

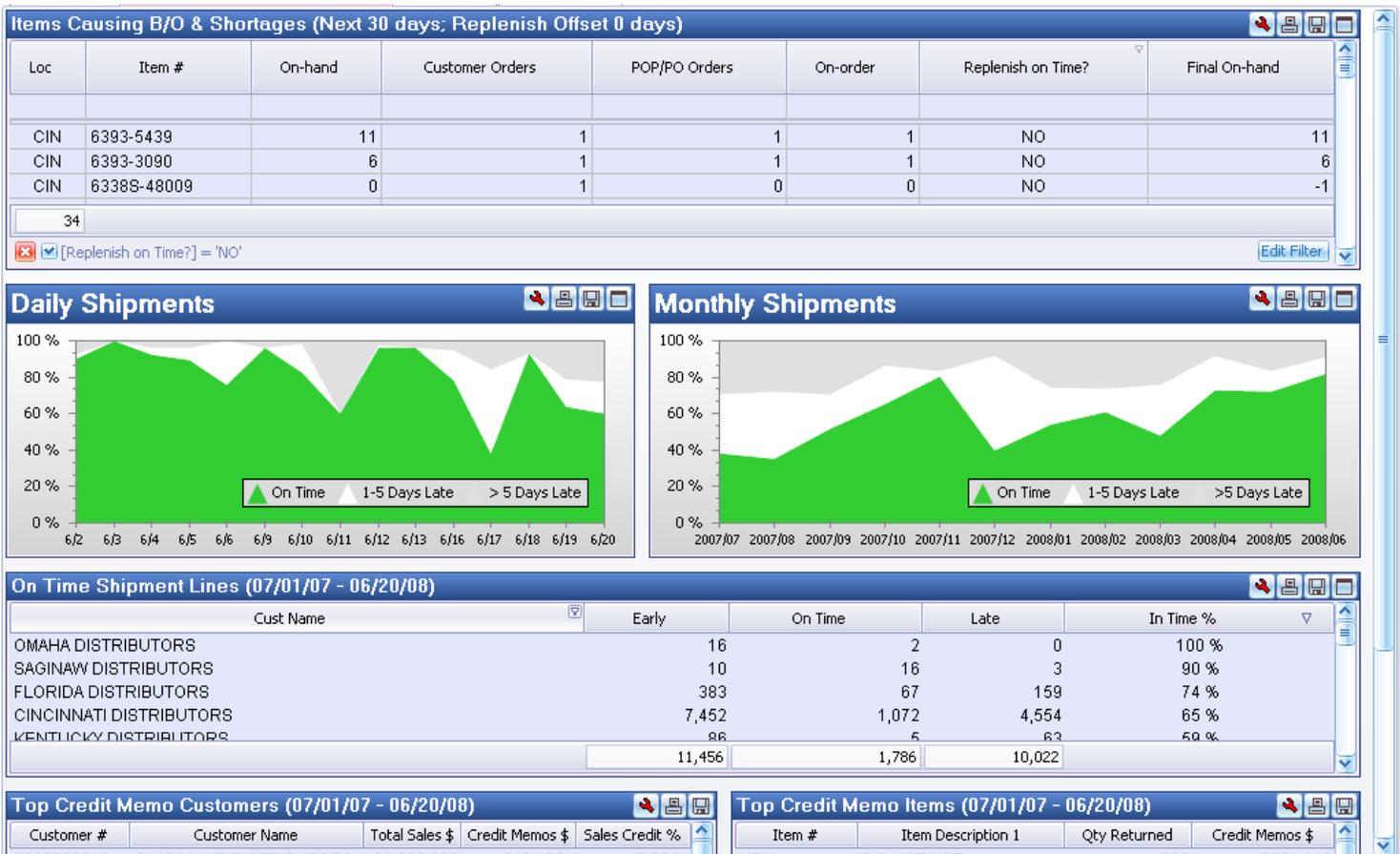
## Customer Service/Shipping module – sample screens

### Take charge of your business with PULSE Dashboard & Analytics Software for GP

PULSE DASHBOARD is revolutionary software that lets you leverage your GP software in a new way - with real-time display of vital business metrics and detailed analysis with the click of a mouse. You will track critical factors for your business on your screen in real-time. Other modules include Executive, Sales & Marketing, Inventory Control, Purchasing, Financial Control, and Production Control.

#### PULSE Dashboard adds value to your Microsoft Dynamics GP investment

- Manage with real-time data, on-screen, company-wide, all the time
- Inconsistencies between reports from different departments are eliminated
- Drill-down to view details & One-click report writer generates custom reports
- All data exports to Excel/printer/PDF/e-mail
- No tedious set-up - installation & training in an afternoon



## PULSE Customer Service offers:

- On-time Shipping Analysis – A graph along with a detailed chart and drill-down
- Finished Good Items Causing Shortages – This revolutionary screen time phases your customer orders versus pending replenish production or purchase orders. It displays customer orders that cannot be shipped by the requested ship date.
- Top Credit Memo Customers and Items – You can now see the customers and inventory items that generate the most credit memos.

## PULSE Customer Service measures On-time Shipping

All graphs and charts offer full drill-down for further analysis and printing, exporting to Excel, PDF, or e-mailing.



## PULSE Customer Service pinpoints Items Causing Shipping Shortages

This unique screen is an 'MRP system' just for customer orders to be shipped. For example, you may want to review scheduled shipments over the next 14 days to pinpoint items for which you will not have sufficient on-hand quantities, nor a production order or purchase order that will meet your customer's requested delivery date.

Activity Code	Item #	Item Description 1	On-hand	Needed	On-order	BO/Short	Orders	Orders	Earliest Request	Earliest Replenish	Final On-hand	Replenish no Time?
A	CIN 62838-48009	V-IDLER PULLEY	0	2	0	2	1	0	06/15/08		-2	NO
A	CIN 6390-3089	TURNTABLE PULL...	0	2	0	2	2	0	06/19/08		-2	NO
A	CIN 6390-3693	TURNTABLE PULL...	0	3	0	3	2	0	06/18/08		-3	NO
A	CIN 6390-5420	TURNTABLE PULL...	0	2	0	2	2	0	06/30/08		-2	NO
A	CIN 6390-5425	TURNTABLE PULL...	0	12	0	12	10	0	06/16/08		-12	NO
A	CIN 6391-3089	TURNTABLE PULL...	0	8	1	8	7	1	06/10/08	05/29/08	-7	NO
A	CIN 6391-3090	TURNTABLE PULL...	0	8	0	8	8	0	06/11/08		-8	NO
A	CIN 6391-3091	TURNTABLE PULL...	0	9	1	9	9	1	06/12/08	05/19/08	-8	NO
A	CIN 6391-3251	TURNTABLE PULL...	0	4	0	4	4	0	06/13/08		-4	NO
A	CIN 6391-3693	TURNTABLE PULL...	0	4	0	4	3	0	06/11/08		-4	NO
A	CIN 6391-5410	TURNTABLE PULL...	0	7	0	7	5	0	06/16/08		-7	NO
A	CIN 6391-5420	TURNTABLE PULL...	0	4	0	4	4	0	06/23/08		-4	NO
A	CIN 6391-5439	TURNTABLE PULL...	0	6	1	6	6	1	06/16/08	05/28/08	-5	NO
A	CIN 908962	PULLEY	0	5	0	5	1	0	07/03/08		-5	NO
A	CIN 9837-54010	WHEEL	0	3	14	3	3	2	06/06/08	06/10/08	11	NO

By drilling down on each item, you will see a time-phased list of customer orders along with associated replenishment production orders or purchase orders. The result is an effective way to manage customer order shortages and ship on time.



Drag a column header here to group by that column

Order Type	Order Date	Order #	Buyer/Planner Code	Qty Ordered	Qty Replenished	Request/Replenish Date	New Qty On-hand
Customer	06/04/08	00223507		1		06/06/08	1
Customer	06/06/08	00224031		1		06/10/08	0
Production	06/11/08	00214255			8	06/20/08	8
Customer	06/20/08	00227088		6		06/24/08	2
Customer	06/24/08	00227726		1		06/26/08	1
Customer	06/24/08	00227748		2		06/26/08	-1
Customer	06/24/08	00227753		5		06/26/08	-6
Customer	06/24/08	00227764		2		06/26/08	-8
Customer	06/25/08	00228152		1		06/27/08	-9
Customer	06/25/08	00228172		3		06/27/08	-12
Customer	06/26/08	00228459		3		06/30/08	-15
Production	06/23/08	00215798			14	07/01/08	-1

### PULSE Customer Service tracks credit memos

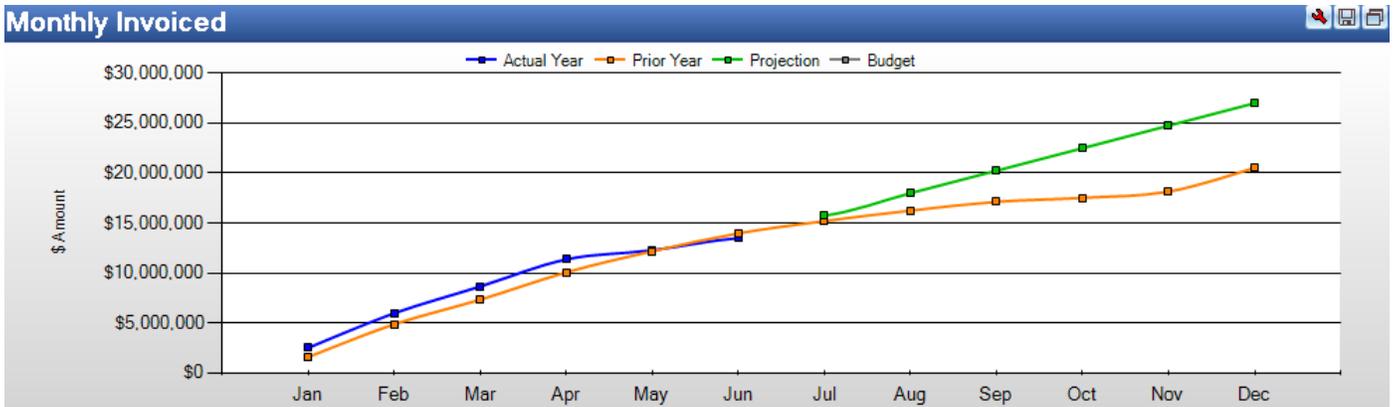
Credit memos can indicate your customers are ordering the wrong product, you are shipping the wrong product, or the product is getting damaged, etc. You can drill down to view or print the details.

Customer #	Customer Name	Total Sales \$	Credit Memos \$	Sales Credit %
000000001000	CINCINNATI DISTRIBUTORS	\$6,884,987	\$481,571	6.99 %
000000001100	NEW YORK DISTRIBUTORS	\$4,056,572	\$150,224	3.70 %
000000001300	FLORIDA DISTRIBUTORS	\$3,223,686	\$49,021	1.52 %
000000001800	NEW JERSEY DISTRIBUTORS	\$427,192	\$41,546	9.73 %
000000001600	CALIFORNIA DISTRIBUTORS	\$241,849	\$40,675	16.82 %
000000001200	CAROLINA DISTRIBUTORS	\$2,154,065	\$7,748	0.36 %
000000002300	CHICAGO DISTRIBUTORS	\$194,026	\$6,807	3.51 %
Top 10 Totals		\$18,843,219	\$794,981	5 %

Item #	Item Description 1	Qty Returned	Credit Memos \$
NPN	DO NOT USE	291	\$535,416
6290-48009	V-IDLER PULLEY	441	\$77,616
6291-48009	V-IDLER PULLEY	92	\$22,816
6291-5453	V-IDLER PULLEY	99	\$19,224
7213I	SHAFT	2,400	\$17,592
6786-F802	HOUSING	84	\$13,755
2360-C885	WHEEL PROTECTOR	561	\$12,679
7217I	SHAFT	1,080	\$10,184
8058-3235	MOTOR	108	\$9,612
8010-C544	MOTOR	338	\$9,258
Top 10 Totals		5,494	\$728,152

### PULSE Dashboard allows you to enlarge any graph for better viewing



# PULSE Dashboard offers One-click drill-down and custom report writer

Anyone in your company can now generate custom views. PULSE offers a "One-click" drill-down on any screen or graph to view supporting details. The "One-click custom report writer" allows each user to add or remove columns quickly, change sorting and export the results to Excel/printer/PDF/e-mail in seconds.

**Open Customer Orders**

Category	\$ Amount	Orders	%
Backorders	\$64,910	83	28 %
Shortages	\$0	0	0 %
On Hold	\$0	0	0 %
Past Due	\$33,948	7	15 %
Available to Ship	\$1,926	3	1 %
Shipped/Not Posted	\$130,099	27	56 %
By Month-end	\$230,884	0	
Backorders	\$1,283,407	179	69 %
Shortages	\$0	389	0 %
On Hold	\$0	5	0 %

**Customer Orders to Ship (Past Due)**

Customer #	Customer Name	Orders	Backordered \$	Cost \$	Total \$
00000001000	CINCINNATI DISTRIBUTORS	4	\$0	\$2,577	\$32,828
000000003100	DES MOINES DISTRIBUTORS	3	\$0	\$524	\$1,120

**CINCINNATI DISTRIBUTORS**

Order #	Request Date	Required Ship Date	Backordered \$	Total \$
00215465	06/15/08	06/15/08	\$0	\$13,895
00215465	06/15/08	06/15/08	\$0	\$7,958
00214294	06/15/08	06/15/08	\$0	\$195
00215465	06/15/08	06/15/08	\$0	\$114
00223362	06/17/08	06/17/08	\$0	\$377
00226713	06/19/08	06/19/08	\$0	\$5,642
00226713	06/19/08	06/19/08	\$0	\$3,237
00226713	06/19/08	06/19/08	\$0	\$1,222
00226713	06/19/08	06/19/08	\$0	\$811
00226713	06/19/08	06/19/08	\$0	\$647
00226713	06/19/08	06/19/08	\$0	\$625
00226713	06/19/08	06/19/08	\$0	\$116

**Callouts:**

- A single-click on any data field OR point on any graph displays a report of supporting details. From there, you can single-click again to view more details.
- Column selection and sorting can be customized by the user in seconds.
- Click to export to Excel

**For more information or a demonstration, call (513) 723-8091**

We can have PULSE installed and running at your office with your data in one afternoon. On-going enhancements and unlimited training and phone support are included in our annual maintenance.

Leahy Consulting is an independent ERP consulting company with over 30 years of experience supporting and optimizing ERP systems.

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