



## eRMS Optimizes your Fulfillment and Improves your Bottom Line.

In today's world of Fast Moving Consumer Goods (FMCG), leading companies must offer superior customer service while reducing distribution and fulfillment costs. Numeric Computer System's eRMS (Enterprise Route Management System) software offers significant advantages to the enterprise resource planning process (ERP) with a full range of specialized route management applications tailored to the unique requirements of the FMCG client.

Market leaders realize that they must optimize fulfillment on all products while continually improving contribution margin at the store level. But with supply chain pressure on perishable and non perishable products, high numbers of transactions and low dollar sales per item, they must always look for new ways to improve efficiencies and reduce costs. Driving innovation to the shelf and managing promotional effectiveness requires information tools that are built and tuned for your company's unique needs.

### Merchandising & Sales Management Cycle



NCS views the FMCG Merchandising & Sales Management process as five major categories of functionality not optimized for their industry in standard ERP implementations, but critical to effective management and sales execution as developed over 40 years of successful FMCG company implementations.

eRMS is a powerful backbone to a suite of route accounting applications that includes order management, pricing, promotions, route settlement, invoicing, collections and more. It can help improve cost performance by providing the means to measure, capture and apply key metrics across the global enterprise. eRMS can be used as a standalone solution or seamlessly integrated with existing ERP, accounting and other business operational systems.

eRMS has been developed with over 40 years of experience in facilitating industry best practices. The services-oriented architecture of eRMS and use of Internet standard interfaces enables efficient system configuration based on your specific environment. They also allow you to respond quickly to evolving customer requirements and integrate other systems, such as WMS, to gain the most from the total ERP processing environment.

Whether you use an ERP system today or are planning to, eRMS can save time and money by delivering highly scalable Call Center Telesales, Direct Store Delivery route and other field mobility sales and merchandising management capabilities.

“The scalability and flexibility of the NCS software, plus first class support, has enabled our growth twenty-fold over the last ten years.”

- Tom Moellering,  
Odwalla Juice

“We were able to seamlessly integrate the eRMS Order-to-Cash, DSD Route Accounting and mobile functionality into our ERP core system to meet the specific demands of our clients and our business processes. The system also delivered significant electronic eCommerce functions to reduce costs.”

- Jeffrey C. Hurley,  
Dean Foods

### Planning

Planning allows the enterprise to set up standards and operate by exception.

**Route Scheduling:** eRMS facilitates optimal scheduling of routes and customer service.

- Supports pre-order delivery, standing order, build-to-order, peddle sales or a mix of all.
- Accounts for parameters such as call time windows, holiday planning, route changes, all of which can be modeled in advance.
- Accounts for sell-through history, product returns and planned orders for customers.
- Allows import of route schedule from external route optimization systems.

**Pricing:** Pricing allows the enterprise to manage complicated pricing structures efficiently.

- Hierarchical structure supports multiple pricing strategies based on customer requirements.
- Mass pricing feature makes routine work of major price changes.
- Date effective pricing allows for entry of pricing to be done in advance.
- Allows for review of all pricing before it takes effect.

**Promotions:** eRMS allows the enterprise to tightly measure and control promotional activity.

- Allows plans to be built only from pre-approved promotions called assignments.
- Permits the use of these assignments in as many promotion plans as desired.
- Simplifies the review, approval, and tracking of promotions.
- Allows budgeting and analysis of each promotion with Trade Funds Management.

### Rate File for Subsidiary Transactions:

Rate File functionality provides numerous unique features in addition to those contained in pricing and promotions to address various billing scenarios.

- Enables buying group discounts, royalty allowances, freight charges and distributor commissions.
- Facilitates direct billing to house accounts for deliveries executed in the distributor network and then credits back to distributor.
- Tracks miscellaneous route charges such as fuel surcharges, HAZMAT charges, and other distributor charges.

### Execution

Execution uses the planned information to facilitate quick and accurate transactions.

**Order Management:** Order management allows you to seamlessly process orders generated by handheld devices, eCommerce, EDI, and Tel-sell.

- Facilitates recurring orders or automatic replenishment flows accurately and quickly, enabling ECR initiatives.
- Provides timely information which enables the right production and distribution decisions.
- Order Queue manages telemarketing efforts and ensures orders are timely and complete.

**Route Balancing & Load Balancing:** This tool allows the user to examine the number and volume of orders in the order queue by route for a particular load day.

- Establishes route call completion (# of orders taken vs. # of orders in the queue).
- Evaluates each route by weight, volume, cases and number of orders to perform load balancing

#### Telesales

SEARCH ORDER QUEUE

Status Contact In No Ord Auto Queue Inbound ORQ Summ Select Not

Call Date: [ ]

Call Time - Next: [ ]

Chain Number: [0]

Customer Number: [0]

Enter Route # To Use: [0]

Enter User(Blank for your own) PRD\_DORNA Exclude STD Order Customers? Yes No

CALL DATE	CALL TIME	CHAM	CUST#	NAME	ROUTE#	QSTS
6/04/09	00:00:00	0	504	A & P	502	O
6/04/09	00:00:00	0	505	PIGGLY WIGGLY	502	O
6/04/09	00:00:00	0	506	STOP & GO MARKET	502	O
6/04/09	00:00:00	0	507	AUNT CHLADA	502	O
6/04/09	00:00:00	0	508	CITRUS PURCH NATURAL MAR	502	O
6/04/09	00:00:00	0	509	FRESH EXPRESS	502	O
6/04/09	00:00:00	0	510	THRIFTY BEVERAGE	502	O
6/04/09	00:00:00	0	603	PUB 454	602	O
6/04/09	00:00:00	0	604	OSER AVE DELI	602	O
6/04/09	00:00:00	0	605	MAIN ST CAFE	602	O

Toolbar  
Start auto call  
Take inbound call

#### Route Balancing

SEARCH ROUTE BALANCE ORDER OPERATIONS

Case Info Route Summary Order Counts wgt&Drop Point Assign new Route Cust.w/o Ords Display Ords

OTE: [ ] ROUTE# [ ]

LOAD DTE	ROUTE	DCN	NAME	C	U	WGHT	ORDS	ORD CASE	ORD CUBE	UPDL CASE	UPDL CUBE	TOTAL CUBE
5/20/09	20	6	NORTH ROU	C		2341	3	256	152	0	0	152
5/20/09	40	6	EAST ROU	C		4720	2	275	187	0	0	187
5/20/09	50	6	EAST ROU	C		4963	4	170	113	0	0	113
5/20/09	90	90	WEST COAS	C		108	1	3	6	0	0	6
5/20/09	155	155	NASSAU CT	C		9	1	145	0	0	0	0
5/20/09	223	2	EAST ROU	C		8599	1	272	0	0	0	0
5/20/09	224	2	EAST ROU	C		8170	1	222	0	0	0	0
5/20/09	502	502	BREAD EAS	C		0	1	12	18	0	0	18
5/20/09	602	602	CAKE WEST	C		0	1	3	2	0	0	2
5/20/09	901	901	Uniter Da	C		4176	1	210	0	0	0	0
5/20/09	950	950	ROUTE 950	C		150	1	150	6	0	0	6
5/20/09	110450	114	Regular R	C		5272	8	0	0	77	268	268
5/20/09	110451	114	Independa	C		3137	2	63	286	0	0	286
5/20/09	110452	114	Multisine	C		733	1	18	69	0	0	69
5/20/09	40804	408	Richmond	C		0	1	0	0	0	0	0

Toolbar  
Customers without an order  
Display summary or detail

Metrics  
Cases, cubes, orders, weight, drops



**Interfaces**

- ERP
- Mobility
- Business Intelligence
- Routing
- Fleet Management
- GDSN Item Synchronization
- EDI

**e-Commerce**

Fully integrated e-commerce customer self-service front end is available in the eRMS suite.

- Enter and review orders, review product catalogues, and review pricing and promotions
- Review order and delivery history
- Make maintenance and repair requests
- View invoices and delivery documents with signature capture

**Technology**

- Platform Independent supporting Windows, UX, iSeries
- Database Independent supporting SQLServer, Oracle, DB2
- Stateless Architecture
- Web Browser UI
- SAAS offering
- Object-oriented approach

calculations and determine if orders will need to be shifted from one route to another.

- Initiates picking for a route.

**Route Sales:** eRMS powers the “last mile” in the supply chain, meeting your Sales & Delivery requirements with highly integrated functionality via mobile device or manually.

- Supports presales, resold delivery, recurring and standing orders, peddle sales and vending individually or in combination.
- Automated Route Book provides forecasting and ordering for specific customers based on sell-through analysis.
- Tracks perpetual truck inventory of saleable, out of code and damaged returned product.
- Automates performance-based pricing and promotions with optional override.
- Validates deliveries with signature and store stamp image capture.
- Performs DEX-compliant transactions.
- Enables container tracking and management.
- Facilitates scan-based trading.
- Supports cash collection for sales and previous day’s invoices at point of sale.
- Tracks returns credit and validation at point of sale based on policy by reason code.

**Merchandising:** Merchandising can be supported as a stand-alone mobile application or integrated as additional functionality with various route sales modules.

- Facilitates optimal space management and monitors competitive and consumer trends for more informed decisions.
- Supports plan-o-gram fulfillment for the most effective product positioning.
- Directs restocking or pull-up from backroom.
- Facilitates product rotation.
- Directs POS placement to attract customers.
- Manages displays for optimal placement.
- Conducts competitive surveys to capture market intelligence.
- Documents completion of mandatory or optional objectives and tasks for work order management.
- Verifies work with photography, GPS and time stamping.

**Verification**

Verification provides functionality to verify all daily transactions that occurred on a particular route.

**Route Recap:** Recap provides a dashboard of all mobile route transactions and activities for a day.

- Generates perpetual inventory of route for

saleable product, returned product, and truck transfers.

- Balancing item by item for platform transactions versus customer transactions.
- Balances cash and charge sales to insure that all products deducted from truck inventory are either invoiced or identified.
- Captures delivery changes and skipped deliveries to allow analysis by reason codes.
- Generates complete route settlement record of all activities and optionally charges the driver for any items or cash not in balance.

**Trade Asset Management:** Trade Asset Management allows the enterprise to properly track its assets placed on customers’ premises.

- Easily moves assets between locations while maintaining the asset history.
- Maintenance and repair function provides better customer service, extends asset life and allows for better analysis of asset costs.
- Verification feature identifies any unauthorized movements.
- Performance analysis quickly determines if the asset, at its current location, is providing projected return on investment.

**Container Management:** Manages and inventories all types of containers (carts, bossies, pallets, crates, trays etc.) for easier and accurate operational and financial reporting.

- Tracks type of containers used by each store.
- Enables billing of deposits and returns based on specific customer requirements.

**Route Recap**

SEARCH ROUTE RECAP HEADER

Diff | Dsp Cash | Dsp Sales | Print | ItmDtl

110450	Cash coll			2180.00		Adjustments	.00		
0	COD/CHG			2183.09		A/R Adj	.00		
110450	Difference			3.09-		Difference	.00		
.. 3/19/10 Only Items with Difference									

ITEM NUMBER	SHORT DESC	ON TRUCK	LOAD	ADJ & SPEC	BUYBK& DUMP	NET CUSTOMER SALES	LEFT TRUCK	DIFF
02	SKIM PLAST GALL	0	28	28	0	52.00	2	2
04	ULTRA PLAST GAL	0	48	32	0	84.00	0	4-
12	HOLD PLAST QUAR	0	95	00	0	188.00	0	0
08	PUMP 1#	0	3	7	0	9.00	0	1
10	7 GRAIN 1#	0	0	7	0	8.00	0	1-
3	CREAM ALE	0	6	7	0	14.00	0	1-
5	GEN LIGHT	0	6	4	0	8.00	0	1
5	EGG SHL BROWN	0	270	35	5	241.00	0	1-

Annotations in the screenshot:

- Toolbar:** Points to the top navigation area.
- Balance daily cash:** Points to the 'Cash coll' entry.
- Identify items that don't balance:** Points to the 'Difference' entry.

“When we implemented our ERP system we knew our Order-to-Cash needs required an enterprise-ready DSD solution that could integrate with it to drive cost out of our process. We achieved that, and more, with the enterprise RMS system (eRMS) from NCS.”

- James A. Marcinelli,  
HP Hood, LLC

**Closing**

Closing provides functionality to post all transactions once verified and matured for processing.

**Invoicing:** Invoicing allows the enterprise to configure billing to meet customer needs.

- Powerful rate feature lets you preset transactions such as buying group discounts, broker commissions, driver commissions, and royalty payments to occur automatically.
- Chain Accounting properly meets the demands of major retailers and ensures accurate resolution of their chain and store sales.

**Accounts Receivable:** Accounts Receivable allows the enterprise to efficiently apply cash collected.

- Allows automatic cash posting from external or internal lockboxes.
- Selects and applies invoices against a single check to streamline payments.
- Enables the user to view a single store, entire chain or super chain.

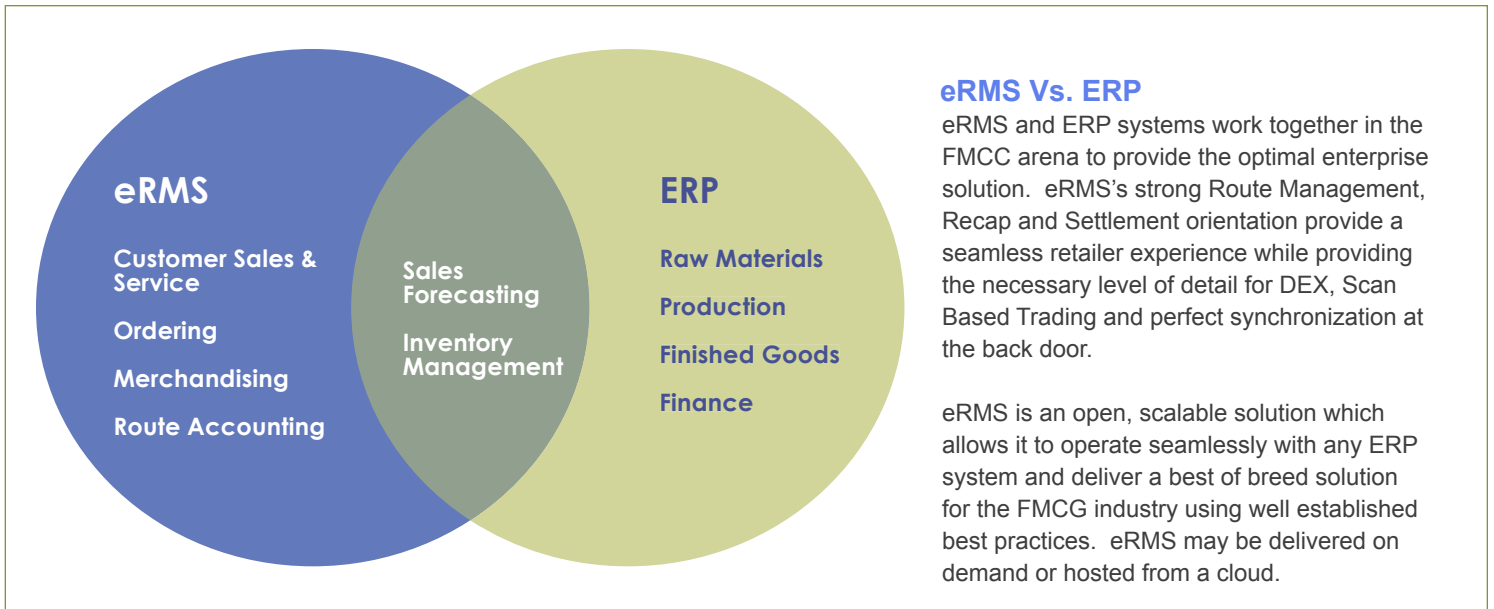
**Collections:** Collections allows the enterprise to effectively manage the collection process. An entire collection queue process insures all collection efforts are properly exercised and documented.

- Creates automatic ticklers for “out of terms” or over credit limit situations.
- Reduces the research time to identify which customers to call.
- Allows tickler notes to document and schedule a future action.

**Consolidation and Reporting**

Consolidation provides summary reports and drill-down capabilities to analyze all aspects of route and Tel-sell operations by designated periods. Data can also be fed to other systems such as ERP and business intelligence.

- Chain accounting allows for the invoicing and analysis by individual store and chain level.
- Allows for analysis of sales, returns, promotions, trends, and exceptions based on selected criteria.
- Aged trial balance allows for the analysis of accounts receivable based on selected criteria.
- Consolidated view of all transactions by depot for overall balancing.



**eRMS Vs. ERP**

eRMS and ERP systems work together in the FMCC arena to provide the optimal enterprise solution. eRMS’s strong Route Management, Recap and Settlement orientation provide a seamless retailer experience while providing the necessary level of detail for DEX, Scan Based Trading and perfect synchronization at the back door.

eRMS is an open, scalable solution which allows it to operate seamlessly with any ERP system and deliver a best of breed solution for the FMCG industry using well established best practices. eRMS may be delivered on demand or hosted from a cloud.

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