



## Speeding up SOP data entry with “Capture with hindsight”.

How many times does the customer on the line say to your sales staff: *“I want the same thing I bought from you just recently but I don’t remember the part number!”*

This puts the onus on you now to find out just what was it that this ‘lazy’ customer (they expect you to do all the work) bought from you recently. This can easily be found by using Sales View or digging in files but even so it means switching to another screen and applying some search criteria or at worst getting off your seat to find paperwork. It’s fast but not fast enough—your client might throw the phone down and go to the competition if you keep him holding on too long.

What you need, at the push of a button, is a list of all the items this customer has bought from you in say the last 12 months. This way you can quickly identify what the customer wants now.

When identified, you want to select that item and drop it into the standard SOP details form without even typing in the part number! Possible? **Read on.**

### We’ve got the solution:

We call it **“SOP—capture with hindsight”**.

Onto the SOP details form (in any mode) we have added a tab called “Invoice History”. When the client asks your sales staff for something they have bought before, you hit this tab and it brings up the last 12 month history for this customer. It is easy to scroll up and down to find the exact item which, when double clicked, is copied to the part number field in the SOP details window. Use it just for ‘viewing sales history’ or if you are selling ‘repeats’ you can do so without even typing in the part number!

Contact us for more info or a FREE trial version!

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■ For all Opera II users.  
■ Module affected: SOP

If you often sell the same products to your customer this may be of great value to your organization.

- It’s very quick.
- It’s very accurate
- It’s very efficient
- It’s cheap

**Fewer  
mistakes  
means  
Happier  
customers.**

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