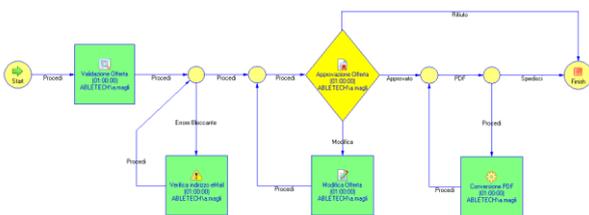


**ARXivar** is a software for document management that natively integrates a powerful workflow module.

This software allows you not only to digitally manage the documents archive (documents can be easily found and shared, thus reducing paper use), but also to use them in a process: with the WORKFLOW module the process guides every user through specific TASKS (actions to perform) that come directly on the user's desktop. Other information available for each process is also document type, notes, actions.

## OFFERS CREATION AND APPROVAL

Offer requests come from email, fax, phone and can be archived in ARXivar through many connectors. The offer request starts a workflow that sends a task to the Sales Manager. He has to check the request and assign it to a salesman who will create the offer. Offers are generated through a template in ARXivar or through the ERP (that generates a PDF request), by creating an automatic link between offer request and offer. The workflow checks the sending data and the executors according to area, amount, and customer type. As soon as the offer is approved, it is automatically sent to the customer.



For each offer there is a deadline field to check the result of the offer.

## CUSTOMER REQUESTS MANAGEMENT

A request from a customer can be:

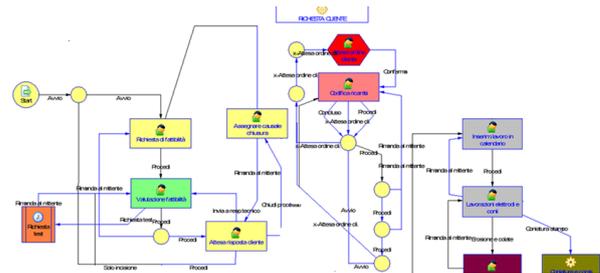
- Creation of a new product
- Change of an already existing product
- Change of a product type

The sales manager fills out a template that activates the workflow. The production manager checks the feasibility, maybe with a nested workflow process that asks the production to do some tests.

The solution is sent to the customer for the creation of the project.

If new components are needed to create the new product, new item codes are sent to the ERP as soon as the task "code item" is activated. A parallel program will open new data in the ERP.

The production manager extracts daily with a Report the data about active processes and checks workloads for departments.



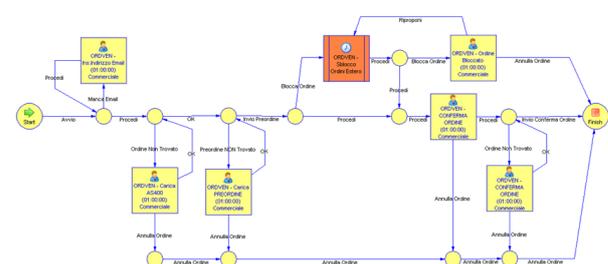
## CUSTOMER ORDERS MANAGEMENT

A new order from a customer must be managed following company rules (processes), on time and without errors.

For the orders management there is a workflow that activates a task to check the customer data and start the order. The second phase is order validation and check of price and condition.

The process can be stopped by the administration or sales department, which can ask for a check about customer solvency.

If the check is ok, the order confirmation is generated and sent to the customer.

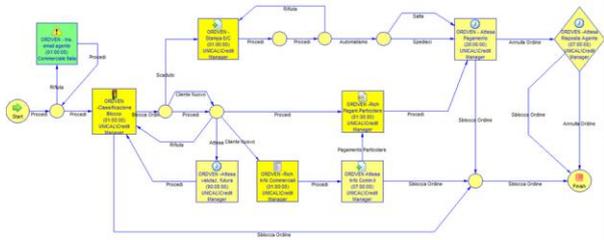


## CUSTOMER SOLVENCY CHECK

This process is recalled from another workflow (offers creation, customer orders) that integrates it as "nested sub-workflow". The aim is to collect information about customer solvency.

The process identifies the orders number for customer, customer type (new/old), payment history, payment condition.

Following this procedure, customer solvency is determined in a precise way.

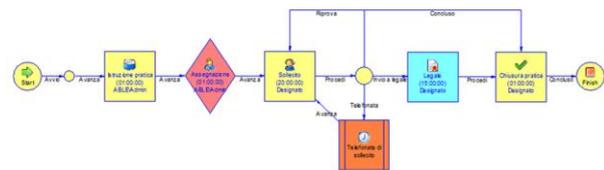


These departments will be able to view the whole binder. ARXivar Reports show income and deadlines for versions management.

## PAYMENT REMINDER MANAGEMENT

This workflow manages payment reminders and relative actions (tasks).

The binder for payment reminder is assigned to an internal user that will manage it. Payment reminders (by email, call) are thus scheduled with precise times and deadlines.



## COMMUNICATION APPROVAL AND DISTRIBUTION

This workflow creates some standard templates to generate company communications towards customers, and to manage their approval and distribution.

The communication comes from a request (from the administration, sales department) that must be approved. A reference number is given to the communication, which is then sent to specific customers according to communication type and data.

## CONTRACTS/ORDERS MANAGEMENT (DEADLINE AND RENEWAL)

The process archives the customer contracts, inserting for example contract type, supplier code, deadline, supply value, payment terms, etc...

According to these data, the workflow will require specific documentation, and will then send it to the sales or legal department for approval.