



## Office Automation and Messaging

### Objective

To improve work flow communication and response times, both internally and externally, by emailing and faxing directly from within SYSPRO. In addition, the Event Management feature can accelerate action on critical events by automatically notifying key people or by running a program as the event occurs.

### The Value of Office Automation and Messaging

- Email and fax from within SYSPRO
- Email notification from within Electronic Signatures
- Use word templates for document formats
- Email SYSPRO reports internally or externally
- Messages are saved in Microsoft Exchange In/Out box or any MAPI compliant product (i.e. Lotus Notes)
- Supports virtually any other mail transport (e.g. SMTP) via VBScripting
- Uses the Microsoft Exchange Address Books to ensure accurate delivery of messages and reports
- Email messages are triggered by event management
- Uses word templates for document forwards

### Integration

- Integrates with any SYSPRO program that emails or faxes reports or documents
- Integrates with Event Management
- Requires Microsoft Fax, WinFax Pro or any other MAPI compliant product for faxing
- Fax and email documents are saved to the mail client (e.g. Microsoft Outlook) where they are queued for mailing
- Requires Microsoft Exchange, Microsoft Outlook or any MAPI compliant product (alternatively VBScripting allows any other mail technology to be used - such as SMTP)
- Microsoft Word required to fax or email documents

### Audit Trails and Reporting

- All events are automatically saved to a log file which can be queried on-screen and printed

### Event Management

- Monitor events as they happen and automatically notify one or more people
- Events can trigger email, run another SYSPRO program, run another application, or write to a log file for later review
- Customize triggers with effectivity dates
- Place standard variables in the command line to specify desired events
- Conditional logic adds intelligence to notification i.e. only the buyer of that item is emailed

### Sample Events

- Stock on hand negative
- Stock less than safety or minimum
- Stock above maximum
- Goods receipt
- Bank balance less than specified parameter
- Customer balance is greater than the percentage of allowed credit limit
- Supplier balance greater than specified parameter
- Job costs exceed expected
- Lot quantity on hand falls to zero
- New stock item added
- Customer now within credit limit
- Sales order released from credit check
- Access security breach attempt
- General Ledger YTD actual greater than YTD budget by specific percentage
- New supplier added
- New customer added
- Requisition routed to another user
- Estimate available for use
- Security breach attempt

