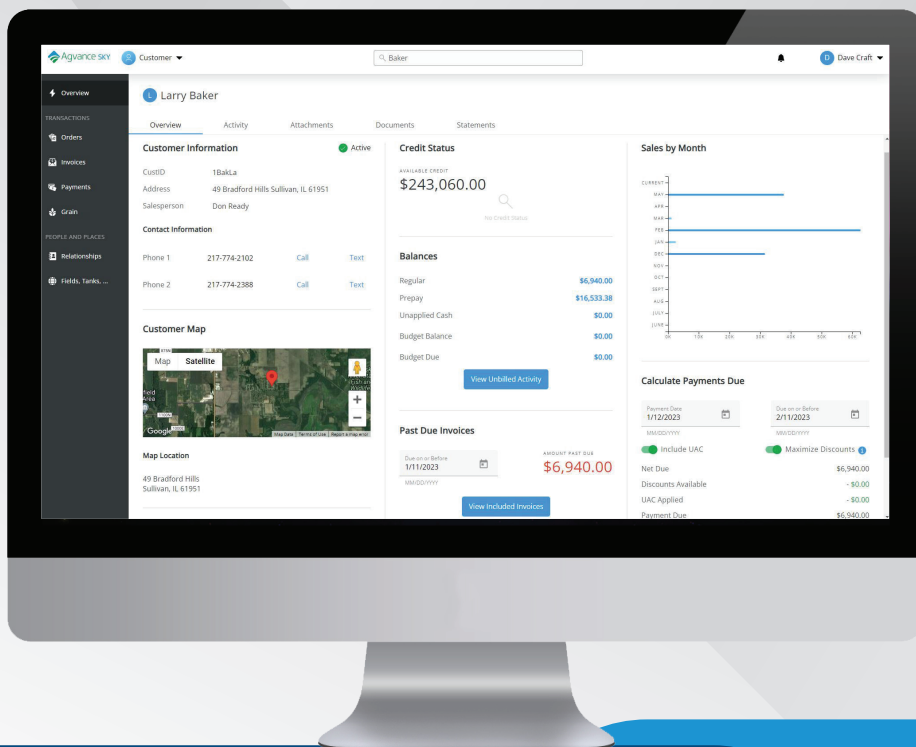


Agvance Customer

Understanding Your Customer



Whether looking for customer account details or assisting customers with questions, Agvance Customer is the place to start. From Customer, understand the whole story for each customer account. Information is organized on cards to quickly find information such as customer-specific sales activity, past due invoices, balances, split arrangements, mapped field locations, and details about each field location. Place orders, accept payments, and set the status of a plan to a blend all within Customer. With customer account information easily available to your team, Customer improves the overall customer service experience for your growers.



Read More On Our Website:

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



ACCESSING INFORMATION

- Access in the office from a desktop, laptop, or by salespeople in the field on mobile devices
- Search for a Customer by name, ID, or address
- View a quick overview of the customer's general information on cards and drill into details
- See what the grower is seeing from Grower360
- Use viewable customer statements to answer inquiries
- View past due invoices by date
- View a PDF history of bookings
- View scale ticket details
- Customize your staff access level for editing payments or viewing attachments such as credit reports

COMPLETING TRANSACTIONS

- Manage orders by viewing and editing bookings, plans, blend tickets, delivery tickets, sales orders, product delivery orders, or work orders
- View or download invoices and filter to find the desired invoice and expand the details
- Move a plan to a blend or an order
- Turn on visibility for the grower to view specific customer account activities from Grower360
- Calculate payment due and choose to include unapplied cash or available discounts
- Add a payment from a customer in real-time or as a prepayment
- View, download, void or reverse payments
- Review payment details including dates, amounts, discounts, credit, pay methods, surcharges, and more
- Collect a grower's signature on a booking contract
- Add or change Delivery Tickets to record inventory movement
- Set sales order status to offered, approved or declined
- Identify grain movement and grain transactions for a customer
- Review grain purchase contracts and grain settlements

UNDERSTANDING PEOPLE AND PLACES

- Define relationships such as billing splits, key family and business contacts
- Associate Grower360 accounts with the customer
- View farm and field locations in map or satellite view and explore weather by location
- View field activity, crop year, crop chemistry, acres, tillage, and plans
- Define Ship To addresses with geo locations and record related sales/permits
- Monitor tank locations and readings and historical information

