

FLP[®]

BUSINESS MODEL

FLP[®]

**ENTERPRISE
MANAGEMENT SYSTEM
FEATURES AND FUNCTIONALITIES**

Successful Business Selects **FLP**[®]

FLP[®]

ENTERPRISE MANAGEMENT SYSTEM

FEATURES & FUNCTIONALITIES



TOTAL SOLUTION TO STREAMLINE BUSINESS PROCESSES

FLP[®] Enterprise Management System (FLP[®] EMS) is the complete solution to streamline business processes for the entire organization from customer relationship management, invoicing and merchandising delivery, finance and accounting management, accounts receivable management, human resources management, document management, inventory control for multiple warehouses, logistics management, point of sales management to project management.

REAL-TIME ENTERPRISE ACROSS THE GLOBE

Business information is kept centrally in the FLP[®] EMS which is accessible by authorized users anytime from anywhere throughout the enterprise. Information flow is immediate across the whole enterprise to empower workforce with key information for sound decisions, no more batch jobs and no more retyping of data are needed.

KNOWLEDGE MANAGEMENT TO RAISE CORPORATE IQ

FLP[®] EMS is capable of managing information flow to allow information sharing and ensure that right information will be provided easily to people who need it , so that they can act on it quickly to develop best ideas in response to changing market conditions.

ADDRESS YOUR SPECIFIC NEEDS

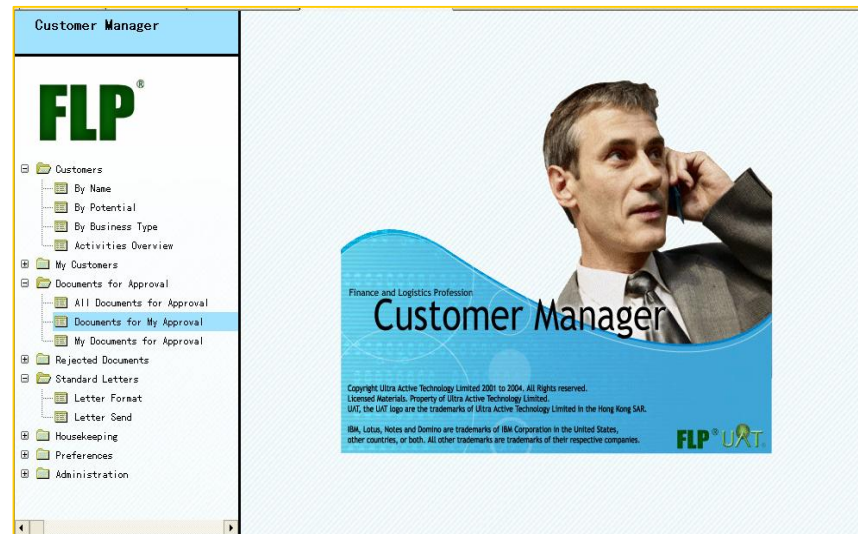
No two companies are alike, and their unique business practices are a source of competitive advantage, FLP[®] EMS is ready for cost-effective customization to reflect company culture and address specific industry needs.

FEATURES

- ❖ Business information centrally available
- ❖ Better management visibility
- ❖ Multiple languages, multiple currencies, multiple companies
- ❖ Customer relationship management
- ❖ Finance and accounting management
- ❖ Invoicing and merchandise delivery management
- ❖ Customer services management
- ❖ Human resources management
- ❖ Document management
- ❖ Project Management
- ❖ Calendaring integration
- ❖ Built-in IBM Beacon Award winning report writer
- ❖ PDF file format
- ❖ Email integration
- ❖ Revision history
- ❖ Audit trail
- ❖ Comprehensive security

CUSTOMER RELATIONSHIP MANAGEMENT

Customer relationship management is handled through FLP® Customer Manager which provides comprehensive support for your marketing, sales and customer services to react promptly and proactively to market changes. FLP® Customer Manager helps you increase sales, improve profitability, and build market leadership. Frontline sales teams can transact without time delay the sales functions, e.g. call tracking, pricing and quotation. Business standards can be defined to ensure that sales targets are met. Financially your company improves cost efficiency and increase profitability.



Features at a glance

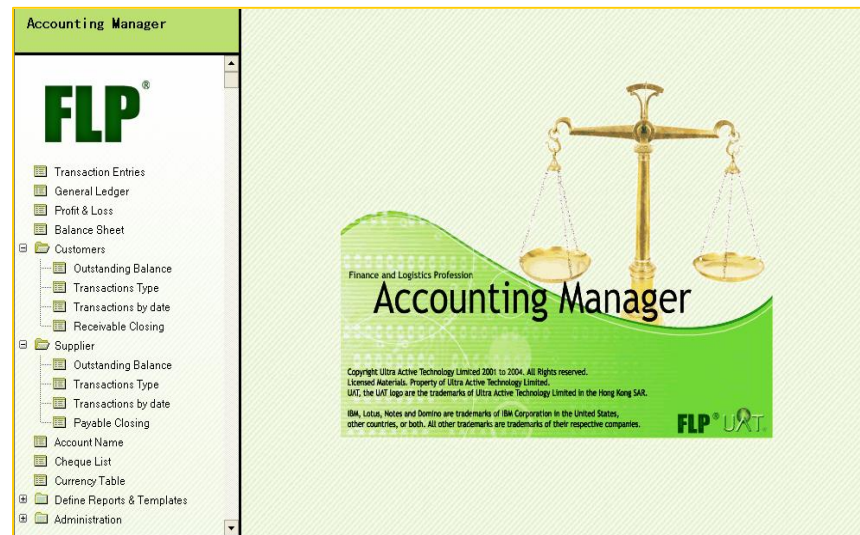
- ❖ Quotation management.
- ❖ Fulfill customer requests – help user react quickly enough to fulfill customer requests to reinforce the competitive edge.
- ❖ Identify business opportunities – user can identify and deepen customer relationships to capture marketing opportunities and mine the sales potential of a customer.
- ❖ Customer profile management – Company particulars, contact person name, position, email address, payment terms, credit limit, product demand, potentiality and so on are helpful information to understand customer’s individual needs, requirements and demand trends.
- ❖ Profit analysis to identify valuable customers.
- ❖ Teamwork to win sales – on-going sales status can be monitored and, if required, juniors can seek advice from their supervisors or seek assistance across different teams or departments.
- ❖ Journal for past dealings – quotations, drawings, project schedules and so on can be retrieved readily online for better understanding of customer, anticipation of customer needs and development of effective customer strategies.
- ❖ Customer services support to tighten customer relationship – services provided to customers and corresponding service reports are logged for easy review and future follow up to tighten customer relationship.

- ❖ Align resources to serve customer efficiently – allow customer support executive to effectively assign service tasks to team members with the required knowledge to fulfill the assignment, and company resources can be utilized efficiently.
- ❖ Mail merge to nourish customer relationship – regular communication with customer by mail is another way of nourishing pleasant customer relationship. Mail merge is a very useful tool when you have a standard letter format and selectively circulates the letters to your customers for product promotion and seasonal greetings etc.
- ❖ Quick response to billing enquiry – all outstanding bills and associated amounts can be listed on screen. Details of the billing information, such as contact data, goods sold and prices, and instantly be displayed on screen for quick response should customer enquire billing details.
- ❖ Online product information – product or service information can be retrieved online immediately for reference.

For further details about the FLP customer relationship management, please refer to the FLP Customer Relationship Management brochures;
http://www.flpe.com/solutions/customer_relationship_management.htm

ACCOUNTING MANAGEMENT

Accounting management is catered by FLP[®] Accounting Manager which is a revolutionary accounting application designed by professional accountants for the professionals. User no longer needs to repeat tedious and complicated computer routines. Start to enjoy getting accounting entries under your full control with FLP[®] Accounting Manager and say no to unnecessary overtime work caused by old-fashioned computer programs. FLP[®] Accounting Manager uses the next-generation technology to achieve today's business success.



Features at a glance :

- ❖ No posting – once the double entries have been prepared, all the general ledger and financial statements are instantly updated.
- ❖ Issue cheque – cheque can be issued while double entries is being prepared.
- ❖ Accounts receivable – simply debit and credit the Accounts Receivable for invoices and receipts respectively and the outstanding reports are available for inspection immediately.
- ❖ Direct account name – no accounting codes are needed for chart of accounts, FLP[®] Accounting Manager uses account names directly, e.g. Trade Deposit.
- ❖ Business Intelligence - FLP[®] Accounting Manager adopts the 'as-a-whole' concept to ensure that user can easily obtain useful information.
- ❖ Expand-collapse views – the 'Expand & Collapse' interface lets user view account information, e.g. General Ledger, without printing.

INVOICING AND MERCHANDISE DELIVERY MANAGEMENT

Invoicing and merchandise delivery management handles the entire sales process with a customer. The business model encompasses all processes from creating a quotation, sales confirmation, sales invoice to sales delivery.

- ❖ Managing customer relationship
- ❖ Quick issue of quotations
- ❖ Efficient billing
- ❖ Punctual delivery of inventory
- ❖ Performance analysis.

Ultimately, FLP® allows you to enjoy measurable benefits in cost-saving, higher turnover, and adaptable strategy

By seamlessly integrating merchandise planning, demand forecasting, allocation, and replenishment functions, you ensure a more responsive, flexible supply chain, enhancing efficiencies and minimizing expenses.

Features at a glance :

- ❖ Quotation, sales confirmation, proforma invoice
- ❖ Sales invoice, sales returns
- ❖ Debit note
- ❖ Delivery note
- ❖ Delivery calendar
- ❖ Seamless integration with accounting – automatic generation of accounting entries for all sales invoices, supports heterogeneous invoices
- ❖ Customer outstanding reminder
- ❖ Customer outstanding analysis
- ❖ Business intelligence and analytical review
- ❖ Click and trigger
- ❖ Reduce costs of error correction
- ❖ Eliminate duplicate copies of paperwork

For further details about the FLP invoicing and merchandise delivery management, please refer to the FLP Invoicing and Merchandise Delivery brochures;

http://www.flpe.com/solutions/invoicing_merchandise_delivery.htm

CUSTOMER SERVICES MANAGEMENT

FLP® customer services management improves customer services, drive revenue, reduce paperwork costs, raise overall employee productivity and uplift company image. Your customer service executives, while answering hotline calls, can simultaneously enquire into the system.

The efficient FLP® customer services management solution always provides the most updated information online, e.g. date of purchase, model number, version number, last service call, last maintenance, warranty due date and customer name. The always up-to-date information ensures that your company always offers the highest grade of customer services to your customers as your staff can easily predict the expectation of a service call.

- ❖ Improve services quality and customer satisfaction, drive revenue
- ❖ Satisfy customer expectation for quality of services

Features at a glance

- ❖ Customer services support
- ❖ Service scheduling
- ❖ Service call history
- ❖ Service call inception and answer
- ❖ Service contract automation
- ❖ Product servicing history
- ❖ Help and technical support request
- ❖ Promote service contract renewal success rate
- ❖ Facilitate promotion campaign
- ❖ Mail merge

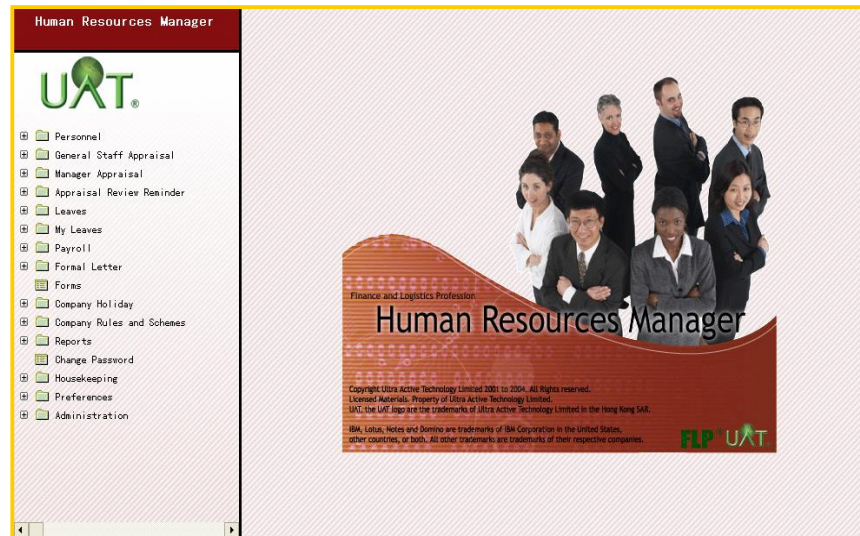
For further details about the FLP customer services management, please refer to the FLP Customer Services Center brochures;

http://www.flpe.com/solutions/customer_services_center.htm

HUMAN RESOURCES MANAGEMENT

FLP® human resources management (FLP® HRM) system streamlines human resources management processes, helping organization to improve speed, efficiency and accuracy when dealing with management of personnel, payroll, benefits, leave, attendance and appraisal. Automation of human resources (HR) management processes allows HR staff to focus on strategic activities and eliminates hidden costs, such as paper forms, payroll, postage and time required for information retrieval and analysis.

- ❖ Human resources management automation
- ❖ Align workforce automation with company goal to enhance productivity
- ❖ Self-service to lower HR management cost



Features at a glance

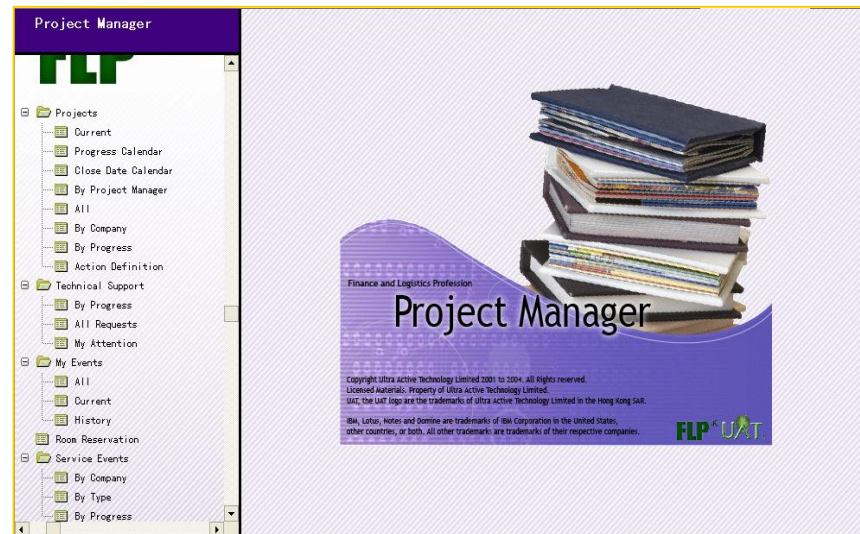
- ❖ Personnel management
- ❖ Payroll management
- ❖ Leave management
- ❖ Appraisal management
- ❖ Benefit management
- ❖ User-defined reports
- ❖ PDF and Export-to-Excel format support
- ❖ Generation of organization chart
- ❖ Forum
- ❖ Staff handbook
- ❖ Mail merge management
- ❖ Increase document accuracy
- ❖ Reduce costs of error correction
- ❖ Eliminate duplicate copies of paperwork

For further details about the FLP human resources management, please refer to the FLP Human Resources Management brochures;

http://www.flpe.com/solutions/human_resources_management.htm

PROJECT MANAGEMENT

Project management is performed through FLP® Project Manager which is an online collaborative project management tool that streamlines project workflow by facilitating project progress tracking, schedule and activities management, collaboration among team members, multiple-project support for each project manager, project costing, facility management, efficient use of project management skill sets, and communication in a secure environment without fear of leaking sensitive business information. Team members can post project information, such as meeting minutes, schedules and so on for reference by the whole team or selected members anytime from anywhere, resulting in effective project coordination and risk mitigation.



Features at a glance

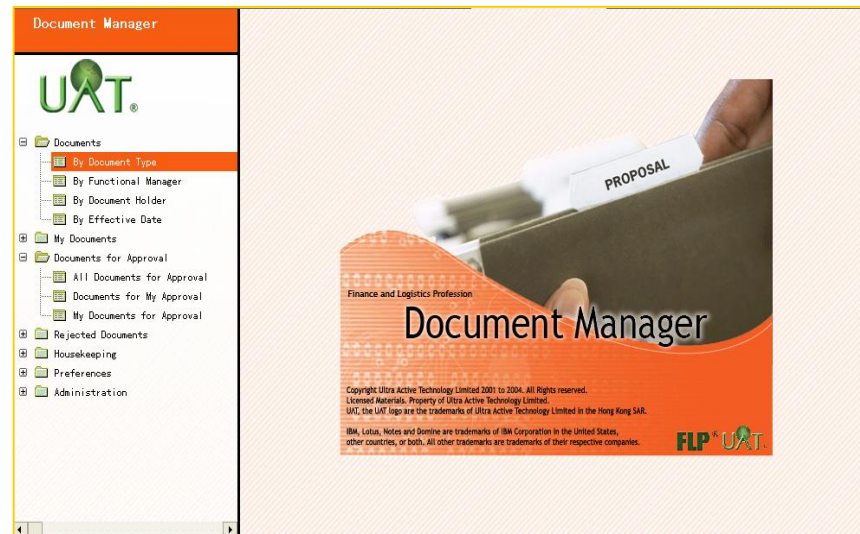
- ❖ Project information centrally available
- ❖ Better visibility on project status
- ❖ Utilization of organization expertises
- ❖ Coordinate across dispersed workforce worldwide
- ❖ Knowledge management to raise productivity
- ❖ Facility management
- ❖ Group calendar for project activities.
- ❖ Document approval workflow
- ❖ Document version control.
- ❖ Support for management of unstructured information.

For further details about the FLP project management, please refer to the FLP Project Management brochures;

http://www.flpe.com/solutions/project_management.htm

DOCUMENT MANAGEMENT

Past working experiences, information obtained through extensive research and development efforts, project proposals and so on are all invaluable company assets. FLP® Document Manager exerts the power of knowledge by gathering these valuable information to form a knowledge database empowering users with the key information to make quick and precise decisions in response to changing market conditions. Organisation competitiveness and productivity will be boosted as a result



Features at a glance

- ❖ Collaboration platform for information sharing
- ❖ Global access without country boundary restriction
- ❖ Document creation, modification, deletion
- ❖ Document sharing
- ❖ Document approval automation
- ❖ Document version control
- ❖ Support for management of unstructured information

For further details about the FLP document management, please refer to the FLP Document Management brochures;

http://www.flpe.com/solutions/document_management.htm

CALENDARING INTEGRATION

Integrated smoothly with Lotus Notes calendaring to streamline communication and scheduling processes with little or no training. Once a task assignment has been made, it is marked on the group calendar for action and easy follow up.

Day	Week	Month	Formatting	Year
星期一	-	2005年1月24日		2005年
		00:00	Reduce Stock In Quantity Function + Stock In Purch	
		10:39	Coding for Delivery Stock Out and Sales Invoice Pr	
		13:35	Finenet Sales Manager - Currency Handling	
星期二	-	2005年1月25日		
		09:15	Finenet Purchase Order and Supplier Price Handling	
		09:21	Update latest design to regent server	
		14:00	FIFO mechanism for Stock	
		18:57	Finenet Supplier Manager is up	
星期三	-	2005年1月26日		
		09:24	Delivery Note + FIFO Bug Fix	
		12:14	IBM lotus messaging direction	
		18:58	Finenet Delivery Note	
星期四	-	2005年1月27日		
		00:07	Project Agreement > Service Center Business	
		09:00	Chloe Leung > Every Thursday > Whole Day	
		09:00	Finenet Accounts Payable and Logistics	
星期五	-	2005年1月28日		
		09:00	Finenet Closing	
		09:31	Validation for Stock Module + Purchase Ord	
星期六	-	2005年1月29日		
		00:37	Mr Leo Ng	
		00:39	Mr C. H. Keong	
		00:40	Chevalier iTech Services Ltd.	
		00:41	Previous Proposal is revised for Springbo	
星期日	-	2005年1月30日		
		02:37	FLP - Project Agreement	
		02:39	For FLP Website > Business Model > Receive	
		02:41	For FLP Website > Business Model > Plastic	

BUILT-IN IBM BEACON AWARD WINNING REPORT WRITER

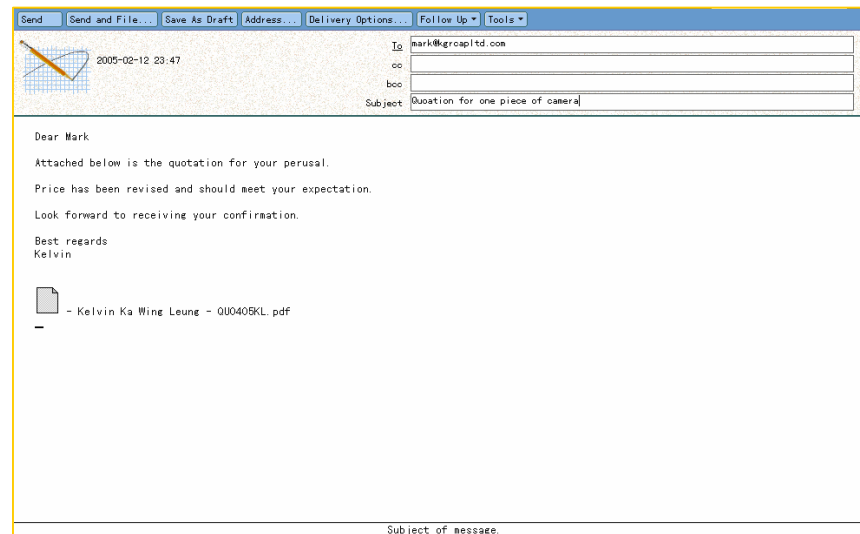
Built-in with the report writer 'IntelliPRINTPLUS', an 'IBM Beacon Award' winner, to let user define reports for easy analysis and better business insight.

PDF FILE FORMAT

Going along with all FLP[®] business models is a market leading PDF printer driver and you can freely print documents in PDF file formats.

EMAIL INTEGRATION

FLP[®] business models are developed on IBM Lotus Domino. You can freely attach a 'document link' to an email and send it to your colleagues. What's more interesting and yet practically useful is you can conveniently convert an FLP[®] document to PDF and email it out as attachment



REVISION HISTORY

Revision history function allows authorized user to know who has made changes by date, time, and type of changes

AUDIT TRAIL

Revision history is part of audit trail. FLP[®] Tracking Manager holds other sets of information of events at file level in an easily understandable way. Even if you are not a professional programmer, you will have no difficulty in understanding the information.

COMPREHENSIVE SECURITY

Access control maintenance to allow user only sees relevant and role-based information. Access control can be set up to decide which fields, screens, databases and which records users can access and whether those users can view only or modify information held on the system.

View / Edit Document	
Owner:	Allowed
Creator:	Allowed
Server:	Allowed
Server Administrator:	Allowed
Owner's Supervisors:	
Additional Allowed Person / [Role]:	/ [DeptRepresent]
Except Person / [Role]:	/
Add / Delete Document	
Owner:	Not Applicable
Creator:	Not Applicable



USING FLP®

You truly have used next generation technology in achieving today's business success.



FLP®
Customized To Your Business



FLP® BUSINESS MODEL:

A FOUNDATION FOR YOU TO BUILD YOUR OWN BUSINESS MODEL

No two companies are the same even conducting the same business in the same industry. Why should you choose a standard software package.

No other software solutions provide more features and functions than FLP® does costeffectively. No other software solutions provide such an all-in-one interface integrating with your company wide company business processes. FLP® provides a market leading collaboration platform for all your company staff to work on anytime, anywhere with unlimited scalability without physical country border barriers over the Internet.

What's more, FLP® shares our experience with you to customize the software applications to suit your business and prepare for the future.

FLP® is empowered by IBM® Lotus® Domino™/Notes® technology.

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