encore

Grow your business with Encore for Merchants



Anagram systems

What is Encore?

Encore is a suite of software for ERP (Enterprise Resource Planning). It incorporates accounting and financial features along with stock, sales and purchase order processing to manage your warehouse and inventory needs and replenishing and selling your goods. It is designed to integrate all your commercial processes into one system with one set of data to be shared for all users across a computer network.

Over 2,000 Encore SME customers love our software

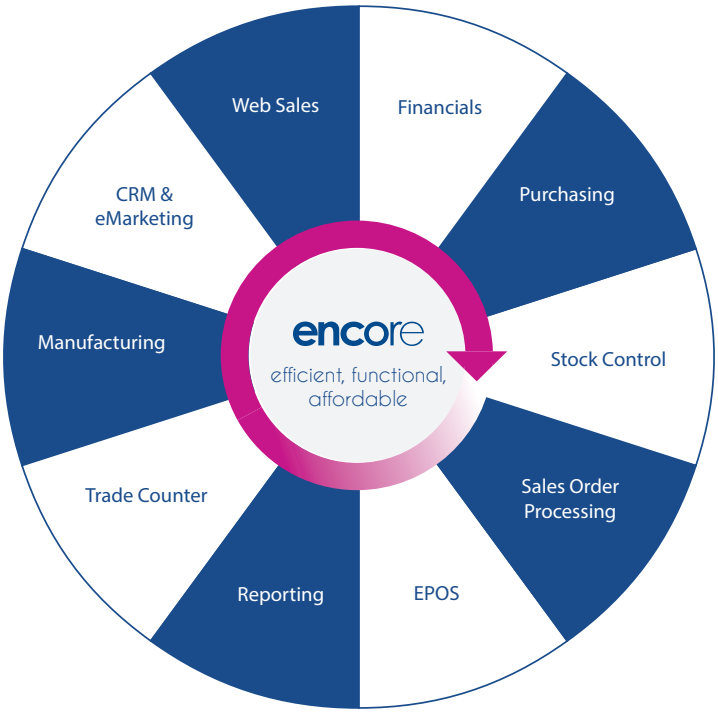
From simple beginnings as a richly featured stock control system Encore has developed into a highly functional ERP software suite serving businesses of all shapes and sizes for more than 30 years. Our customers are loyal and have loved using the system for many years.

Why Choose Encore?

Encore was written to manage stock and customer sales and purchasing processes. We understand the merchant's needs and features within Encore and our customer bespoke development services provide systems designed to fit your business and your industry.

Key Benefits

- One integrated solution
- High Return on Investment
- Reduced administration
- UK support desk
- Latest technology
- Ongoing updates
- Industry-specific features
- Fully customisable



> *As our business has grown, so has our understanding and use of Encore - it's been a powerful tool for our business. Our relationship with the team at Anagram is first class - they're friendly, approachable and always have time to help solve our problems. The quality of the backup support team is superb and I find this as important for system reliability.*

Make every customer count

By improving your efficiency and customer service Encore helps to ensure that every customer you serve counts by giving him the product he wants at the correct price delivered on time to the right address. Less waiting time and more service ensures your customer comes back every time.

A Support desk with personalised friendly help with 8 hour resolution times

We are used to offering a high level of service on our support desk and we pride ourselves in providing 8 hour resolution times in 9 out of 10 cases. We answer all our calls personally and as we are authors of the software we can usually answer your questions immediately.

Industry Niches

Builder
Timber
Plumber
Sheet Metal
Electrical



> *Going live in March 2013 proved to be really painless. Since then the package has been upgraded many times, even including some improvements that we have suggested, and has a wealth of new features including the Web Store module. This enables managing the web data and order import really easy.*

Effective business management, affordably

Encore is aimed at the growing business. It is not designed for the large enterprise but for businesses looking for the next stage up from their current system. So Encore is priced affordably and offers hosted and on premise platforms with subscription pricing or financed options.

Why pay more than Encore?

Mid-market business software systems from large brands can cost the earth and are often the proverbial sledgehammer to crack the nut. With Encore you pay for what you buy with a system designed for your size and type of business.

Customisation to suit your business

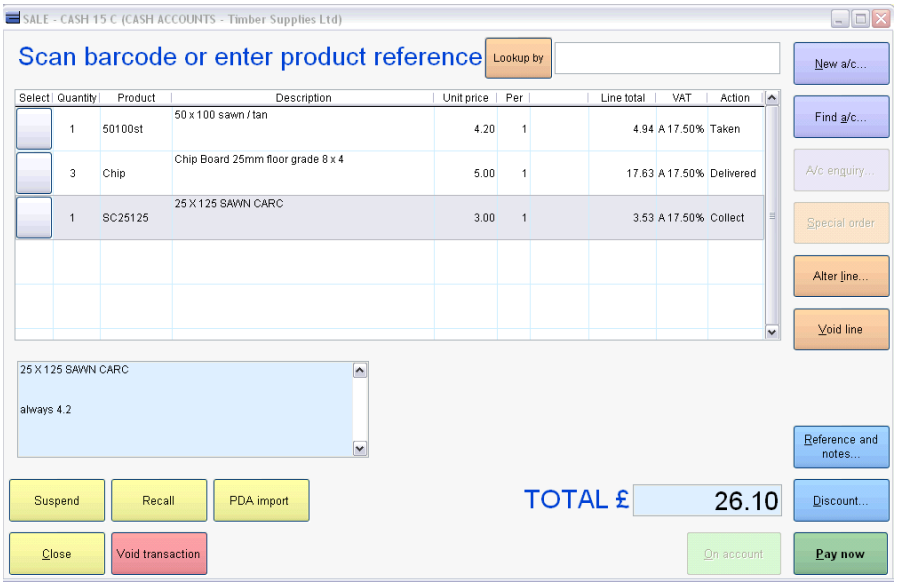
Although our software is extremely comprehensive and will fit most types of growing businesses there are times when you require something specific to you. For this reason we offer a fully bespoke customisation service for those times when we have to create something special to resolve a specific issue.



Trade Counter

Encore offers a Touch Screen option for the Trade Counter but whether you use a touch screen or not, Encore offers fast efficient service for your customer by utilising barcodes and easy, quick system access.

If it's a Cash or Account Sale with Barcode lookup, Suppliers ref lookup and super-fast stock enquiry you can see available, allocated & free stock, stock across branches and bin location with ease.



Trade Counter Screen

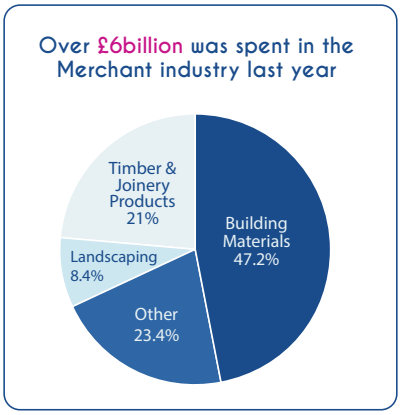
Extensive pricing options

Encore offers accurate customer pricing with a huge array of pricing methods including quantity breaks, customer prospect pricing, special offers and customer discounts. For account sales you can see Accounts on stop and view any Account Warnings.

Delivery

It provides Taken, Delivered and Collect options so the customer can always see how an operative has received or will receive their goods.

> *"Various modifications have been made to the package over the past few years and I have found it invaluable for running a growing business. We are delighted that this is UK based business with software designed for UK businesses.*
>
> *We have total faith in our data and in the people with Anagram – when there is a problem, they listen. They have the required technical skills, complete personal commitment and they are focused on providing customer service.*
>
> *The most important benefit we have gained is the comfort factor. We now have a consistent, reliable piece of software with the ability to drill down easily into the detail of every job. I cannot speak highly enough of the service that I have received from Anagram, like the product itself it has been outstanding. I would recommend the same without hesitation."*

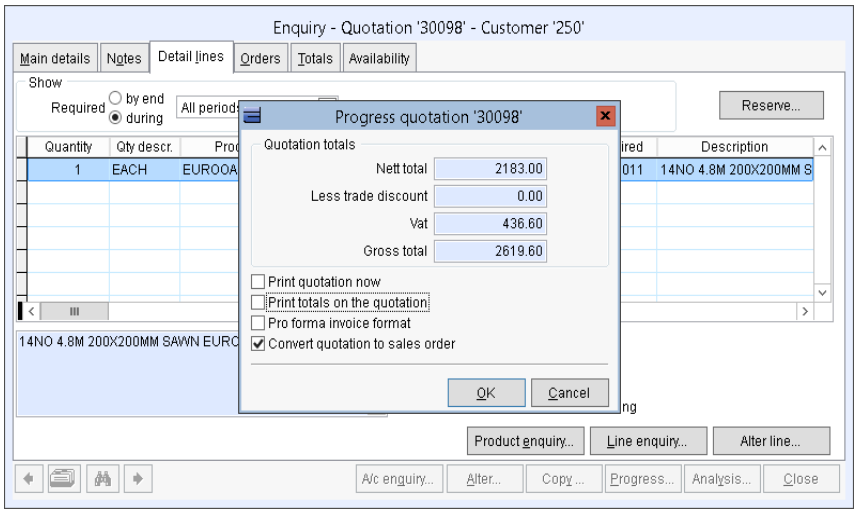


Your customer deserves the best service

Quotations

Easily send or present your customer with a quotation and convert it into an order without any re-keying of information.

Quotations can be from stock items or free text and can even be used as pro-formas.



Quotation

Stock Control

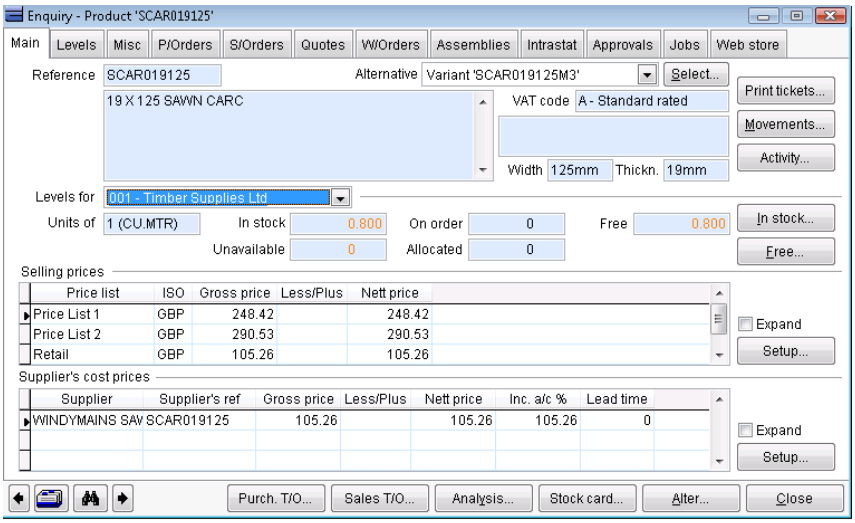
Stock control is one of Encore's cornerstones and the detailed information relating to products is one of the best on the market.

A simple stock enquiry will give you immediate access to all aspects of a stock item, its movements, its location and stock availability levels.

Searching is fast by code, description, barcode, supplier ref or ticket numbers.

Other features include:

- multiple units of measure
- multi locations
- multi currencies
- attach detailed product specification sheet
- both linear metre & cubic metre
- cubic foot
- packs and pack traceability
- multiple suppliers per item
- multiple price lists
- usage levels
- timber tally



Stock Enquiry Screen

> *This package covers all aspects of our business, from accountancy, with the multi-currency options, sales and marketing, to stock control with stock movement and assembly analysis. There are so many useful features to Encore that we are still finding new areas to explore.*

> *As our business has expanded Encore has grown with us, there has never been cause to even look at another system.*
>
> *Stock inputting and reporting was a key requirement for us and through using Encore we can obtain quickly and easily all the information we need.*
>
> *The system itself is very easy to navigate with a very user-friendly layout. From the initial sale through to implementation and beyond, the support from Anagram Systems has been excellent and we would certainly have no hesitation in recommending them.*

Purchase Order Processing

The Purchase Order Process (POP) lets you keep in control of your buying.

Features include:

- Buying specials
- Back to back ordering
- Call-offs
- Part deliveries
- Seasonal ordering
- Copy orders
- Automatic and suggested orders
- XML orders - direct into suppliers' compatible systems without the need to re-key
- Multiple currency orders
- Receiving multiple purchase order deliveries from a supplier on one delivery receipt
- Matching of purchase order to supplier invoice

And many more features and functions designed specifically for Merchants.

How Encore can help your business

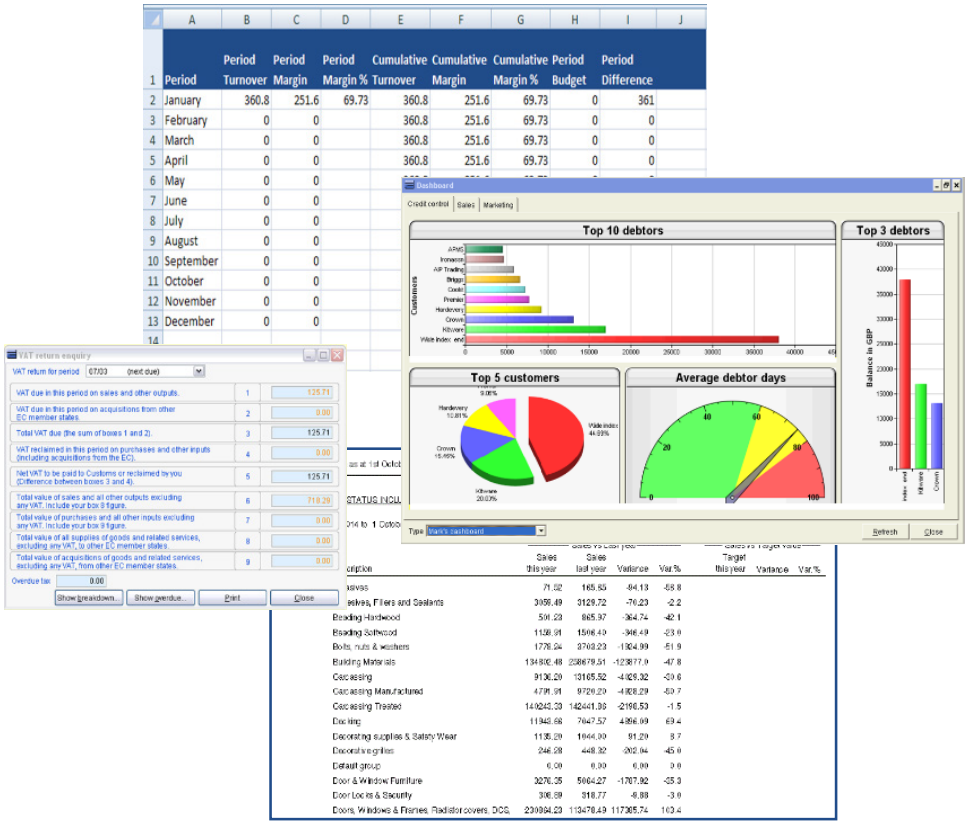
- A highly scalable solution to suit your growing needs
- High user satisfaction rates
- Improve staff productivity & reduce costs
- Built-in industry specific features
- Clear and affordable total cost of ownership

Financials, Back Office & Reporting

Encore would not be complete without its excellent back office system support. Sales, Purchase, Nominal ledgers and Cash Book provide cash flow, debtor, creditor, profit and loss and balance sheet reporting giving accounting staff the ability to produce meaningful and timely management accounts and reporting.

Data displayed on screen has drilldown options and reports can be routed to Excel for further analysis and manipulation. Likewise, on screen grids can be instantly output to an Excel workbook.

- Dashboard – customisable by user
- HMRC style VAT Return with drilldown
- ABC analysis of customers, products and suppliers
- Full financials
- Set and track budgets
- Handle exchange rates



Excel Output, Dashboard, VAT Return, Printed Reporting

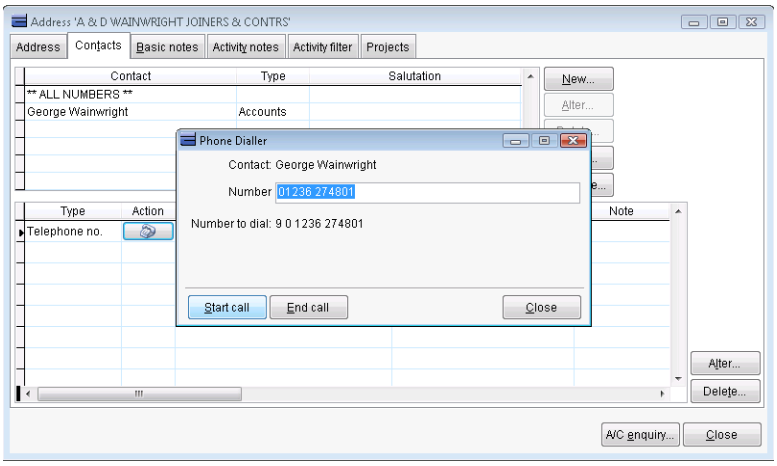
CRM and Sales Opportunities

- Up-sell and cross-sell with EPOS sales prompts
- Sales forecasting - capturing, delegating and managing new opportunities
- Customer history - informing your sales people and operators about customer favourites and buying habits, stopped accounts - everything they need to be effective and exceed expectation
- Sales - creates quotations, enabling live entry of customer orders, sets up delivery schedules, updates stock balances and manages invoices and accounts receivable

Telephone Integration

If your telephone system is TAPI compliant then you can use the outgoing telephone dialler direct from Encore.

Incoming calls bring up the contact details on screen in front of your operator, meaning staff can focus 100% on a call, and also check details with the caller quickly and easily.



Encore TAPI telephone integration

How Encore can help your business

- Fast and easy to use
- Affordability and value for money gives you a rapid and high return on investment
- Regular software updates, ongoing development and full bespoke tailoring service
- A dependable system which will last, evolve and adapt to your needs

> *"Anagram are the country's foremost experts on small business stock control systems. If you go with them, you get an excellent package at a remarkably cheap price... from a bunch of stock control experts who offer friendly telephone support if you get into trouble."*
>
> John Stokdyk accountingWEB

Encore for Merchants Data Sheet

Description	Features		Benefits
General System	• TAPI telephony • Clear Menu Structures • Dashboards • Calendar • Favourites Menu • Data Import/Export • Constant Development • Regular Software Updates • Exceptional customer support	• User Preference Settings • User Privileges • Extensive Reporting • Report Writer • User defined reports • Bespoke Development • Easy to Use	• User Productivity • Informed Management • System Security • Good Fit • High ROI • Good user adoption rate • Fast Deployment • Clear Affo rdable Total Cost of Ownership • Highly Scalable
Trade Counter	• Touch Screen option • Cash or Account Sale • Barcode lookup • Suppliers ref lookup • Fast stock enquiry • See available, allocated & free stock • Stock across branches	• Taken, delivered and collect options • Produce quotation • Convert quotation to order • Till support • Accounts on stop • Account Warnings • Immediate Customer pricing	• Improve customer service • Reduce waiting times • Maintain correct pricing for customers • Improve sales • Manage sales to bad payers
Stock Control	• Fast easy stock enquiry and search on almost any criteria • Multiple stock locations • Bin locations • Product Groups • Product variants • Alternative product(s) • Product aliases • Superseded by item(s) • Obsolete stock • Reserve Stock • Quarantine stock • On Approval stock • Stock allocated to repairs • Barcode support • Minimum and maximum stock levels • Monthly re-order levels • Stock valuations • FIFI, LIFO and Average stock valuation options • Batch Control	• Track items sent out on activity notes • Traceability • Bill of Materials • Assemblies • Sub-Assemblies • Flexible Units of Measure • Cut Lengths • Kits and Packs • Product Groups • Custom analysis • Negative stock • Item Pictures • Specification File attachment • Sales and Purchase Turnover screen analysis per item • Intrastat analysis • Supplier price lists • Non-stock and service items • Barcode label printing • Item tags • Movements in and out	• Ease and speed aids staff productivity • Helps prevent over stocking • Over stocking ties up capital • Improves customer service speed and quality • Manage stock at all locations • Accurate timber stock valuation and quantities • Kits/packs enables selling items as customer wishes to buy them
Sales Order Processing	• Quotations • Convert quotation to sales order • Extensive sales pricing options • Trade discounts • Payment and settlement terms on order • View customer balance on order screen • Multiple delivery addresses • View sales history from order • Easy view of in stock, allocated & free levels • Invoice free text • Internal notes • Timber Tally • Job Ordering	• Required dates • Reserve Stock • Multi-currency • Back to back ordering • Call-off facility • Import order lines • User privileges • Intrastat return • Order acknowledgement • Picking list • Despatch notes • Hold order option • Modify VAT/Tax code • Choose delivery carrier • Set User Preferences	• Service customers quickly • Correct pricing always available • Delivery flexibility • Quick documentation printing • International trading

Description	Features		Benefits
Purchase Order Processing	• Suggested orders for auto generate • Back to back orders • Order free text • Internal notes • Job Orders • Import external order lines • Direct delivery to customer • Custom Analysis • Set User Preferences	• Automatic accrual • Goods Returns • Fast Goods Received Process • Fast Goods Return Process • GRN Index • Order matching against GRN/ Order/Invoice • Use stock item Specified Suppliers • Copy Purchase Order	• Replenish stocks easily • Manage customer specific orders • Control costs • Manage stock levels • Match deliveries to orders • Reduce administration through auto ordering
Sales Ledger	• Account Enquiry easy access all areas/analysis • Customer Notes and Contacts • File attachments • Sales Matrix – product quantity by month • Customer Quotations • Customer Job Enquiry • Multi-currency • Detailed Analysis Options • Merge Customer Accounts Option • Transaction drilldown	• Raise goods or service invoices • Automatic Invoicing • Reverse Payments facility • Factoring • Customer on Stop Conditions • Multi statement/delivery/ invoice addresses • Debtors analysis • Aged Debtor Options and reports • Debtors Letters • Dispute codes	• Improved Customer Service • International Trading • Better Credit Controls • Improved business information and controls
Purchase Ledger	• Account Enquiry easy access all areas/analysis • Invoice Register • GRN Not invoiced • Supplier Notes and Contacts • File attachments • Purchase Matrix– product quantity by month • Bulk Invoice Authorisation	• Cheque printing • BACS • Multiple Payment & Settlement Terms Options • Landed Costs • Supplier Groups • Hold and Dispute codes • Multi-currency	• Better Cash Management • Staff productivity • International Trading • Credit Controls
Nominal Ledger	• Profit & Loss Account & Balance Sheet • Departmental Accounting • Recurring Journals • Accruals & Prepayments • Nominal Account Groups • Account Drilldown • P&L and Balance Sheet Drilldown • Audit Trail	• VAT Return & Drilldown • Transaction Log • Data Import/Export • Flexible Period Accounting • Multi-Currency • MS Excel routing and screen exports • Intrastat electronic submission • Budgets	• Management information for better decision making • Business Control • International Trading
Cash Book	• Sundry Receipts and Payments • Bank Reconciliation	• Currency Conversion • Currency Revaluation	• Cash Flow Control • International Trading
CRM & e-Marketing	• Sales Opportunities • Prospects • Detailed Analysis codes • Task /Activity Logging • Generate Quotations	• Pipeline management • Appointment Management • Manage Marketing Campaigns • DotMailer® email marketing integration	• Increase sales • Manage sales processes • Improve sales Forecasts • Reduce staff admin on quotes • Manage sales team

> *One of the biggest bonuses from our company's point of view are the modifications done to suit some very precise demands of our business.*

Dedicated, efficient and friendly support which frequently receives unprecedented levels of customer satisfaction and customer commendation

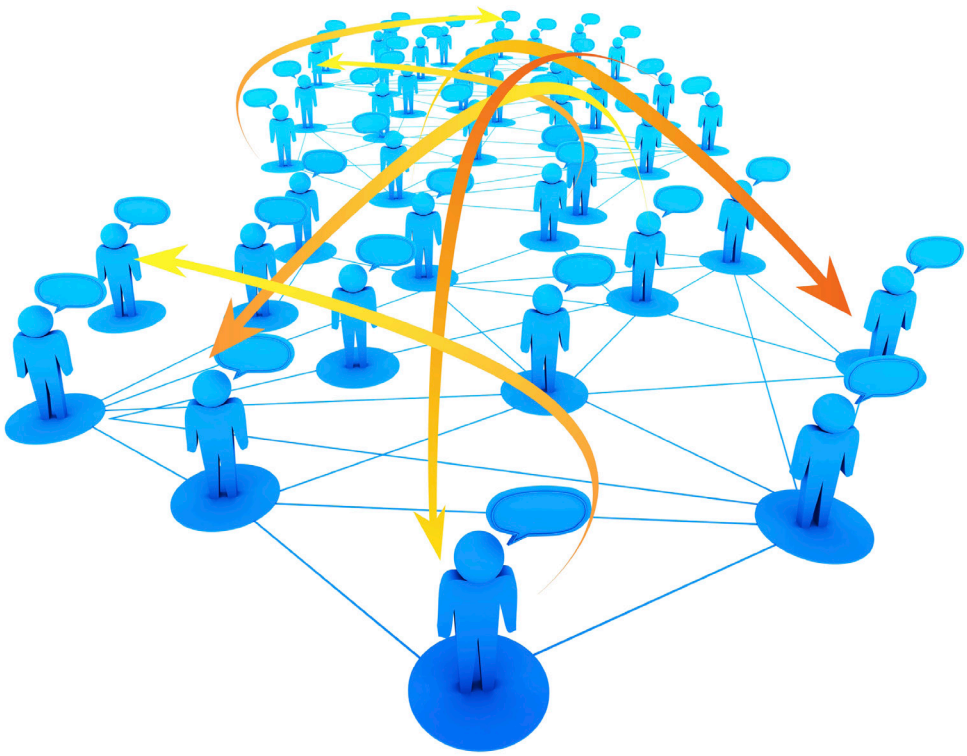
A dependable system which will last, evolve and adapt to your changing needs

Our users love Encore, call us to find out more

+44 (0)1403 259551

If you would like to learn more about what we can offer your business, arrange a demonstration by our sales team, or would simply like to be put on our mailing list for further communication about our product, please contact us on one of the following.

Email: sales@anagramsystems.co.uk
Telephone: +44 (0) 1403 259551
Website: www.anagramsystems.co.uk



Infographic source:www.bmf.org.uk - 2015