Question: How much will it cost to use Acquire?

Answer: It is free to use Acquire to serve all of your customers through the online portal.

Question: What are benefits of using Acquire?

Answer: Acquire will simplify your order processing. It displays orders from every customer and the stage of the fulfilment process (placed, opened, dispatched, accepted, invoiced) for each. It has powerful reporting, and you can submit invoices and credit notes to the system, streamlining payment processes. You can also have two-way communication with sites using our Notes facility.

Question: Is it easy to board Acquire?

Answer: The boarding process is quick and simple. We just need you to complete a basic Excel setup form and the rest is taken care of.

Question: Will I need training?

Answer: Acquire is very simple to use, but training via e-learning videos will be provided as part of the free boarding process. You will also have free access to Zonal's Help Centre for any ongoing support requirements.

Question: Will I get paid more quickly?

Answer: With Acquire you can quickly see which orders have been accepted by the sites and are ready for invoice and payment. Invoice reports can be run at any time to give you an accurate real-time value of the amount you will be paid (based on the agreed payment terms).

Question: Will Acquire impact our existing order management process?

Answer: Unless you undertake an electronic integration, orders need to be keyed into your system, It is quick and easy to view the order, key the products into your system and then dispatch it ready for acceptance and payment. Electronic Integration (see below) would streamline this process as it removes the need to key enter orders.

Question: Is there a cost if we want electronic integration (EDI)?

Answer: Yes there are one off set up costs. These vary depending on the extent of the integration and we can discuss options with you. Once an integration is in place, there is no additional cost for adding more customers, and there is no ongoing transaction or order related costs.

Question: What are the benefits of EDI?

Answer:

- Greater efficiency and cost savings - no telesales or order processing resource required

- Increased accuracy

- Automated invoicing and credits streamlines the process and facilitates faster customer payments

- Dedicated expert support, including boarding and testing requirements.

- Flexibility: four message format options; GS1 XML, Tradacomms, EDIFact and bespoke CSV and a variety of connection methods.