STOVES
DOMESTIC APPLIANCES

Customer service needs and the drive to reduce in-house printing costs mean Stoves select SabreFDI

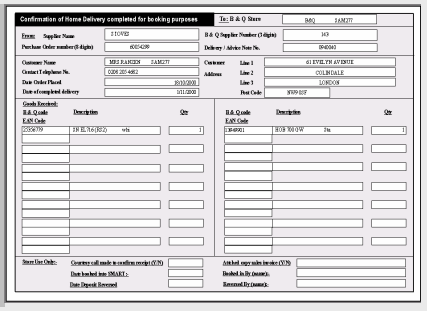
Stoves range of cookers grace kitchens both large and small.

"Many of our customers are among the largest UK suppliers of electrical and white goods" explains George McKinney IT Manager of Stoves.

"It is often the case that we work in partnership with the stores as part of a complete kitchen installation for the end using customer. In these cases we have to coordinate delivery of the customers order direct to their home, then inform the store as soon as possible so the contractors can complete the kitchen installation".

George continues **"In B&Q's case, they requested the form below be faxed or e-mailed to the contracting store, detailing the delivery confirmations for each customer installation"**.

Stoves use SabreFDI to format, generate & e-mail the home delivery confirmations to each B&Q store.


Confirmation of Home Delivery completed for booking purposes

From: Supplier Name: STOVES
To: B & Q Store: B&Q 3AM277
Purchase Order number (8 digits): 60024289
B & Q Supplier Number (3 digits): 143
Delivery / Advice Note No.: 8960843
Customer Name: MRS RANGER 2AM277
Contact Telephone No.: 0208 203 4882
Date Order Placed: 10/10/2000
Date of completed delivery: 11/11/2000
Customer Address: Line 1: 61 EVELYN AVENUE; Line 2: CULDEDALE; Line 3: LONDON; Post Code: SW19 1UT

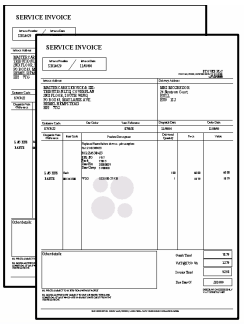
Goods Received:

B & Q code / EAN Code	Description	Qty	B & Q code / EAN Code	Description	Qty
2350679	3 ft BL/Ch (RZ) w/n	1	2364901	RGB 700 GW Dn	1

Store Use Only: Customer call made to confirm receipt (Y/N); Date booked into SMART:; Date Deposit Received; Attached copy sales invoice (Y/N); Booked In By (name):; Received By (name):

Stoves also use SabreFDI to format and produce all their customer facing documents on low-cost laser printers.

Some customer invoices for consolidated and scheduled deliveries for the major stores can be quite lengthy. SabreFDI's re-pagination and consolidation capability reduce the output pages by a factor of 25% without loss of data.



Another factor in the use of SabreFDI is the use of the **ODBC** facility to retrieve additional information for the documents that are held elsewhere in the tailored JBA manufacturing and warehousing system.

Durable energy saving and easy to clean, while always providing a classic elegance, are hall marks of all the Stoves cooker range.

The colours and styles available are unmatched in the UK, quite possibly in Europe too.

The stoves group also produces a wide range of power showers under the trade name of "SUPA JET". A high level of investment in product design and consumer research continues to expand the range.

Due to the massive investment in Stoves IT infrastructure over the past two years, George admits they have relied heavily on Aries implementation service **"But in the not too distant future we intend to bring the use of SabreFDI in-house, to further explore and use it's capabilities to their fullest extent"**.

SEE THE RANGE AT www.stoves.co.uk