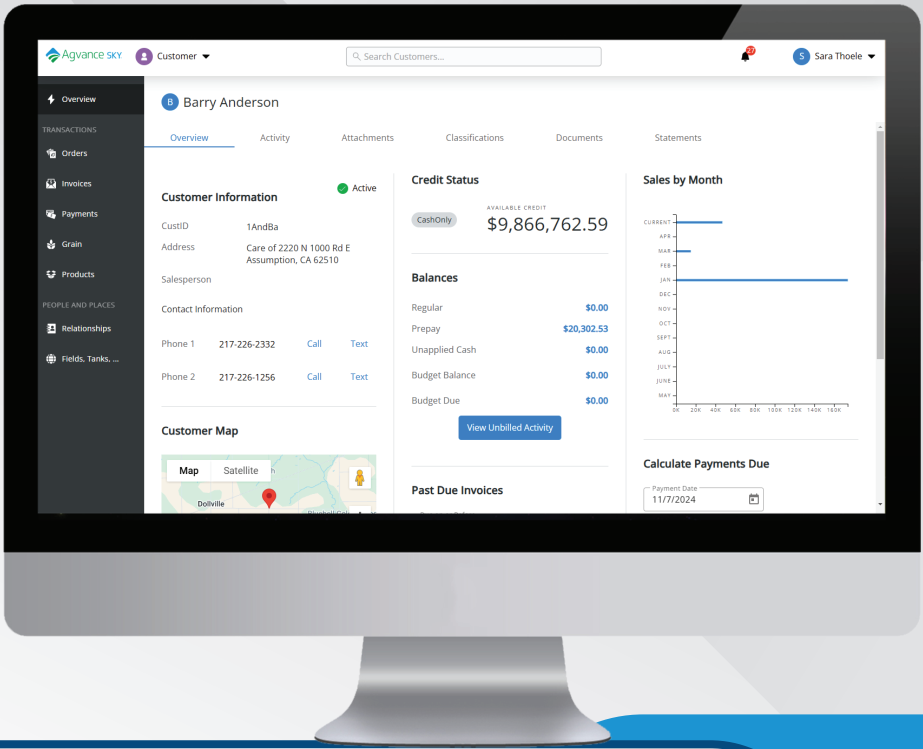
Customer

Understanding Your Customer



Whether looking for customer account details or assisting customers with questions, Customer is the place to start. From Customer, understand the whole story of each customer account. Information is organized to quickly find information such as customer-specific sales activity, past due invoices, balances, split arrangements, mapped field locations, and details about each field location. Place orders, accept payments, and set the status of a plan to a blend all in the same application. With customer account information easily available to your team, Customer improves the overall customer service experience for your growers.

Agvance SKY®

Read More On Our Website:

800-752-7912
sales@agvance.net
www.agvance.net

ACCESSING INFORMATION

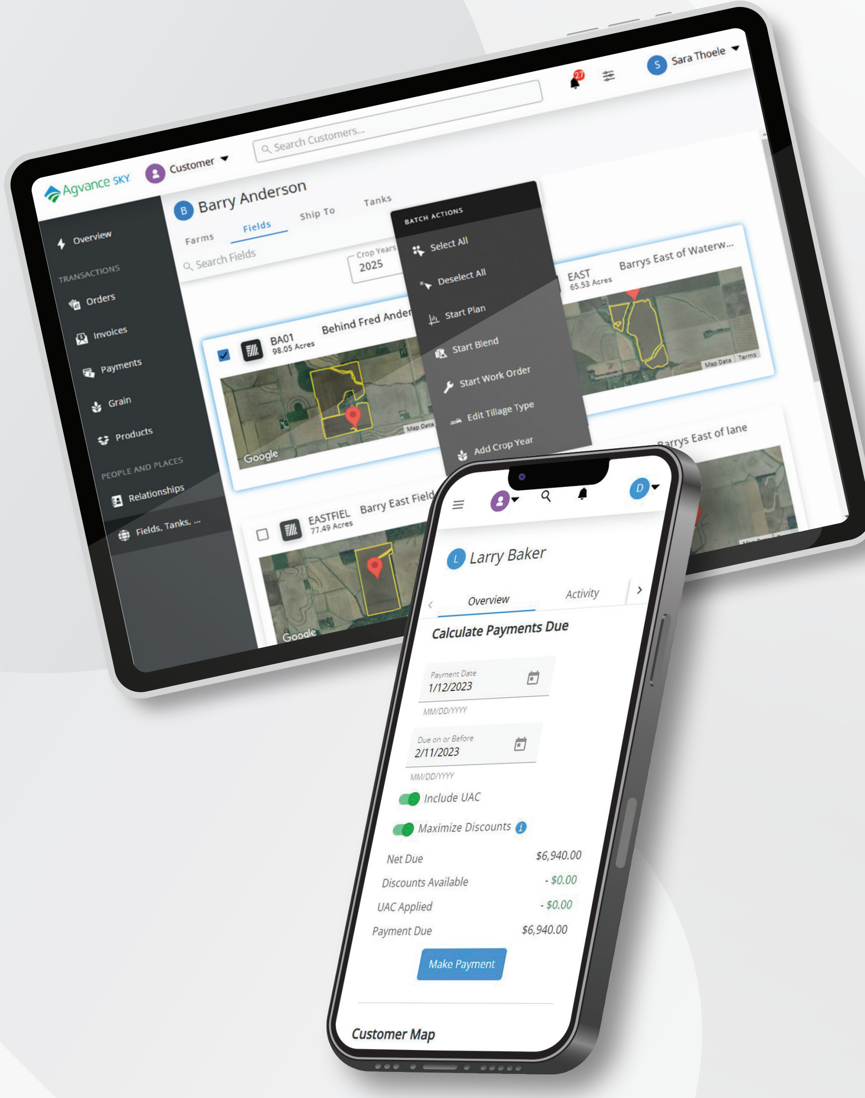
- Access in the office from a desktop, laptop, or in the field on mobile devices
- Search customers by name, ID, address, Xref Values, and phone number
- View a quick overview of customers' general information on cards or drill into detail
- See what growers are seeing in the Grower360 portal
- Use viewable customer statements to answer inquiries
- View past due invoices by date
- Review PDF versions of a history of bookings
- View scale ticket details
- Export payment information and invoices to a CSV file
- Customize your staff access level for editing payments or viewing attachments such as credit reports

COMPLETING TRANSACTIONS

- Manage orders by viewing and editing bookings, plans, blend tickets, delivery tickets, sales orders, product delivery orders, or work orders
- View or download invoices and filter to find the desired invoice and expand the details
- Move a plan to a blend or to an order
- Select multiple plans and set their status to blend for all that are selected
- View a list of plans in columns indicating if they have been converted to a booking or blend
- Filter plans by booking and/or blend statuses
- View blend tickets or bookings converted from a plan, further view those tickets when needed
- Turn on visibility for growers to view specific account activities from Grower360
- Calculate payment due and choose to include unapplied cash or available discounts
- Add payments from customers in real-time or as prepayment
- View, download, void or reverse payments
- Review payment details including dates, amounts, discounts, credit, pay methods, surcharges, and more
- Collect a grower's signature on a booking contract
- Add or change delivery tickets to record inventory movement
- Set sales order status to offered, approved or declined
- Identify grain movement and grain transactions for customers
- Review grain purchase contracts and grain settlements

UNDERSTANDING PEOPLE AND PLACES

- Define relationships such as billing splits, key family, and business contacts
- View customer classifications on the overview page
- Connect Grower360 accounts to the associated customers
- View farm and field locations in map or satellite view and explore weather by location
- View field activity, crop year, crop chemistry, acres, tillage, and plans
- Combine SKY Mapping accessibility to view harvest, applied, and soil sample layers for each field
- Select multiple fields in grid view, to calculate a total of the acres of the selected fields
- Define shipping addresses with geo locations and record related sales and permits
- Monitor tank locations and reading information and historical information



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