EFI Pace eCommerce Solution

Extend Your Customer Service Capabilities by Offering Your Customers 24/7 Online Access to the Information They Need

Save time and generate more business when you empower your customers with convenience and flexibility. Enable them to place new orders, check status of orders, do online proofing, track shipments, place reorders, and request finished goods.

EFI Pace offers you a completely integrated e-Commerce solution, enabling you to interact with your customers via the Internet with direct integration for real-time information. Customers can log into the eCommerce suite on your website through a secure remote access page. Based on the rights you assign your customers, they can access information pertinent to their account. You can also offer your customers several payment methods when placing orders, including by credit card, purchase order or on account.

**eService Module**

- Resides on our secure appliance in your facility and provides real-time information to your customers and sales personnel using only their web browser.
- Enables customers to view their current jobs in process and see the status of those jobs in your plant, if you desire.
- Enables customers to view details for any in-process job and get more information concerning quantities, delivery dates, billing and shipping information.
- Provides customers a job history screen, which offers more information regarding previous job production and billing, as well as one-click reordering.
- Enables customers to track shipments and access major shipping providers web sites for further detail.
- Offers your customers access to their account balances, past due or current invoices, and gives them the ability to reprint any invoice.
- For orders with contract or list-based pricing, customers or sales associates can price their job online with our Pricelist Quoting module.
- Customers can check content and positioning of their printed piece, view and approve proofs or request changes with online proofing via PDF.
- Provides email communication, which shortens the cycle time and brings jobs to press, thereby improving your efficiency.
- Offers you complete control of your data and does not require duplicate entry.

**eGoods Module**

- Provides inventory management tools through complete integration with our Inventory module, so customers can view their on-hand, on-allocation and on-order balances at any time.
- Can manage thousands of finished goods items for various customers.
- Provides customer groups that can share common inventory items for ordering.
- Offers your customers product group sorting, such as “Company owned,” “Vendor owned” or “Customer owned.”
- Provides your customers access to their inventory balances and transaction history and enables requests for item replenishments or drop shipments at any time.
- Maintains quantity on hand, quantity allocated, quantity on order, desired level, reorder point and reorder quantity.
- Maintains physical characteristics, purchasing information, and user-defined information in the inventory for each item.
- Provides an attachable thumbnail image of the finished piece for verification during ordering or maintenance.
- Supports customers with multiple ship-to addresses and can track and report transaction information related to each customer.
- Accommodates multiple warehouse locations, bin locations, sales tax authorities, sales tax codes and user-defined units of measure.
- Tracks and maintains backorders and bills them upon shipment.
- Automatically creates a finished goods job and picking ticket upon completion of order.