TRAVERSE®

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

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
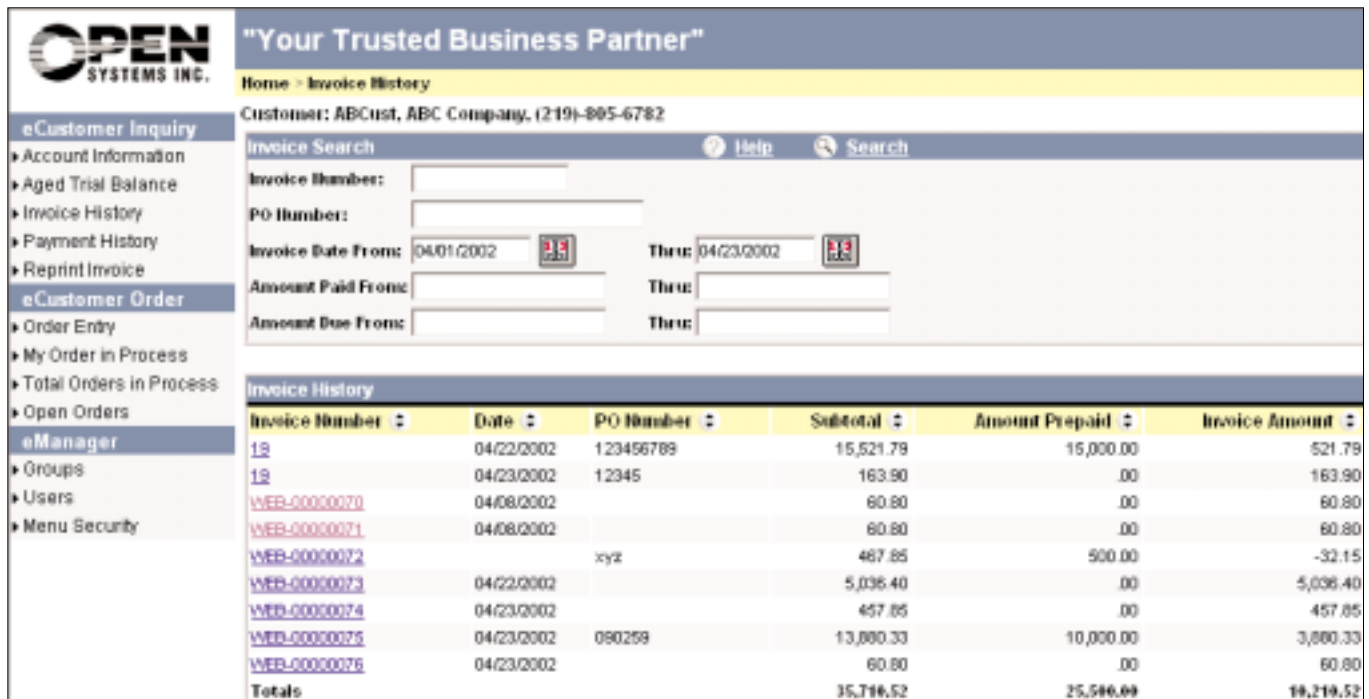
Architecture Highlights

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)-805-6782

eCustomer Inquiry
- Account Information
- Aged Trial Balance
- Invoice History
- Payment History
- Reprint Invoice

eCustomer Order
- Order Entry
- My Order in Process
- Total Orders in Process
- Open Orders

eManager
- Groups
- Users
- Menu Security

Invoice Search   Help   Search

Invoice Number:

PO Number:

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

Amount Paid From: Thru:

Amount Due From: Thru:

Invoice History

Invoice Number ⬍	Date ⬍	PO Number ⬍	Subtotal ⬍	Amount Prepaid ⬍	Invoice Amount ⬍
18	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	467.85	500.00	-32.15
WEB-00000073	04/22/2002		5,036.40	.00	5,036.40
WEB-00000074	04/23/2002		457.85	.00	457.85
WEB-00000075	04/23/2002	090259	13,880.33	10,000.00	3,880.33
WEB-00000076	04/23/2002		60.80	.00	60.80
Totals			35,710.52	25,500.00	10,210.52

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