



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.



Lucy | Let Lucy handle it

Disclaimer: Abel Software Limited or any of its related companies (Abel Software) does not accept any financial or other responsibilities that may be the result of your use of this information or software material supplied by or on behalf of Abel Software (Information). Abel Software does not make any representation or warranty as to the accuracy, reliability or completeness of the Information nor shall Abel Software have any liability (whether arising from negligence or otherwise) for any omission from, the Information. Abel Software will not be liable for any consequential, indirect or special damage or loss of any kind howsoever arising, or for any loss of profit, loss of goodwill or reputation or loss of future business arising from the use of the Information. You should be very careful to ensure that the use of the Information complies with the laws, rules and regulations of the jurisdictions with respect to which it is used. The Information is subject to change without notice. Revisions may be issued to advise such changes and/or additions.

Intellectual Property: Copyright© - Abel Software Ltd. All rights reserved. The intellectual property in the Information is owned by Abel Software or its Licensors and is confidential. The Information must be held by the recipient in strict confidence and must not be disclosed to any other person or used for any purposes other than those expressly authorized by Abel Software. No part of this Information may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Abel Software. Abel® is a trade mark of Abel Software. All other trade names or trademarks referenced in the Information are the trade mark of Abel Software or of the respective manufacturer or supplier.

Third Party Software: All risk arising from the use of the third party software including without limitation Microsoft® or Oracle® products (Third Party Software) shall be with you. You shall be solely responsible for the cost of the Third Party Software and the installation and use of the Third Party Software in accordance with the relevant license agreement. For the avoidance of any doubt, Abel Software is not responsible for any Third Party Software and shall have no liability in connection with or arising from your use of any Third Party Software. Microsoft, Windows, Outlook, .Net, Visual C++, SQL Server and Microsoft Windows Server are either registered trademarks, trademarks or brands of Microsoft Corporation in the United States and/or other countries. Oracle and MySQL are either registered trademarks or trademarks of Oracle Corporation. JADE is a trademark of Jade Software Corporation Limited. All other trade names referenced are the service mark, trademark, or registered trademark of the respective manufacturer.