Automated sales order processing

A smart, seamless solution to the costly hassles of manual customer order entry

Lucy | Let Lucy handle it

Our association with Lucy

With Lucy, Abel offers your business another way to gain efficiency – and another competitive advantage.

Like Abel, Lucy's creators (Brisbane-based Commerce Vision) have a strong ERP pedigree and a vision to deliver easy-to-use, scalable eCommerce solutions for businesses ranging from mid-market B2B, through to large enterprise and global leaders.

As associates, we work closely and collaboratively to ensure Lucy meets the needs of our customers, interfaces seamlessly to Abel, and is up and running quickly.

Key Metrics

100%
accuracy rate
once Lucy has been trained

300,000
annual purchase orders
processed in 2021 alone

1.5 million
lines of data integrated

*metrics provided by Lucy as at April 2022

Introducing Lucy   +

If you're a wholesaler, retailer, distributor or manufacturer, sales orders from your regular customers often arrive via email as PDF purchase orders. But entering sales orders into your ERP can be a tedious, error-prone and costly manual task that slows down your business.

That's where Lucy comes in. Lucy is an intelligent and cost-effective order processing solution that turns PDF purchase orders into customer sales orders in Abel. With seamless integration to your ERP, Lucy automatically reads and processes your incoming purchase orders around the clock.

Thanks to Lucy – repetitive sales order entry is completed quickly and accurately, freeing your staff to focus on higher-value customer service tasks.

Automated   **100% Accurate**   **Improved performance**

Benefits   +

> 01 Automated
Working round the clock, Lucy opens customer emails, reads and validates PDF orders, and (for recognised trading partners) accurately captures the data into Abel automatically.

> 02 100% Accurate
Lucy is smart and gets smarter over time as she learns more about your business. For example, if your customer uses an invalid product code, Lucy will alert you and offer suggestions on the correct code. After you've taught her how to handle the error, her built-in Artificial Intelligence (AI) automatically corrects that error if it happens again.

> 03 Improved performance
If you're spending too much time processing manual orders from repeat customers, Lucy can help you drive greater efficiencies and improve your DIFOT (delivery in full on-time) performance by reducing errors, late orders and downtime.

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