

Infor CRM ACmanager

➔ Meet your customers' aggressive timelines and avoid non-compliance expenses with Infor CRM ACmanager.



Be enterprising.

In the automotive industry, managing your customers' requirements is mission-critical—especially in today's complex, volatile, high-risk environment where ever-intensifying competition and new mandates from customers increase a little each day.

Leverage experience.

With over 25 years of automotive industry experience, Infor™ takes an integrated approach to helping automotive suppliers manage customer relationships. Our solution—Infor CRM ACmanager—is a comprehensive and easy-to-use customer management application that focuses on the release and shipping requirements of OEMs and Tier 1s in the automotive supply chain and incorporates fully automated front-end communications, electronic data interchange (EDI), order processing, and shipping capabilities. This makes it possible for you to communicate quickly, easily, and accurately with your OEM and Tier 1 customers.

With EDI becoming a reality at every tier of the supply chain, you will soon be required to adopt this technology if you haven't already done so. And if you are using EDI, a non-integrated approach can be crippling for your operation—requiring manual intervention and rip, read, and re-enter, along with other error-prone tasks. That makes an integrated approach like Infor's all the more important.

Get business specific.

With ACmanager, you'll meet your customers' aggressive timelines and avoid non-compliance expenses. The solution's platform and ERP independence allow it to be implemented anywhere and integrated with any system. And, since we currently offer an impressive portfolio with hundreds of trading partners, there's a good chance we already support your customers' requirements. If not, we're prepared to add them, as we are constantly adding trading partners.

Support for trading partners

Support is provided for more than 500 trading partners. The following are some examples:

- Honda STAR
- Delta
- GPCS
- GM MSS
- GM Barcode (Master, Mixed, Container)
- Chrysler /Dana SCOPE
- Ford MS-9000
- Toyota e-Kanban and e-Payment
- Delphi VEGA
- Subaru 2D Barcode Program
- BMW Belom
- Renault CINDI

Areas supported include:

- ISO-9000, QS-9000, MS-9000
- Blanket POs, releases, daily ship schedules, JIT shipping, sequence broadcasts
- AIAG, ANSI x.12, ASC X12, EDIFACT, Odette, VDA
- ASNs, electronic invoices, retro-invoicing, ERS, RFQs
- ANX™
- Kanban, RAN, DON, KD Order, Manifest, Ipp Rag
- 2D barcode, AIAG B-10 and B-Quick Receive Master/Mixed Container
- CUM tracking, release management, returnable containers, fab/material claims, model year changeover
- Shipping aids including bills of lading, pool bills, barcode labels, and export papers

Solution features and benefits

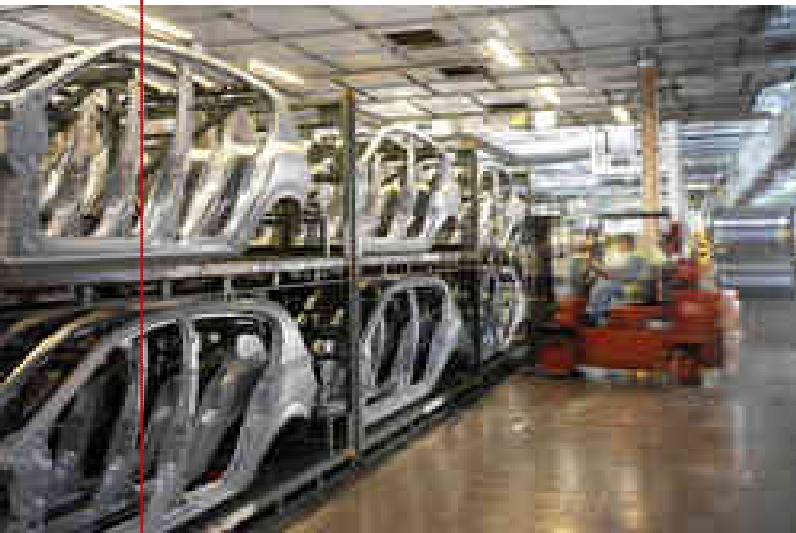
Cost reduction and ROI

ACmanager can positively impact your profitability by helping you prevent costly information delays, eliminate the labor and expense of manually entering data for releases and shipping paperwork, as well as reduce risk, failure points, and the need for communications troubleshooting. You'll also improve your supplier rating and strengthen relationships with your customers—an important consideration since lost business equals lost dollars. And with the easy set up and training offered by the solution, you'll quickly meet compliance requirements.

Mandates, demands, and compliance

Your customers' unique requirements are no problem with ACmanager. You'll be able to handle new initiatives and their rollout whether it means constantly adding and/or changing EDI documents or constantly adding and/or changing barcodes. You'll also be able to manage major re-engineering opportunities and initiatives for:

- Honda STAR, DELTA, GPCS
- Toyota e-Kanban, e-Payment
- GM EDIFACT
- GM 2D Barcodes (Master, Mixed, Container)
- GM MGO
- BMW BELOM, STARD
- Renault CINDI
- 2D barcodes (in general)



Reduced time and errors

The solution automatically processes volume releases and converts your customers' orders into a single user-friendly interface. Every time you ship, release accounting is managed, inventory is updated, barcode labels are created with an integration link, shipping paperwork is completed, and ASNs are generated.

Integrated fulfillment management

ACmanager makes it easy to manage CUM and NET tracking, barcodes with customer-specific formats, "smart" label integration including master/mixed and container levels, and scanning to create timely, accurate, and complete ASNs.

Global visibility


ACmanager allows you to present one face to all your customers—whether they're local or global or whether you're serving their just-in-sequence, just-in-time, or aftermarket requirements. It acts as a real-time communication hub, enabling better decision support and improved customer communication.

See results now.

An ERP-independent solution, ACmanager has helped hundreds of automotive suppliers successfully:

- Meet the unique requirements of their customers
- Automatically process volume releases
- Take an integrated approach to fulfillment management
- Boost profitability

ACmanager is part of a comprehensive offering of business-specific solutions—Infor Automotive Essentials—targeted to the automobile industry's key initiatives. With lean automotive customer management, supply chain management, manufacturing and quality management, Infor enables companies to extend lean principles throughout the entire enterprise. Infor's automotive solutions focus exclusively on the business rules and business processes of automotive companies and require little or no customization.

 Fourteen of the world's top 25 automotive suppliers rely on Infor Automotive Essentials, and thousands of automotive companies use it on a daily basis.

Designed to integrate with EDI, customer and supplier management, quality, asset management, business intelligence, and multicurrency financial systems, our solutions scale from individual plants to global operations. In fact, 14 of the world's top 25 automotive suppliers use Infor Automotive Essentials and thousands of automotive companies use it on a daily basis.

About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

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