

# NON-DURABLE CONSUMER PACKAGED GOODS (CPG)

The challenges of a non-durable CPG manufacturer are even more complex than a traditional CPG company. In addition to managing ever-changing consumer demand curves, non-durable CPG companies must deal with shelf life and “best before” date issues. Process Industries for Microsoft Dynamics AX is ideal for helping non-durable CPG companies manage their complex environments.

## Automate Complex Pricing, Discounting and Promotional Events

Build comprehensive and complex trade agreements by customer type and individual customer. Define the correct starting price lists, discount matrixes and promotional events for use by customer service. Set up promotional events by effective dates so they will apply when the correct timing is in place. Support small adjustments to pricing and promotional incentives, such as ad-hoc deals, that can significantly impact sales volumes and revenues. Process Industries for Microsoft Dynamics AX helps give your sales and marketing teams the flexibility to fine-tune promotions and share the information with manufacturing to achieve the ideal balance between production and sales.

## Manage Against the Perfect Order

Increase the percentage of perfect orders (right product, the right price, the right quantity, the right quality) through better management of shelf life and “best before” dates for individual customers. View item availability, individual lots, quality specifications, shelf life and best before dates. Ship the correct lots with the correct number of shelf life days remaining. Process Industries for Microsoft Dynamics AX provides the visibility you need to help improve customer service by eliminating returned products, unwarranted freight charges and customer deductions.

## Reduce Customer Deductions

Reduce the number of price disputes and customer deductions. Process Industries for Microsoft Dynamics AX includes a comprehensive price audit capability. Since most customers pay 30 days after they order, price disputes happen weeks after billing. A price audit capability allows a customer service representative to recall pricing in any time period in order to explain the price calculation to the customer. In addition, the product tracks any returned products against the original sales orders, so volume-based discounts and promotional pricing can be adjusted.

## Identify the Most Profitable Customers and Products

Identify and serve your most profitable customers with the highest service levels by analyzing all discounts, promotions, rebates, and off-invoice discounts. Process Industries for Microsoft Dynamics AX helps capture, track and report on each component and presents a true profit-ability picture on a customer-by-customer, product-by-product basis.

## Reduce Stock Outs and Back Orders

Manage product safety stocks based on seasonality and other consumer factors. Use containerization, lot control, shelf life and automated replenishment policies for greater control over product configurations and multiple stock keeping units (SKUs).

## Manage Unsellable and Shelf Life-challenged Products

Better support the introduction of new products and product recalls. Proactively pull shelf life-challenged products and reduce charge backs and potential customer service issues. Process Industries for Microsoft Dynamics AX includes price adjustment tools that enable mass changes to price lists, trade agreements, discounts and promotions, and enable rapid adjustments to affected SKUs. The product also provides visibility to the item/lot level combinations for tracking throughout the warehouse and channel.

Item number	Item name	CW qty...	CW unit	Ware...	Quantity	Unit	Unit price	Discount	Dis...	Net amount
PG-2128	Pure Orange Juice No Pulp (NFC) - 12...			ECW	160.00	Case	26.92			4,307.20
PG-1096	Pure Orange Juice With Pulp (NFC) - 9...			ECW	120.00	Case	32.34			3,880.80
PG-5015	100% Orange Juice From Concentrate...			ECW	200.00	Case	15.48			3,096.00

Process Industries for Microsoft Dynamics AX promotes fast and accurate customer service by offering standard customer order templates that simply require quantity updates.

## Features Overview

<b>Trade Agreements</b>	Set up comprehensive price lists and assign them by customer type or to individual customers. Effectivity dates let you pre-build the lists with automatic activation and deactivation.
<b>Multiple Discount Structures</b>	Define and maintain an unlimited number of discounts that can apply to individual products or product families. Applicable to sales order lines, sales order totals and sales order header levels.
<b>Fast Path Order Entry</b>	Tailor order entry screens for heads-down order entry, with proper tab sequences for efficiency.
<b>Template Orders</b>	Take repeatable orders for customers based on past purchasing history: same as, except, or add quantity only.
<b>Promotional Goods</b>	Offer customers free goods (e.g., buy five and get "x" free) by product or product families. Promotional goods can be one time or repeat items; they can be based on line item or total order volumes.
<b>Catch Weight Items</b>	Track and manage inventory simultaneously using three units of measure (UOM), such as each, nominal weight and actual weight. Catch weight items are usually sold by actual weight.
<b>Promotional Planning</b>	Model demand at any level (product, product group, customer and customer group) of the supply chain while accounting for the anticipated effects of sales promotions and incentives.
<b>Predefined Rainbows</b>	Use containerization to pre-define rainbow pallets for delivery to customer ship to locations. Rainbows pallets enable mixed SKUs on the same pallet ID.
<b>RFID Compliance</b>	Attach RFID chips to pallet ID tags and track them throughout the supply chain using any RFID-complaint hardware.
<b>Flexible Demand Planning and Scheduling Tools</b>	Quickly adjust product mix to respond to changes in forecast and actual sales order demand and estimate the impact of different sales scenarios using "what-if" simulations. Schedule multiple package types and consider recurring or reworking products when scheduling. Deploy finite or infinite capacity and materials scheduling, backward or forward scheduling, detailed scheduling by hours and minutes, or scheduling by day.
<b>Customizable Item &amp; Dimensionality Structure</b>	Define multiple inventory dimensions and understand the dynamics of stocking practices, including packaging codes, variations to the main item, lot management, and inventory status. Conduct comprehensive "where-used" analysis, including alternate formula and recipe tracking.
<b>Price Audit Feature</b>	Recall specific line item prices any time after shipment to determine the exact pricing that was used to calculate the end item net price. This feature reduces unwarranted pricing deductions by the customer after they receive their invoice and dispute a price.
<b>Best Before Dating</b>	Know the correct inventory status for any given item so customer service can ship the right lot combinations to the specific ship to location. Calculate lead times and look at available shelf life on a lot by lot level, allowing customer service to ship lots that will arrive with the correct number of shelf life days remaining.
<b>Customized Product and Packaging Capabilities</b>	Provide your customers with increased packaging flexibility by defining effective UOM. Enable customers to request multiple quality specifications per product while maintaining inventory visibility. Support highly flexible configurations and packaging types while combining similar products in production to improve machine utilization.
<b>Margin and Cost Analysis</b>	Analyze and monitor production costs and requirements for each component of a sales order using graphical representations of multilevel formulas and recipes. Calculate margins with automatic roll ups.
<b>Optimized Shelf Life Picking</b>	Pull inventory in optimal sequence, employing "best before" management. Employ either first expired/first out (FEFO) or first in/first out (FIFO) calculations for inventory picking, reducing inventory, and eliminating waste.
<b>Quality Control Validation</b>	Accelerate and simplify compliance with requirements from regulatory agencies such as the FDA by validating manufacturing and quality control processes.

For more information or to learn how to become a Process Industries for Microsoft Dynamics AX reseller, please visit [www.fullscopescandinavia.com](http://www.fullscopescandinavia.com) or email [info@fullscopescandinavia.com](mailto:info@fullscopescandinavia.com)



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## Achieve a Positive ROI

Because Process Industries for Microsoft Dynamics AX is built on proven Microsoft products and technologies, your business can take advantage of existing IT investments such as Microsoft Office System applications and the Microsoft Windows Server System™. Your company can also realize quick payback on your investment. According to a recent research study by Nucleus Research, Inc., 75 percent of participating Process Industries for Microsoft Dynamics AX customers achieved a positive ROI within an average of only 23 months.\*

\*Nucleus Research, Inc. The Real ROI from Axapta. Research Note E116, October 2004

This fact sheet represents functionality in Process Industries for Microsoft Dynamics AX 2009.

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