



Lakeshore Group, Ltd.

5723 Superior Drive, Suite A-1

Baton Rouge, LA 70816

phone: 225.292.7422

email: sales@lakeshoregroup.com

Lakeshore Software Highlights

System-wide Features

- User-defined: pop-up notes for customers, orders, vendors and items
- Easy look up options; extensive search and reporting capabilities
- Drill down options to see details of summary data
- Handles multiple companies
- Has virtually unlimited number of customers, vendors, items which can be added on the fly
- Retain orders, invoices, vendor invoices for many years with easy search and look up
- Go paperless! Fax or e-mail orders, invoices, letters
- Scan documents and attach to customers, quotes, orders, vendors

Quotations

- Store complete quote indefinitely and track and find with 11 search and look-up codes
- Supports multiple quantities, & vendors
- Request quotes from vendors
- Order can be automatically generated from quote
- Prospect file with ability to move prospect to customer file

Order Processing

- Easy one-screen order entry format that mimics a handwritten form
- Special order format for wearables order; generates orders to both the decorator and the blank goods vendors
- Supports multi-vendor orders and multiple ship-to addresses
- Complete order stored so you can instantly repeat an existing order
- Upload art files and include thumbnail on documents
- Immediate credit reporting if customer is past due, over credit limit or on credit hold
- Instant access to customer, vendor and order notes with extensive access to history for follow up and analysis
- Flexible special pricing options including price groups (wholesale/retail), end quantity, specific pricing for customer/item combination

Order Tracking and Scheduling

- Set up your own steps in the life of the order
- Mark steps complete as soon as finished
- Instant access to current order status from any

workstation showing which steps have been completed and by whom

- Automatic scheduling of each step with ability to manually override

Customer Invoicing

- Customer invoice automatically populated with information from the order
- Credits can be easily generated using a "repeat invoice" feature
- Miscellaneous billing and corrections can be entered directly
- Pre-bill feature
- Royalty reporting
- Comprehensive sales tax calculation and reporting
- Supports split shipments

Accounts Receivable

- Automatically posted through invoicing
- One-step reconciliation with G/L
- Enter adjustments and sales tax corrections directly
- Credit limits and collection letters control bad debt
- Supports cash discounts; automatically calculate service charges
- Monthly statements (all or selected)
- Supports payments through credit cards

Accounts Payable

- Vouch against order detail to directly compare expected and actual costs
- Automatically set up recurring payments
- Payment selection based on user-defined discount and due dates
- Supports payments through credit cards and handwritten checks
- Controls prepaid invoices and deposits to vendors
- Allows entering and printing single check
- Multi-account distribution; automatic assignment of accounting codes based on vendor
- Automatically accumulates vendor rebate data
- Calculates and reports rebates earned, samples purchased, remaining rebates and order deadlines

Payroll

- Automatic salary and deduction computation
- Supports hourly and salaried pay types
- Complete tax computation and reporting
- Supports 401K plan



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- Supports handwritten and void checks
- Advance earned income credit computation
- Track vacation, holiday and sick pay

General Accounting and Financial Statements

- Comprehensive audit trail
- Individualized chart of accounts & financial statements
- Multiple number of book periods open simultaneously
- Recurring and reversing journal entries
- Supports budget
- Financial statements programmable by user
- Comprehensive Management Overview Report

Inventory

- Handles customer-owned merchandise
- Includes special purpose types of items including reference-only, kits, and bill of materials
- Extensive fulfillment program procedures and reporting
- Costs based on FIFO (First in, First out)
- Reporting of inventory by vendor, customer, program, or up to 9 inventory types
- Reporting of sales and gross profit by item and type of inventory
- Buying routines

Program Tracking

- Excellent for safety and sales incentive programs
- Tracks points or dollars
- Up to five levels for each program
- Prints point checks or statements

Sales Commission

- Automatically generated through order processing and invoicing and updated for any changes in the order
- Can be based on sales, gross profit, discount code or profit percentage
- Pay when orders placed, invoiced, collected or any combination
- Supports variable rates depending on accumulated sales/profit
- Override capability
- Reserve account to track samples and other miscellaneous charges

Sales Reporting

- Automatically accumulated from order & invoice data
- Current month and year-to-date as well as prior year reporting
- Supports division reporting
- Customer analysis - ranking by sales volume as well as gross profit dollar amount or gross profit percentage
- Sales and gross profit reporting by company, salesman, customer, customer type, item and others

Marketing Letters and Labels

- Select addresses of customers, vendors or prospects or from orders with many selection and sorting options to pinpoint recipients of the mail piece
- Produce letters, mailing labels and shipping labels
- Mail-merge features
- Print, FAX, or e-mail letters
- Generate single letters such as new customer or thank you letters

Shipment Tracking

- Import/Export shipping/tracking data to UPS or FedEx shipping computer
- Manually enter tracking data for later reference
- Access tracking data by order
- Link to shipper's web site for tracking details
- Send tracking document to your customer with link to shipper's website

Create-A-Report

- Extract data from any file using up to 10 selection criteria and up to 5 sort levels per request
- Create your own report using the extracted data
- Export extracted data to Excel or a flat file

Contact Management

- Schedule calls, appointments, and follow ups
- Enter date-stamped contact notes

Customer Portal

- Allow restricted access for customers to check the status of their orders
- Allow restricted access for customers to place orders
- Allow restricted access to customers to check the availability of items..