

# Take charge of your business with PULSE Dashboard Reporting Software

## Customer Service / Shipping module – sample screens

PULSE DASHBOARD is revolutionary software that lets you leverage your Macola system in a new way—with real-time display of vital business metrics, and detailed analysis with the click of a mouse. You will be able to track critical factors for your business, on-screen and real-time. Other modules include Executive, Inventory, Purchasing, Production and MRP Planning.

### PULSE Dashboard adds value to your Macola investment

- Manage with real-time data, on-screen, company-wide, all the time
- Inconsistencies between reports from different departments are eliminated
- Important metrics not found in standard Macola
- One-click drill-down to view details & One-click report writer generates custom reports
- Export all reports to Excel/printer/PDF/e-mail
- Installation & training in an afternoon

The screenshot displays the Pulse Dashboard for Macola interface. At the top, there is a menu bar with 'File', 'Executive', 'Settings', 'Administration', and 'Help'. Below the menu bar, the date is set to 6/20/2008, and there are buttons for 'Refresh Current' and 'Export to Excel'. The main navigation tabs include 'Executive', 'Customer Service/Shipping', 'Inventory', and 'Purchasing', with 'Customer Service/Shipping' currently selected.

The first report is titled 'Items Causing B/O & Shortages (Next 30 days; Replenish Offset 0 days)'. It contains a table with the following data:

Loc	Item #	On-hand	Customer Orders	POP/PO Orders	On-order	Replenish on Time?	Final On-hand
CIN	6393-5439	11	1	1	1	NO	11
CIN	6393-3090	6	1	1	1	NO	6
CIN	6338S-48009	0	1	0	0	NO	-1

Below this table, there is a filter set to '[Replenish on Time?] = 'NO'' and a count of 34 items.

The next section shows two area charts: 'Daily Shipments' and 'Monthly Shipments'. Both charts track the percentage of shipments that are 'On Time', '1-5 Days Late', and '> 5 Days Late' over a period of time. The 'Daily Shipments' chart covers the period from 6/2 to 6/20, while the 'Monthly Shipments' chart covers the period from 2007/07 to 2008/06.

The third report is 'On Time Shipment Lines (07/01/07 - 06/20/08)'. It is a table with the following data:

Cust Name	Early	On Time	Late	In Time %
OMAHA DISTRIBUTORS	16	2	0	100 %
SAGINAW DISTRIBUTORS	10	16	3	90 %
FLORIDA DISTRIBUTORS	383	67	159	74 %
CINCINNATI DISTRIBUTORS	7,452	1,072	4,554	65 %
KENTUCKY DISTRIBUTORS	86	5	63	69 %
	11,456	1,786	10,022	

The final section shows two more reports: 'Top Credit Memo Customers (07/01/07 - 06/20/08)' and 'Top Credit Memo Items (07/01/07 - 06/20/08)'. The 'Top Credit Memo Customers' report has columns for Customer #, Customer Name, Total Sales \$, Credit Memos \$, and Sales Credit %. The 'Top Credit Memo Items' report has columns for Item #, Item Description 1, Qty Returned, and Credit Memos \$.

At the bottom of the interface, there is a status bar that reads 'Refresh completed - 1/12/2010 2:20:56 PM - Duration: 01:47' and 'Srv: (local) DB: Data'.

## The Customer Service / Shipping module offers:

- On-time Shipping – A graph along with a detailed chart and drill-down
- Items Causing Shortages – This revolutionary screen time-phases your customer orders versus pending replenish production or purchase orders. It displays customer orders that cannot be shipped by the customer's requested ship date.
- Top Credit Memo Customers and Items – For the first time, you can now see the customers and inventory items that generate the most credit memos.
- All of the screens and charts from the Executive module for tracking bookings, shipments and gross margin with comparisons to the prior year and budget.

## PULSE measures On-time Shipping

All graphs and charts offer full drill-down for further analysis, printing, exporting to excel or e-mailing.



## PULSE pinpoints Inventory Items Causing Shipping Shortages

This unique screen is an 'MRP system' just for customer orders that need to be shipped. For example, you may want to review items scheduled to ship over the next 14 days for which you do not have sufficient on-hand quantities nor a production order or purchase order that will replenish your inventory to meet the customer's requested delivery date.

Activity Code	Item #	Item Description 1	On-hand	Needed	On-order	BO/Short	Orders	Orders	Earliest Request	Earliest Replenish	Final On-hand	Replenish no Time?
A	CIN 62838-48009	V-IDLER PULLEY	0	2	0	2	1	0	06/15/08		-2	NO
A	CIN 6390-3089	TURNTABLE PULL...	0	2	0	2	2	0	06/19/08		-2	NO
A	CIN 6390-3693	TURNTABLE PULL...	0	3	0	3	2	0	06/18/08		-3	NO
A	CIN 6390-5420	TURNTABLE PULL...	0	2	0	2	2	0	06/30/08		-2	NO
A	CIN 6390-5425	TURNTABLE PULL...	0	12	0	12	10	0	06/16/08		-12	NO
A	CIN 6391-3089	TURNTABLE PULL...	0	8	1	8	7	1	06/10/08	05/29/08	-7	NO
A	CIN 6391-3090	TURNTABLE PULL...	0	8	0	8	8	0	06/11/08		-8	NO
A	CIN 6391-3091	TURNTABLE PULL...	0	9	1	9	9	1	06/12/08	05/19/08	-8	NO
A	CIN 6391-3251	TURNTABLE PULL...	0	4	0	4	4	0	06/13/08		-4	NO
A	CIN 6391-3693	TURNTABLE PULL...	0	4	0	4	3	0	06/11/08		-4	NO
A	CIN 6391-5410	TURNTABLE PULL...	0	7	0	7	5	0	06/16/08		-7	NO
A	CIN 6391-5420	TURNTABLE PULL...	0	4	0	4	4	0	06/23/08		-4	NO
A	CIN 6391-5439	TURNTABLE PULL...	0	6	1	6	6	1	06/16/08	05/28/08	-5	NO
A	CIN 908962	PULLEY	0	5	0	5	1	0	07/03/08		-5	NO
A	CIN 9837-54010	WHEEL	0	3	14	3	3	2	06/06/08	06/10/08	11	NO

By drilling-down on an item, you will see a time-phased list of customer orders along with associated replenishment production orders or purchase orders. The result is an effective way to manage customer order shortages.



Drag a column header here to group by that column

Order Type	Order Date	Order #	Buyer/Planner Code	Qty Ordered	Qty Replenished	Request/Replenish Date	New Qty On-hand
Customer	06/04/08	00223507		1		06/06/08	1
Customer	06/06/08	00224031		1		06/10/08	0
Production	06/11/08	00214255			8	06/20/08	8
Customer	06/20/08	00227088		6		06/24/08	2
Customer	06/24/08	00227726		1		06/26/08	1
Customer	06/24/08	00227748		2		06/26/08	-1
Customer	06/24/08	00227753		5		06/26/08	-6
Customer	06/24/08	00227764		2		06/26/08	-8
Customer	06/25/08	00228152		1		06/27/08	-9
Customer	06/25/08	00228172		3		06/27/08	-12
Customer	06/26/08	00228459		3		06/30/08	-15
Production	06/23/08	00215798			14	07/01/08	-1

### PULSE tracks credit memos by customer and inventory item

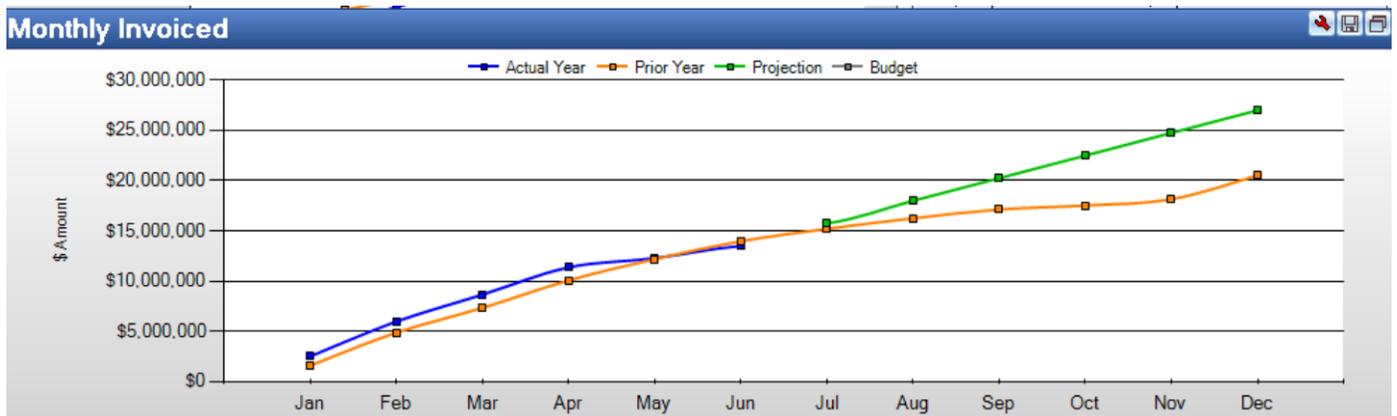
Credit memos can indicate if your customer is ordering the wrong product, if you shipping them the wrong product, if the product is damaged in shipping, if your customer is damaging the product, etc. You can drill-down to view or print the details.

Customer #	Customer Name	Total Sales \$	Credit Memos \$	Sales Credit %
000000001000	CINCINNATI DISTRIBUTORS	\$6,884,987	\$481,571	6.99 %
000000001100	NEW YORK DISTRIBUTORS	\$4,056,572	\$150,224	3.70 %
000000001300	FLORIDA DISTRIBUTORS	\$3,223,686	\$49,021	1.52 %
000000001800	NEW JERSEY DISTRIBUTORS	\$427,192	\$41,546	9.73 %
000000001600	CALIFORNIA DISTRIBUTORS	\$241,849	\$40,675	16.82 %
000000001200	CAROLINA DISTRIBUTORS	\$2,154,065	\$7,748	0.36 %
000000002300	CHICAGO DISTRIBUTORS	\$194,026	\$6,807	3.51 %
Top 10 Totals		\$18,843,219	\$794,981	5 %

Item #	Item Description 1	Qty Returned	Credit Memos \$
NPN	DO NOT USE	291	\$535,416
6290-48009	V-IDLER PULLEY	441	\$77,616
6291-48009	V-IDLER PULLEY	92	\$22,816
6291-5453	V-IDLER PULLEY	99	\$19,224
7213I	SHAFT	2,400	\$17,592
6786-F802	HOUSING	84	\$13,755
2360-C885	WHEEL PROTECTOR	561	\$12,679
7217I	SHAFT	1,080	\$10,184
8058-3235	MOTOR	108	\$9,612
8010-C544	MOTOR	338	\$9,258
Top 10 Totals		5,494	\$728,152

### PULSE Dashboard allows you to enlarge any graph for better viewing



## PULSE Dashboard offers One-click drill-down and custom report writer

Pulse offers 'One-click drill-down' on any screen or graph to view supporting details. The 'One-click custom report writer' allows each user to quickly add or remove columns, change sorting and export the results to Excel/printer/PDF/e-mail in seconds. Anyone in your company can now generate custom views.

**Open Customer Orders**

Category	\$ Amount	Orders	%
Backorders	\$64,910	83	28 %
Shortages	\$0	0	0 %
On Hold	\$0	0	0 %
Past Due	\$33,948	7	15 %
Available to Ship	\$1,926	3	1 %
Shipped/Not Posted	\$130,099	27	56 %
By Month-end	\$230,884	0	
Backorders	\$1,283,407	179	69 %
Shortages	\$0	389	0 %
On Hold	\$0	5	0 %

**Customer Orders to Ship (Past Due)**

Click to export to Excel

Future Grand Total

Avg \$ / order

**Customer Orders to Ship (Past Due)**

Customer #	Customer Name	Orders	Backordered \$	Cost \$	Total \$
000000001000	CINCINNATI DISTRIBUTORS	4	\$0	\$2,577	\$32,828
000000003100	DES MOINES DISTRIBUTORS	3	\$0	\$524	\$1,120

**CINCINNATI DISTRIBUTORS**

Order #	Request Date	Required Ship Date	Backordered \$	Total \$
00215465	06/15/08	06/15/08	\$0	\$13,885
00214294	06/15/08	06/15/08	\$0	\$7,958
00215465	06/15/08	06/15/08	\$0	\$195
00215465	06/15/08	06/15/08	\$0	\$114
00223362	06/17/08	06/17/08	\$0	\$377
00226713	06/19/08	06/19/08	\$0	\$5,642
00226713	06/19/08	06/19/08	\$0	\$3,237
00226713	06/19/08	06/19/08	\$0	\$1,222
00226713	06/19/08	06/19/08	\$0	\$811
00226713	06/19/08	06/19/08	\$0	\$647
00226713	06/19/08	06/19/08	\$0	\$625
00226713	06/19/08	06/19/08	\$0	\$116

A single-click on any data field OR point on any graph displays a report of supporting details. From there, you can single-click again to view more details.

Column selection and sorting can be customized by the user in seconds.

In one afternoon, we can have PULSE installed and running at your office. On-going enhancements as well as unlimited set-up, training and phone support are included as part of our annual maintenance. We encourage your unlimited phone calls with suggestions for making Pulse work better for your organization. We also offer custom modifications, but if your suggestions will be applicable to other users, they are made at no charge.

