



# Customer Fulfillment Logistics

## Customer Fulfillment Logistics



Customer Fulfillment Logistics (CFL) allows global organizations using the Infor XA ERP system to process customer orders from centralized or divergent locations and fulfill orders based on the most efficient location. CFL is ideally suited for organizations with multiple plants, warehouses, or even multiple Infor XA environments. CFL allows you to automatically fill orders from the most efficient location based on: customer location, product availability, and other considerations. CFL also allows you to automatically update invoicing for a centralized customer order based on activities at remote locations.

Developed using RPG IV and ILE RPG, it is maintained using the IBM Rational Developer for Power Systems toolset to insure the integration of latest features, and is available for i5.4, i6.1 and i7.1 for your System i or Power System. With data stored in your IBM DB2 for i database, your data integrity is secure.

- **Automatically drop-ship from the most efficient plant or warehouse based on customer location, available stock, and currency considerations.**
- **Check immediate item availability, and allocate, throughout all plants, warehouses, and distribution centers from a central sales office.**
- **Automatically update a central customer order with activities from remote locations for invoicing.**
- **Accept internet orders and route to appropriate processing centers automatically.**
- **Gain visibility across multiple companies on a single environment.**

Agility, Inc. is the developer of the ISL and MISL modules for Infor XA. Agility developed CFL to further enhance Infor XA's strong capabilities for international and multi-location manufacturers and distributors.

## ABOUT CUSTOMER FULFILLMENT LOGISTICS

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The Customer Fulfillment Logistics utility was developed to meet an increasing need within the Infor community: The need to run large enterprises in a more organized and efficient manner. Centralized customer service facilities, increased internet ordering and emerging global markets have created new challenges and opportunities. Agility has created Customer Fulfillment Logistics to help you run a more efficient, profitable manufacturing and distribution business. Customer Fulfillment Logistics can take your customer service capabilities to the next level.

### CUSTOMER FULFILLMENT LOGISTICS TECHNICAL SPECS

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Uses the 'Off Line File Load' in XA  
Creates "shadow" orders at remote locations  
Facilitates 'real time' remote shipping transactions  
Reports remote shipping to 'home' order for invoicing  
Update / Maintenance / Deletion of remote orders is fully supported

### REQUIRED XA MODULES

Cross Application Support (CAS) at Release 7.8, 9.0, or 9.1  
Customer Order Management (COM)  
Multi-Environment InterSite Logistics (MISL)

### CUSTOMER FULFILLMENT LOGISTICS FAQ

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**I have XA COM why do I need CFL?** COM is one of the most powerful modules in the Infor XA family, but COM has limitations when used in a multi-facility (multi-environment) enterprise. CFL has been designed to address these limitations, and allows you to centrally process customer orders and intelligently choose where the order will be fulfilled and shipped.

**I have XA MISL. Doesn't it do the same thing?** CFL has been designed to enhance the capabilities of MISL. While MISL deals with production scheduling across an enterprise, it does not address the issues of how customer orders are **processed** or fulfilled. CFL is the next evolution in enterprise planning for multi-location businesses.

**Is CFL an Infor XA module?** No. CFL is a utility developed by Agility, Inc. to meet the needs of the Infor community. While we have developed utilities like ISL and MISL which have become modules, CFL is not an Infor supported module.

**I'm not sure if CFL is a good fit for my business. How do I find out more?** Call Agility - Our manufacturing experts would be happy to learn about your needs and determine if CFL can help. **Call today!**



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