


## eCustomer Inquiry

*Instant, online account access for your customers*

Provide an instant response to your customer's account information inquiries with TRAVERSE eCustomer Inquiry. Because your customers have this self-service capability, you have less operating expenses for your company and fewer calls to your customer service department. Integrating eCustomer Inquiry into your TRAVERSE system gives your business a vast competitive advantage; real time information is at your fingertips.

- Full integration with TRAVERSE applications
- Saves time for both you and your customer
- Improves your customer service
- Cuts overhead costs by reducing the need for costly internal administrative resources to answer phones and respond to customer inquiries
- Gives your customers, partners and suppliers access to TRAVERSE data via the Internet
- Flexible reporting - ease of access to data
- Accessible via a web browser - from any location


"Your Trusted Business Partner"

[Home](#) > [Account Information](#)

Customer: ABCust, ABC Company, (219) 895-6782

Fiscal Year: 2002

Account Information		Help				
Credit		Period	Purchases	Invoices	Fin. Charges	Payments
Credit Limit	100,000.00	1/1 - 1/31	.00	0	.00	1,500.00
Terms	0% Disc, Net 30	2/1 - 2/28	.00	0	.00	.00
		3/1 - 3/31	13,985.48	5	.00	2,716.79
Sales		4/1 - 4/30	38,203.89	16	.00	28,700.00
Last Invoice Number	WEB-00000087	5/1 - 5/31	.00	0	.00	.00
Last Sale Date	04/09/2002	6/1 - 6/30	.00	0	.00	.00
		7/1 - 7/31	.00	0	.00	.00
Balances		8/1 - 8/31	.00	0	.00	.00
Current Due	11,029.53	9/1 - 9/30	.00	0	.00	.00
New Finance Charge	.00	10/1 - 10/31	.00	0	.00	.00
Unpaid Finance Charge	.00	11/1 - 11/30	.00	0	.00	.00
Balance 31-60	16,041.89	12/1 - 12/31	.00	0	.00	.00
Balance 61-90	.00	<b>Totals</b>	<b>48,395.37</b>	<b>21</b>	<b>.00</b>	<b>38,396.79</b>
Balance 91-120	.00					
Balance 121+	.00					
Unapplied Credit	5,578.57					
Total Due	22,282.85					

\*The total amounts displayed do not include tax, freight, or miscellaneous amounts  
 If you have problems or questions please contact us at [info@open.com](mailto:info@open.com)  
 Powered by TRAVERSE Business Software for Windows  
 This site is compatible with Netscape 6.0 and Internet Explorer 5.0 and Higher

*The Account Information screen displays the general information, account balance, and detail history for each customer.*

## Functions

- Account Information
- Aged Trial Balance
- Invoice History
- Payment History
- Reprint Invoice
- Online Help

## Key Features

- Secured access to data
- Conduct wild card searches
- Drilldown capabilities
- Real time information can be accessed around the clock for quick response

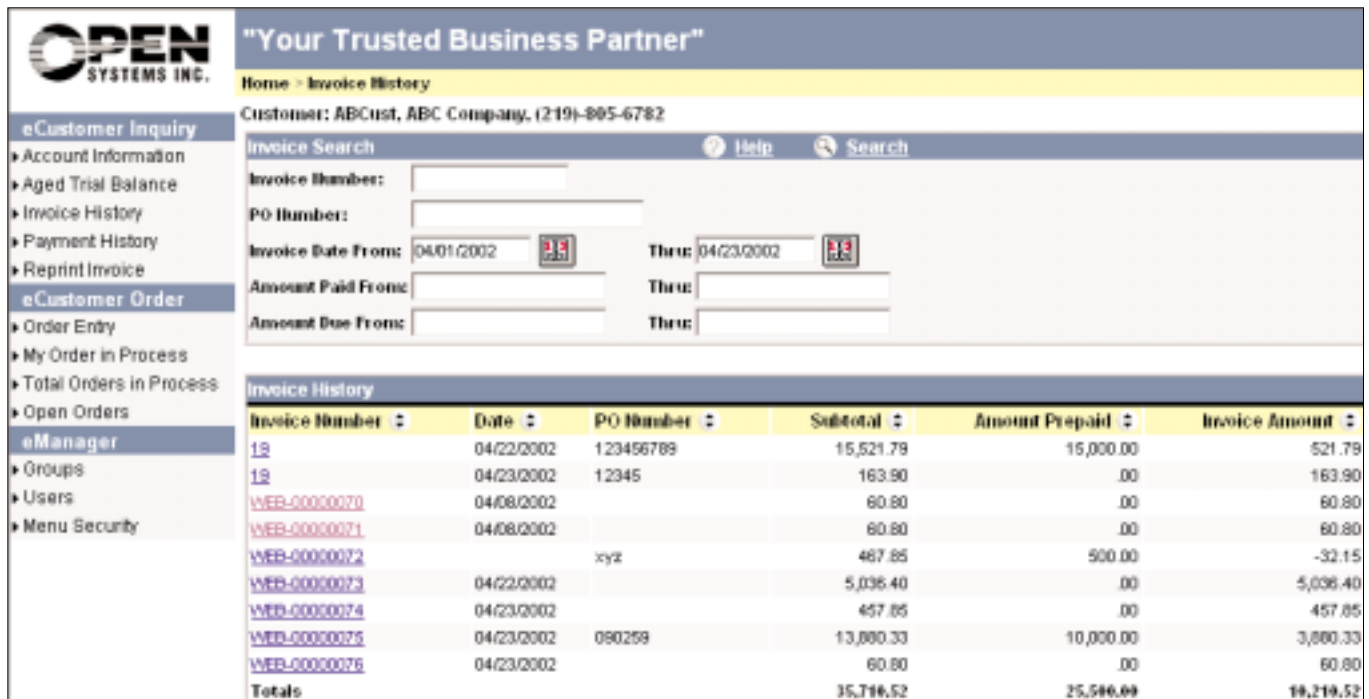
## Architecture Highlights

Multi-tiered architecture utilizing:

- Microsoft Windows 2000 Server
- Microsoft SQL Server
- Microsoft IIS
- Encrypted security where appropriate
- Flexible database structure
- Multi browser support
- Multilingual
- Scaleable architecture
- Customizable

## Installation Options

- Hosted in a data center
- Single database - support is fully integrated to TRAVERSE accounting applications
- Purchase or lease finance options
- Multi-database support for added security between Internet and back office systems



**OPEN SYSTEMS INC.** "Your Trusted Business Partner"

Home > Invoice History

Customer: ABCust, ABC Company, (219)-895-6782

Invoice Search Help Search

Invoice Number:

PO Number:

Invoice Date From: 04/01/2002 19 Thru: 04/23/2002 19

Amount Paid From:  Thru:

Amount Due From:  Thru:

Invoice Number	Date	PO Number	Subtotal	Amount Prepaid	Invoice Amount
19	04/22/2002	123456789	15,521.79	15,000.00	521.79
19	04/23/2002	12345	163.90	.00	163.90
WEB-00000070	04/08/2002		60.80	.00	60.80
WEB-00000071	04/08/2002		60.80	.00	60.80
WEB-00000072		xyz	467.65	500.00	-32.15
WEB-00000073	04/22/2002		5,036.40	.00	5,036.40
WEB-00000074	04/23/2002		457.65	.00	457.65
WEB-00000075	04/23/2002	080259	13,880.33	10,000.00	3,880.33
WEB-00000076	04/23/2002		60.80	.00	60.80
<b>Totals</b>			<b>35,716.52</b>	<b>25,500.00</b>	<b>10,216.52</b>

*Look up replicas of historical invoices with the Invoice History screen using a variety of search criteria.*

Microsoft, Microsoft Access and Windows are registered trademarks of Microsoft Corporation.  
TRAVERSE is a registered trademark of Open Systems, Inc.