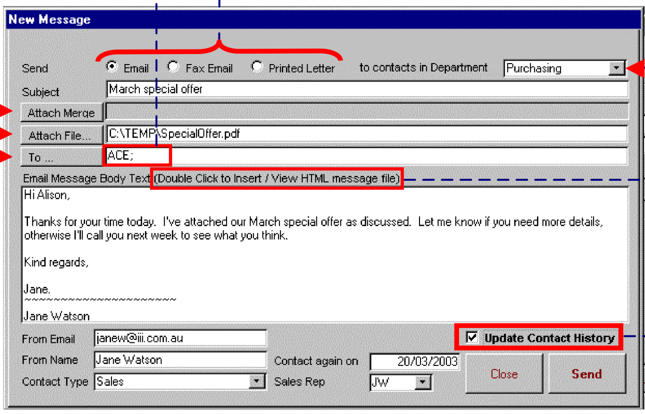
yearone powerlink

Contact Management

PowerLink Contact Management allows you to instantly improve the efficiency and effectiveness of your communications with customers and suppliers.

PowerLink accesses your Attaché customer information so no double-entry is required. PowerLink can also automatically create fax email addresses, so you can be faxing via the internet within minutes.

Send messages to customers or suppliers via email or internet fax, or produce personalised printed letters. Messages can be sent to one recipient or multiple recipients.



Define up to four different contact departments (eg Sales, Accounts, Purchasing and Management) to ensure your messages reach the most appropriate person.

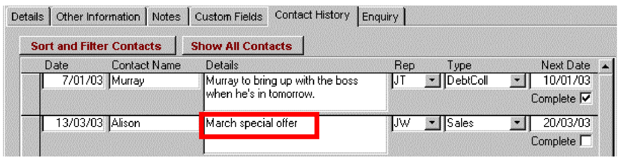
With PowerLink you can easily send professional looking emails to multiple recipients by embedding an HTML document into the message body. Below is a newsletter with hyperlinks that was sent via PowerLink.

Click the 'To' button to see a list of your recipients. Email or fax email addresses can be corrected or added.

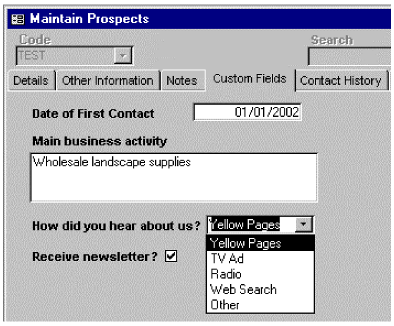
Attach files as for normal emails; click to browse for documents.

Merge documents are generated quickly and easily via reports. E.g. generate personalised debt collection letters which can then be faxed via the internet. These reports can also be used to 'tag' message recipients. E.g. produce a report to show all customers who have spent over $100 with you over the past 6 months, and automatically send them a personalised Thank You letter.

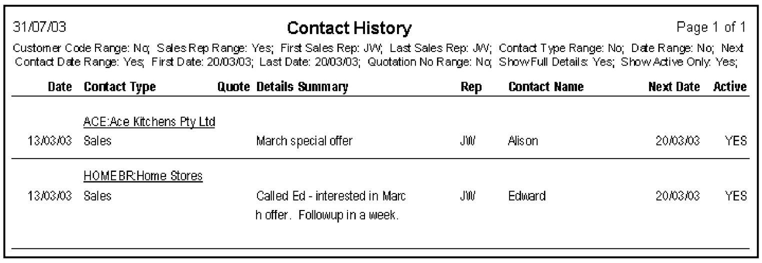
Contact history can be automatically updated for message recipients. Sort contact history to see just the records you're interested in, e.g. sort on contact type 'Sales' to see only sales-related discussions. Add contact types to suit your needs.



Contact Management allows the entry of 'Prospect' records that are not added to Attaché's customer database. Contact history records can be maintained for prospects, and once the prospect becomes a customer the record can be automatically added to Attaché. Need to track extra information? Up to 84 custom fields can be added for marketing purposes, etc. Custom fields are available for searching, and for reporting if the PowerLink Reports Designer is installed.



Contact history reports can then be used for follow-up purposes. Reports can be customised if the Reports Designer module is installed.



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Customer Code Range: No; Sales Rep Range: Yes; First Sales Rep: JW; Last Sales Rep: JW; Contact Type Range: No; Date Range: No; Next Contact Date Range: Yes; First Date: 20/03/03; Last Date: 20/03/03; Quotation No Range: No; Show Full Details: Yes; Show Active Only: Yes;

Date	Contact Type	Quote	Details Summary	Rep	Contact Name	Next Date	Active
ACE:Ace Kitchens Pty Ltd							
13/03/03	Sales		March special offer	JW	Alison	20/03/03	YES
HOMEBR:Home Stores							
13/03/03	Sales		Called Ed - interested in March offer. Followup in a week.	JW	Edward	20/03/03	YES