding them of you and how you have helped them in their business.

