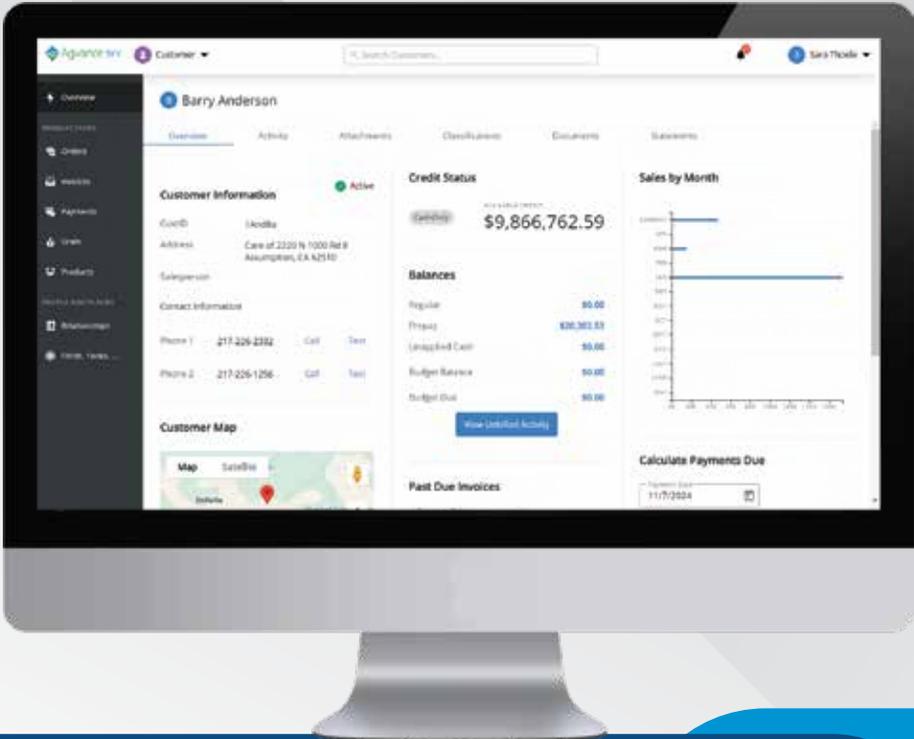


Customer

Understanding Your Customer



Whether assisting customers with questions or preparing for an upcoming grower visit, Customer is the place to start.

Information is simply organized to quickly find customer sales activity, AR balances, past due invoices, billing arrangements, field locations and history and more. Enter orders, record payments, and change the status of a plan to a blend all in the same application. Customer helps you really know your customers and serve them faster from wherever you work.



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

Read More On Our Website:



ACCESSING INFORMATION

- Access in the office from a desktop or laptop, and in the field on any mobile device
- Search for customers by name, ID, address, Xref values, and phone number
- Access an overview of customers' account information and drill into details
- Edit customer information, including name, address, phone, salesperson, or add notes
- Add, view, and download attachments and other important documents
- Access pdfs of customer statements as they are created
- View past due invoices
- Review PDF versions of booking history
- Export payment information and invoices to a CSV file
- View grain balances, purchase contracts, scale tickets, settlements and grain offer contracts
- Understand what customers are seeing in Grower360
- Control staff access for adding payments, editing field descriptions and billing splits, and viewing attachments such as credit reports

CREATING TRANSACTIONS

- Calculate payment due and choose to include unapplied cash or available discounts
- Easily view customers' orders including bookings, plans, blend tickets, delivery tickets, sales orders, product delivery orders, and work orders
- Capture customer signatures on booking contracts
- Add delivery tickets and see their loaded and invoiced status
- View and filter plans by date, status and location.
- Quickly see if a plan has been converted to a booking or blend
- Set the status of plans to blends individually or by using multi-select options to quickly apply changes across fields
- Determine which plans to display in Grower360 for approval by growers
- Drill through to the blend ticket or booking converted from a plan
- Set sales order status to offered, approved, or declined
- Search and filter for invoices by date, location, or status
- View and download invoices to easily share with customers
- Add, void, and reverse customer payments
- Drill into customer payment detail, as well as download pdfs and export payment lists

UNDERSTANDING PEOPLE AND PLACES

- View a customer's contacts including family members, farm managers or other authorized individuals on the account
- Setup access to Grower360 accounts
- View farms and field boundaries, field splits, current weather conditions and edit crop years and tillage types
- Access field history including plans and all orders specific to a field
- View layers from Mapping including harvest and as applied data, as well as soil test results
- Select multiple fields to batch edit data and batch add orders across fields
- View Ship To addresses and details including related federal, state, and county permits
- View tanks and their current location and monitor reading, last fill date, and past deliveries
- Access the Task Center to manage and view notifications received from customer via Grower360

