



Order Manager

The comprehensive
order-to-invoice
solution.

Order-to-Invoice Management.

Challenges. Requirements. Expectations.

Precision, speed and quality with optimised costs – these are the top priorities for automotive suppliers, wholesalers and workshops. This particularly applies to the efficient processing of spare part orders along the whole supply chain.

Important aspects are the easy management of supplier and customer relationships, smooth processes and the fast and straightforward exchange of information and data. The different requirements necessitate a centralised solution that equally meets the expectations of everyone involved – complete and manageable, completely individual yet universally applicable. And not least: standardised, totally reliable and extremely flexible.



The Order Manager.

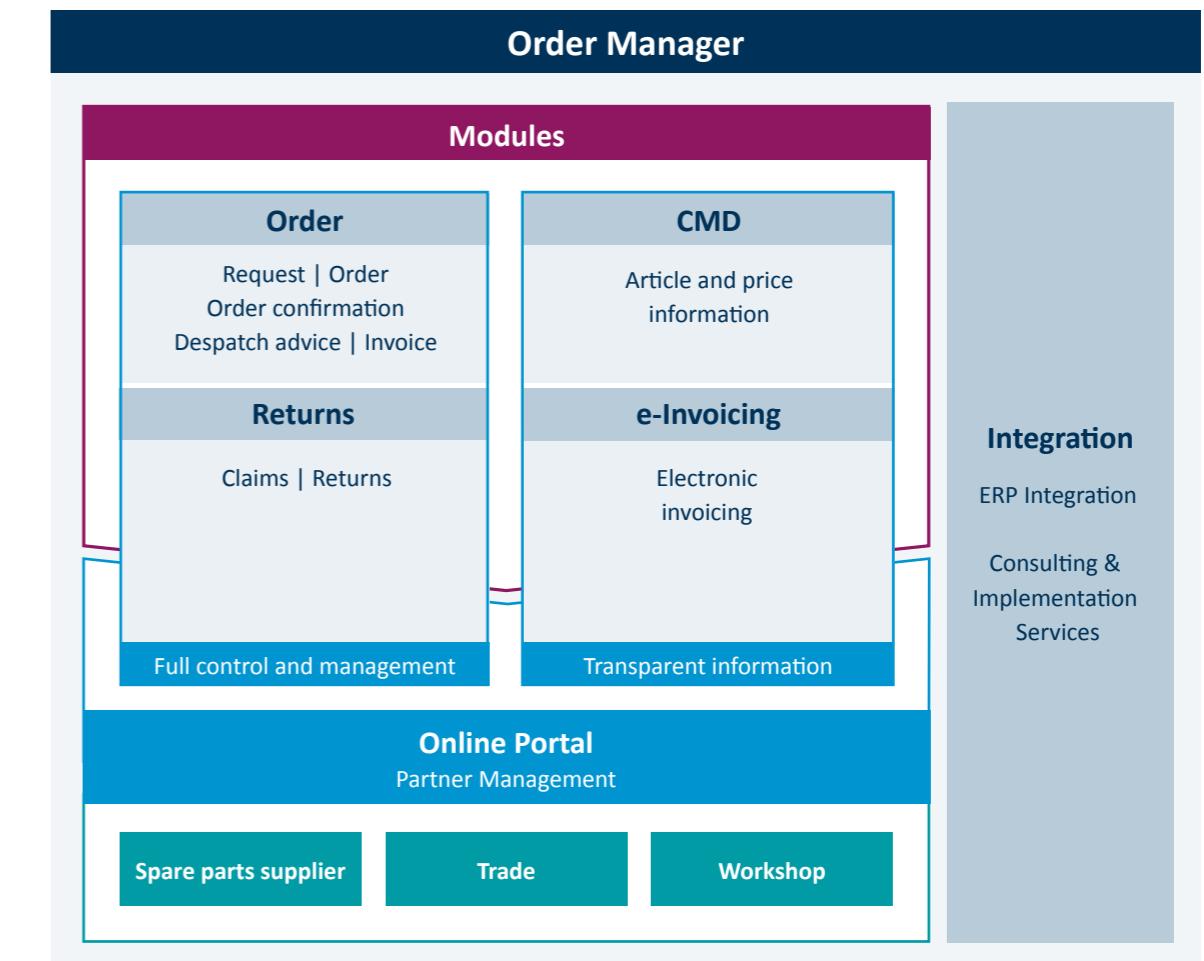
Our job: your order processing.

With its comprehensive range of functions and practice-oriented architecture, the Order Manager is the multi-functional tool that provides optimum support to your entire order-to-invoice process. From the request through the order to the invoicing, you can handle all processes conveniently and efficiently with this solution.

The central web portal with its intuitively designed user interface combines access to the various process modules for order-to-invoice management: order processing in the Order module, electronic invoicing with e-Invoicing, warranty and return processing in the Returns module and access to important article information via CMD (Collaborative Managed Data). Thanks to the modular structure, the individual modules can be used either separately or as an overall solution as required. They interlock like cogwheels to feed information to each other.

The Order Manager at a glance.

Order-to-invoice management concept.



Perspectives.

Who benefits and how?

Spare parts supplier

Manage the entire order-to-invoice process in a single solution. Obtain time and cost advantages through integrated and coordinated communication channels and standardised formats and models for delivery structures. In addition, you can increase customer satisfaction through fast reaction times, transparency and smooth processes. Because it is multilingual, the Order Manager can be used flexibly by international teams.

Trade

The Order Manager allows you to keep an overview of all the relevant article information, such as prices and availabilities, which you can synchronise with your merchandise management system via a direct ERP connection. Thus, the Order Manager serves as your central platform for effective communication with all your partners. Transparent status information ensures completely reliable order processing. Standardised workflows for all orders to all suppliers help you to act even faster and make your processes more efficient.

Workshop

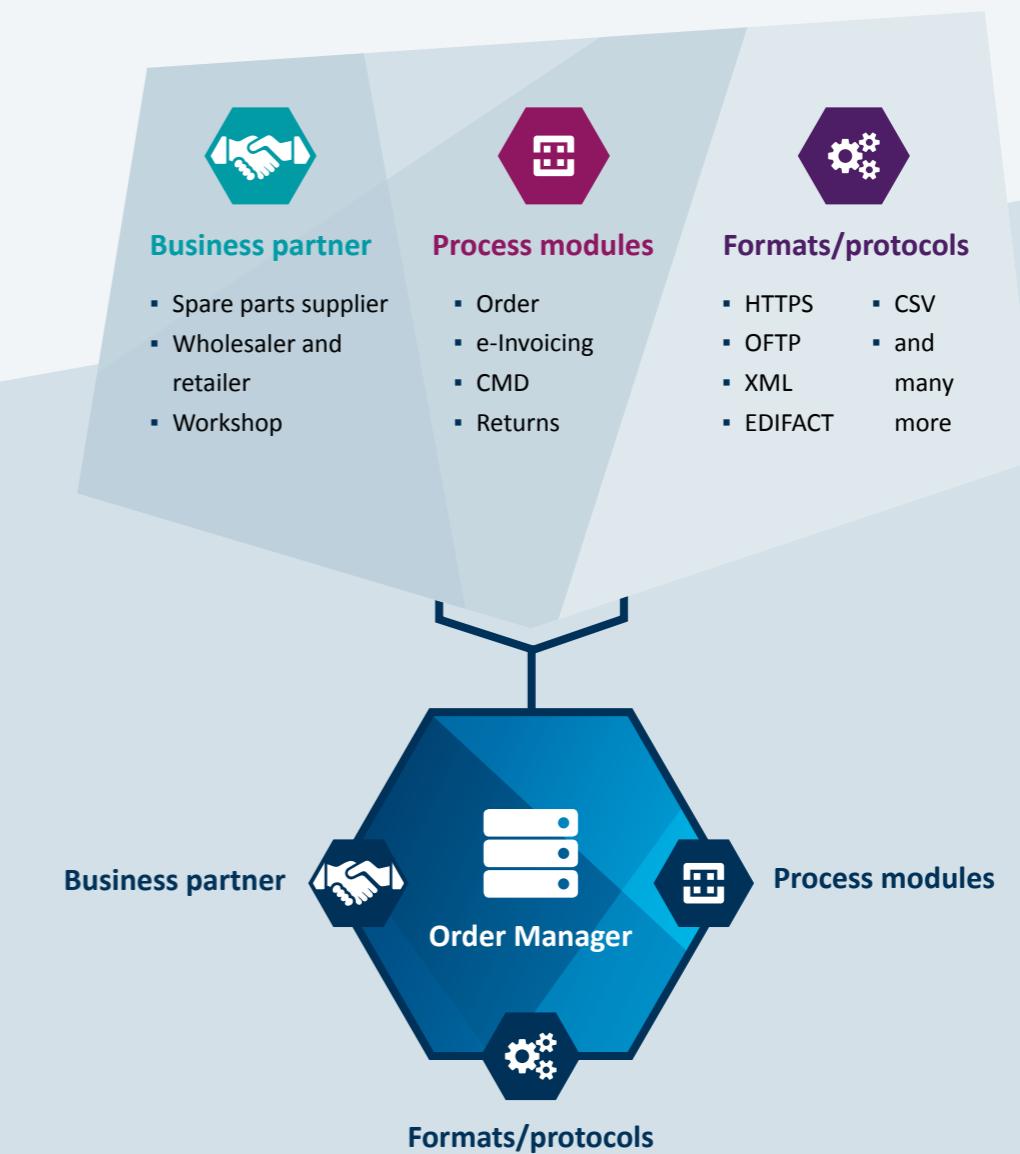
The Order Manager provides you with a central solution for the processing of orders, claims and returns to your trader. It makes correct addressing and notification of claims very easy. The Order Manager allows you to return individual spare parts; it provides you with an overview and transparent status information for all returned spare parts. Benefit from the high efficiency and optimise your response times so that you can offer your customers even better service.



For structured cooperation.

B2B platform and partner management.

As a B2B platform, the Order Manager lays the foundation for effective and efficient relations between you and your business partners in order-to-invoice management. Within your company, you benefit from having the order, invoicing and return processes bundled in a single system. Each partner requires just one connection to the B2B platform, which allows him to communicate with all his business partners – irrespective of the format requirements and the technical connection.



Overview of the modules.

Intelligently conceived. Individually combined.

The module architecture allows you to configure the functions of your Order Manager according to your requirements. In addition to the basic module Order (request, express and stock order, order confirmation and despatch advice, invoice), you can benefit from the optional e-Invoicing modules for easy invoice processing, the warehouse and logistics information from the CMD (Collaborative Managed Data) and easy claims processing with the Returns module. The objective: save time and money - through efficient processes.

Order

The basic module Order allows you to always keep an overview of all the important stages of order processing. For you, this means: greater transparency, higher speed and fewer errors in the process. The standardised message formats for data transfer also ensure smooth collaboration between you and your partners in trade and industry. Various interfaces and levels of integration enable the optimal integration into your ERP system. The Order module helps you to automate and digitise your processes, reducing costs.

e-Invoicing

When it comes to efficient tax-compliant and paperless invoice processing for all your customers, you should choose the e-Invoicing module. By using it, you reduce material and process costs when sending invoices, shorten checking and processing times when receiving electronic invoices, and avoid errors through automated invoice processing. Benefit from the support of our experts and from greater transparency in the entire workflow. The e-Invoicing module is compatible with almost any IT structure. In addition, invoices can be received conveniently in the online portal of the Order Manager. This way, you always keep an eye on the most important details.

Your benefits at a glance:

- Support for all stages of order processing
- Standardised message formats for data transfer
- Various interfaces and levels of integration

Your benefits at a glance:

- Tax-compliant invoice processing for invoice senders and recipients
- Reduction of material and process costs
- Automated invoice processing
- Indication of processing status
- Compatible with almost any IT infrastructure
- Support with the implementation of the invoice formats well as the storage in the archive



CMD

The CMD (Collaborative Managed Data) module ensures easy and prompt provision of article and price information by the car part supplier to the distributor – allowing the targeted transfer of information about individual product ranges and prices. The standardised preparation and transfer of article information minimises the effort needed for the manual reworking of data by dealers, reducing the time to market. Process costs can be reduced through the customisable automation of the data transfer from and to the platform. The practical integration of the CMD into the Order Manager online portal allows direct access to article information, such as the article status or the dimensions of the article, irrespective of the ERP system.

Your benefits at a glance:

- Standardised format for article and price information
- Targeted information forwarding
- Minimisation of the effort needed for manual reworking
- Reduced time to market
- Reduction in process costs through customised automation

Returns

The Returns module makes it possible for you to always send claims and returns to your suppliers quickly and easily. Use the central overview to get an insight into the status of all the current and completed claims cases. The connection to the article and vehicle data from the TecDoc Catalogue speeds up the claim entry. Incoming claims can also be forwarded immediately. The resulting time savings and transparency ensure greater customer satisfaction; you also benefit from reduced administrative costs for each claim.

Your benefits at a glance:

- Easy and fast forwarding of claims and returns
- Central entry
- Time and cost savings
- Increased customer satisfaction

Flexible.

The kinds of use.



Online Portal

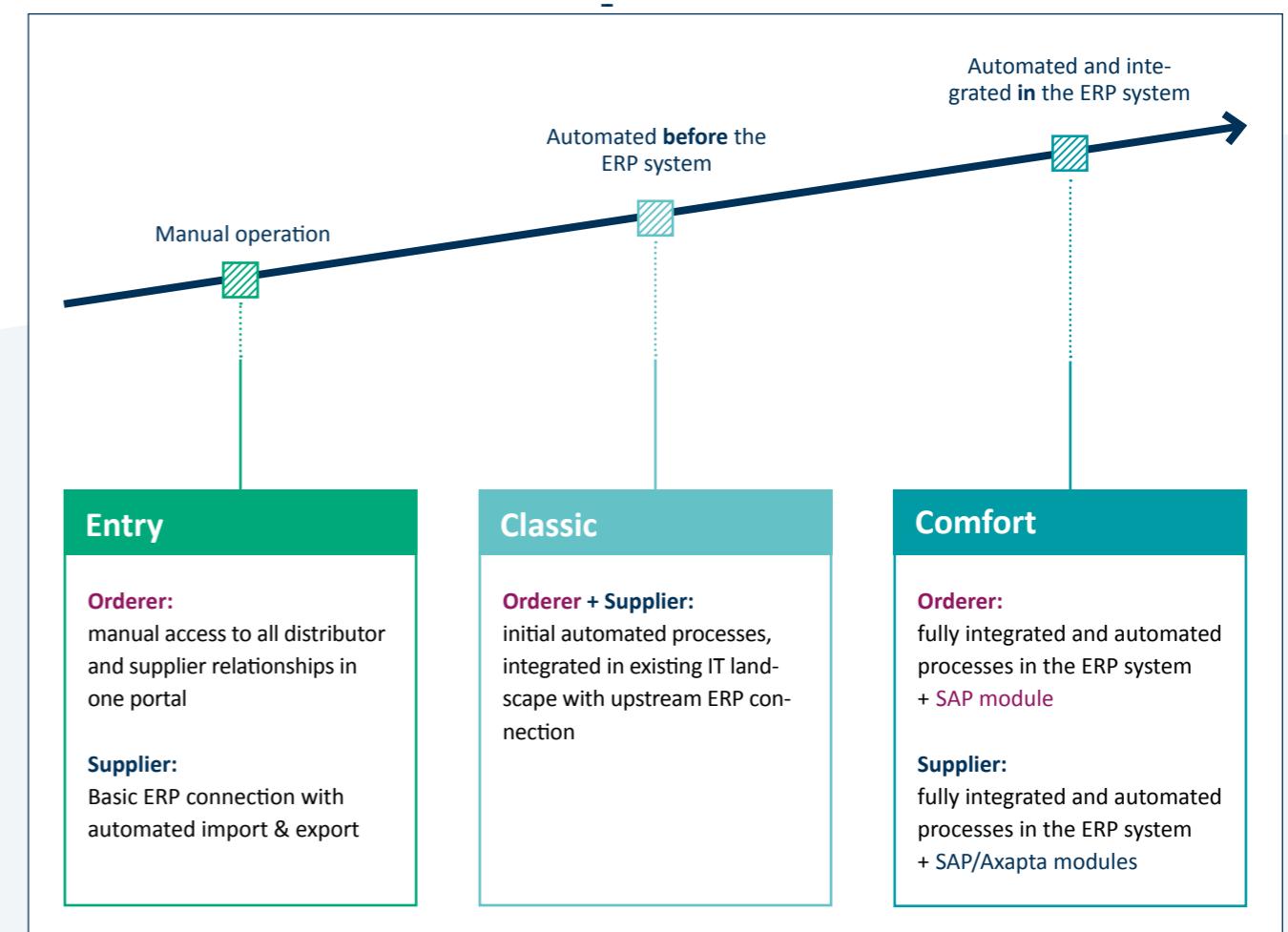
Using the online portal with its clear and intuitive user interface, you as a new customer can get to the order despatch in three easy steps. When you access the online portal, you will benefit from the effortless administration of both your business relationships and your internal users. And because each user is different, it is very easy to adapt the online portal to the requirements of your company; you can switch among different organisations and shopping baskets with one click. Your data is in safe hands: our solutions and data are protected in complete accordance with the valid data protection and security regulations.

Mobile app

You have even more flexibility with the Order Manager app. Scanned-in articles are placed directly in your shopping basket if desired. The mobile app supplements the online portal of the Order Manager with even faster product entry – and it can be used anywhere.

Levels of integration.

From manual to fully integrated.



ERP integration

Are you using your own ERP system? Then the Order Manager can be comfortably integrated with it.

We are happy to support you during integration and meet your individual needs and requirements. The level of automation can be freely selected, depending on the number and types of processes covered. We offer the options Entry, Classic and Comfort – so that you always retain full control.



Very smooth.

Since service is just part of the product.

What you can depend upon: We always provide you with advice and support, no matter whether you need our help before, during or after the implementation of the Order Manager. Our service includes upstream process analysis, in which we work together to find the best combination of modules for you. Of course, we ensure the smooth integration of the solution into your processes. This is done in close cooperation with you, taking your individual requirements into consideration.

When the system is fully implemented, we will continue to support you with help and advice: with regular updates, training sessions, product training and workshops. We are also happy to help with process optimisation and provide a range of consultancy services for the identification of additional competitive advantages.

**More than 20 years
of experience**

About TecAlliance.

The reliable partner at your side.

You must be able to rely completely on your partners in order to perform first-class work and deliver convincing results. It is good to know that TecAlliance is such a reliable, competent and experienced partner for you.

We have been successful in the independent automotive aftermarket for over 20 years and have set market standards with our solutions.

As a result, we are one of the leading global providers of data and process management in the industry today. With 35 shareholders and more than 550 employees, we operate in more than 140 countries around the globe.

At 490 million, the number of positions processed via the Order Manager platform is constantly increasing. There are 280 suppliers integrated into the system.

Our experts are happy to advise you; we look forward to helping you with the realisation of your projects using the Order Manager.

[Contact us today!](#)

490 million
positions

280
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More information:
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TecAlliance

Driving the Digital Aftermarket