

# encore

Grow your business with Encore for  
Manufacturing



**Anagram**  
systems



## What is Encore?

Encore is a suite of software for ERP (Enterprise Resource Planning). It incorporates accounting and financial features along with stock, sales and purchase order processing to manage your warehouse and inventory needs and replenishing and selling your goods. It is designed to integrate all your commercial processes into one system with one set of data to be shared for all users across a computer network.

## Over 2,000 Encore SME customers love our software

From simple beginnings as a richly featured stock control system Encore has developed into a highly functional ERP software suite serving businesses of all shapes and sizes for more than 30 years. Our customers are loyal and have loved using the system for many years.

## Why Choose Encore?

Encore was written to manage stock and customer sales and purchasing processes. We understand manufacturer's needs and features within Encore and our customer bespoke development services provide systems designed to fit your business and your industry.

## Key Benefits

- One integrated solution
- High Return on Investment
- Reduced administration
- UK support desk
- Latest technology
- Ongoing updates
- Industry-specific features
- Fully customisable



“

*As our business has grown, so has our understanding and use of Encore - it's been a powerful tool for our business. Our relationship with the team at Anagram is first class - they're friendly, approachable and always have time to help solve our problems. The quality of the backup support team is superb and I find this as important for system reliability.*

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## Make every customer count

By improving your efficiency and customer service Encore helps to ensure that every customer you serve counts by providing the right product, at the correct price delivered on time to the right address. Less waiting time and more service ensures your customer comes back every time.

## A Support desk with personalised friendly help and 8 hour resolution times

We are used to offering a high level of service on our support desk and we pride ourselves in providing 8 hour resolution times in 9 out of 10 cases. We answer all our calls personally and as we are authors of the software we can usually answer your questions immediately.



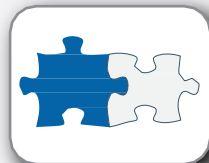
Easy to Use



Perfect for  
Growing  
Businesses



Tailored to Your  
Company



Seamless  
Integration



Dedicated  
Helpdesk



Remote Access  
from Tablet &  
Mobile



Secure  
Login



Upgrade When  
You Like

“

*Anagram are the country's foremost experts on small business stock control systems. If you go with them, you get an excellent package at a remarkably cheap price... from a bunch of stock control experts who offer friendly telephone support if you get into trouble.*

John Stokdyk **accountingWEB**

”







## Manufacturing Features

### Production Planning

- Schedule works order quickly and simply
- Production component planning
- Production requirement planning
- Create weekly and monthly schedules
- Convert sales orders to works orders
- Identify what products you can make based on component stock levels
- Identify stock shortfalls which could disrupt the manufacturing schedule
- Manage purchasing easily and accurately
- View outstanding purchase orders to see delivery due dates
- Plan around late deliveries from supplies which could affect production lead times
- Calculate materials and labour costs
- Anticipate customer demand and plan future production runs

Product	Description	Week 28 requirement 03/07/2016	Week 29 requirement 11/07/2016	Week 30 requirement 18/07/2016	Week 31 requirement 25/07/2016	Week 32 requirement 01/08/2016	Week 33 requirement 08/08/2016	Week 34 requirement 15/08/2016
001.ECL001	Electronic computing left	7	10					
001.K101	Kitchen scale, 2Kg	246	273					
001.K102	Kitchen scale, 5Kg	418		305				
001.P121	Parcel scale 5Kg			200				
003.EK401	Electronic kitchen scale 2	1						
800-205	Spring assembly 10Kg	100						
800-525	Wiring harness assembl	65						

### Works Order Processing

- Create work centres for every production project
- Accurately manage stock and component requisitioning
- Create assembly references that are unique to specific manufactured items
- Calculate labour costs and other overheads
- Record labour time in hours, minutes and seconds
- Schedule back to back manufacturing for items that need to be made to order

Line	Level	Assembly	Qty required	Qty als	Qty made	Parts issued	Required	Work centre	Previous
1		001-P121	200	200	0	None	07/07/2016	AWAITING NEXT STEP	
2		800-204	200	200	0	None	07/07/2016	AWAITING NEXT STEP	



## Bill of Materials

- See materials assembly shortages in advance to avoid running out
- Products manufactured from multiple warehouse supplies
- Keep track of machine, labour and subcontract resources
- Raise purchase orders automatically or review suggested orders required
- Control and manage BOM versions and manage all product amendments

Enquiry - assembly '001-P121'

Main assembly details Work centres Materials Labour Final product Used in Works orders BOM Assembly Components Lead Time

Item	Type	Quantity required	Qty class	Unit	Reference	Description	Remark
1	Component	1.00000	ea	Unit	120-112	Case, moulded P series	
2	Component	1.00000	ea	Unit	120-132	Baseplate pressing P series	
3	Component	1.00000	ea	Unit	121-208	Dial, printed 0.5Kg P series	
4	Component	1.00000	ea	Unit	120-710	Faceplate, moulded P series	
5	Component	1.00000	ea	Unit	120-805	Platform, st steel P series	
6	Component	1.00000	ea	Unit	500-105	Adjuster	
7	Sub-assembly	1.00000			800-204	Spring assembly 5Kg	
8	Component	8.00000	ea	Unit	510-210	Screw selftapping no 3	
9	Component	1.00000	ea	Unit	121-901	Carton, Model P121	

Case, moulded P series

Details...

Index... Add... Alter... List of parts... Bill of materials... Close

Enquiry - assembly '001-P121'

Main assembly details Work centres Materials Labour Final product Used in Works orders BOM Assembly Components Lead Time

Item	Component	Quantity	Unit	Material cost	Labour cost	Overhead	Total
1	120-112	1.00000	Unit	2.1100	0.0000	0.0000	2.1100
2	120-132	1.00000	Unit	1.4375	0.0000	0.0000	1.4375
3	121-208	1.00000	Unit	1.2000	0.0000	0.0000	1.2000
4	120-710	1.00000	Unit	0.9500	0.0000	0.0000	0.9500
5	120-805	1.00000	Unit	1.3950	0.0000	0.0000	1.3950
6	500-105	1.00000	Unit	0.2250	0.0000	0.0000	0.2250
7	800-204	1.00000	[ASSEMBLY]	2.0842	0.6700	0.0000	2.7592
8	510-210	8.00000	Unit	0.2200	0.0000	0.0000	0.2200
9	121-901	1.00000	Unit	0.7500	0.0000	0.0000	0.7500
10	Labour	0.0835	HHMMSS	0.0000	0.9500	0.0000	0.9500
11	Labour	0.0030	HHMMSS	0.0000	0.0750	0.0000	0.0750
				10.3817	1.7100	0.0000	12.0917

Component 120-112

Case, moulded P series

Index... Add... Alter... List of parts... Bill of materials... Close



## Stock Control

Stock control is one of Encore's cornerstones and the detailed information relating to products is one of the best on the market.

A simple stock enquiry will give you immediate access to all aspects of a stock

item, its movements, its location and stock availability levels.

Searching is fast by code, description, barcode, supplier ref or ticket numbers.

Enquiry - Product: 001-P121

Costs Web

Main Levels Miscellaneous Configurable Purchase Orders Sales Orders Works Orders Assemblies Intrastat Quotes Jobs

Reference 001-P121

Parcel scale 5Kg

VAT code A- Standard rated

Print tickets...

Movements...

Activity...

Levels for All locations

Units of 1 (ea)

In stock 100

On order 0

Free 241

Unavailable 0

Allocated 421

In stock...

Free...

Selling prices

Price list	ISO	Gross price	Less Plus	Net price	Markup	Margin	Margin%
BOM	GBP	12.09		12.09	1.02	0.2700	2.23%
cover	GBP	23.63		23.63	2.00	11.8100	49.88%

Cost prices

Name	Supplier's ref	Gross price	Less Plus	Net price	Inc. a/c %	Lead time
REPLACE		11.82		11.82	0	
BOM cost		12.09		12.09	0	

Purch. T/O... Sales T/O... Analysis... Stock card... Alter... Close

## Sales Order Processing

- Multiple delivery address options
- Extensive pricing options from customer on-ly, quantity breaks, date restricted, product groups etc
- Back to back ordering
- Trade discounts
- Settlement discounts and terms
- Quotations and conversion to sales order
- Order acknowledgements, picking lists, dispatch notes
- Hold order
- Select carrier
- Call-off orders
- Reserve stock

Sales order: 1135 - Customer: Bilgus - Add new line

Product Components Work-centres Sub assemblies

Assembly 001-P121

Level	Assembly	Product	Quantity	Unit	Actual Cost	Replacement Cost	PO	Description
1	001-P121	120-112	200.000	Unit	422.0000	422.0000		Case, moulded P se
1	001-P121	120-132	200.000	Unit	287.5000	350.0000		Baseplate pressing
1	001-P121	121-206	200.000	Unit	240.0000	240.0000		Dial, printed 0.5Kg 1
1	001-P121	120-710	200.000	Unit	190.0000	190.0000		faceplate, moulded
1	001-P121	120-805	200.000	Unit	279.0000	280.0000		Platform, st. steel 5
1	001-P121	500-105	200.000	Unit	45.0000	46.0000		Adjuster
1	001-P121	510-210	1600.000	Unit	44.0000	40.0000		Screw selfdrilling 1
1	001-P121	121-901	200.000	Unit	150.0000	150.0000		Carton, Model P121
Totals			2410.3400			2484.0000		

Case, moulded P series

Remark

Qty desc 03

In Stock 61

On order 0

Allocated 0

Free 61

Order a level... New operation... New product... Remove line...

Add multiples... OK OK + Add another Cancel



## Purchase Order Processing

The Purchase Order Process (POP) lets you keep in control of your buying.

Features include:

- Buying specials
- Back to back ordering
- Call-offs
- Part deliveries
- Seasonal ordering
- Copy orders
- Automatic and suggested orders
- XML orders - direct into suppliers' compatible systems without the need to re-key
- Multiple currency orders
- Receiving multiple purchase order deliveries from a supplier on one delivery receipt
- Matching of purchase order to supplier invoice

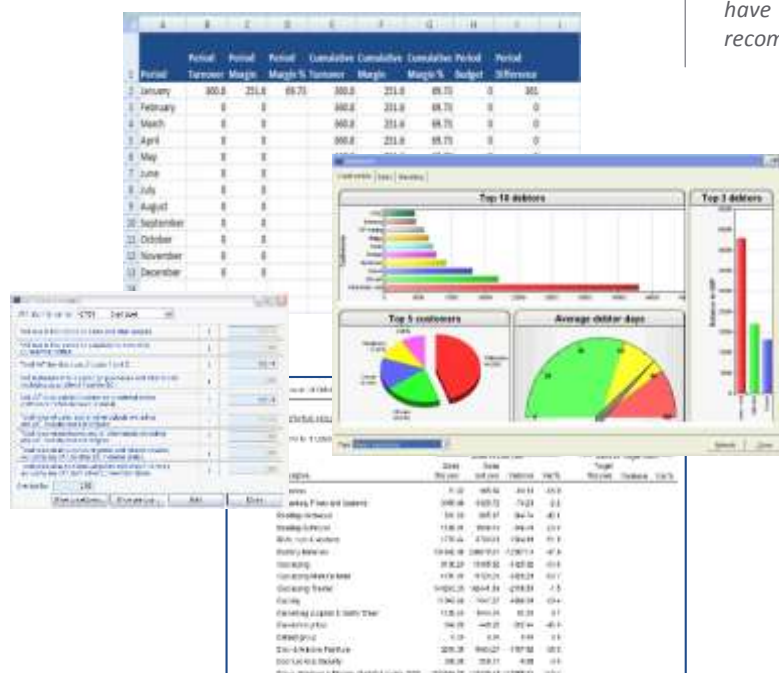
And many more features and functions designed specifically for manufacturers.

## Financials, Back Office & Reporting

Encore would not be complete without its excellent back office system support. Sales, Purchase, Nominal ledgers and Cash Book provide cash flow, debtor, creditor, profit and loss and balance sheet reporting giving accounting staff the ability to produce meaningful and timely management accounts and reporting.

Data displayed on screen has drilldown options and reports can be routed to Excel for further analysis and manipulation. Likewise, on screen grids can be instantly output to an Excel workbook.

- Dashboard – customisable by user
- HMRC style VAT Return with drilldown
- ABC analysis of customers, products and suppliers
- Full financials
- Set and track budgets
- Handle exchange rates



Excel Output, Dashboard, VAT Return, Printed Reporting

“

The package covers all aspects of our business, from accountancy, with the multi-currency options, sales and marketing, to stock control with stock movement and assembly analysis. There are so many useful features to Encore that we are still finding new areas to explore.

”

As our business has expanded Encore has grown with us, there has never been cause to

even look at another system.

Stock inputting and reporting was a key requirement for us and through using Encore we can obtain quickly and easily all the information we need.

The system itself is very easy to navigate with a very user-friendly layout. From the initial sale through to implementation and beyond, the support from Anagram Systems has been excellent and we would certainly have no hesitation in recommending them.

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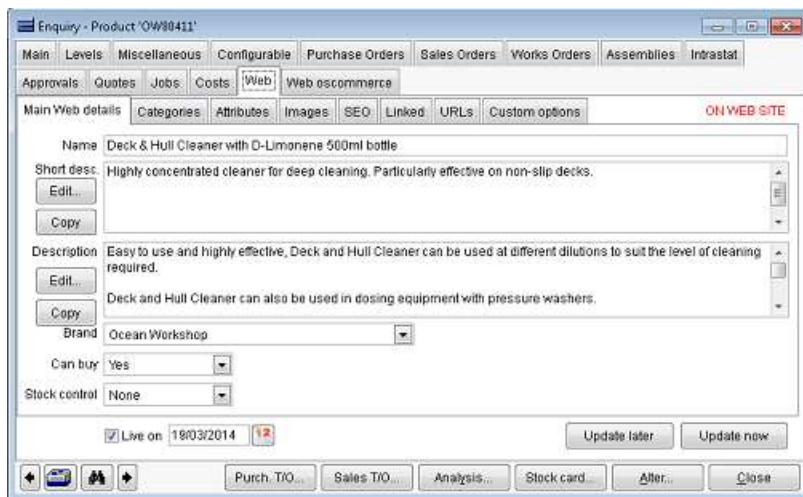


## CRM and Sales Opportunities

- Up-sell and cross-sell with EPOS sales prompts
- Sales forecasting - capturing, delegating and managing new opportunities
- Customer history - informing your sales people and operators about customer favourites and buying habits, stopped accounts - everything they need to be effective and exceed expectation
- Sales - creates quotations, enabling live entry of customer orders, sets up delivery schedules, updates stock balances and manages invoices and accounts receivable

## Web Sales Management

- Integration between Encore, Magento and other ecommerce platforms
- Publish real time stock availability information
- Upload product images from Encore directly
- Manage product categories and attributes
- Manage multiple price lists
- Capture web sale and customer information
- Produce all web sale related documentation



## How Encore can help your business

- A highly scalable solution to suit your growing needs
- High user satisfaction rates
- Improve staff productivity & reduce costs
- Built-in industry specific features
- Clear and affordable total cost of ownership
- Fast and easy to use
- Affordability and value for money gives you a rapid and high return on investment
- Regular software updates, ongoing development and full bespoke tailoring service
- A dependable system which will last, evolve and adapt to your needs

## Other Features

- Keep track of customer wish lists, supplier appointments and reminders with the interactive calendar.
- Integration with TAPI compliant telephone systems
- Store product images and print these onto receipts and other documents
- Manage transactions in multiple currencies
- Remote access via smartphones and tablets
- On premise and hosted versions of Encore are available

“

*Anagram seem to really understand smaller and growing business, which is one of the main reasons we decided to go with them over bigger companies. The level of support is always superb and our suggestions for software features have been added to version updates, so they really do take customer feedback on board.*

”



## Encore for Manufacturing Data Sheet

Description	Features		Benefits
General System	<ul style="list-style-type: none"> <li>• TAPI telephony</li> <li>• Clear Menu Structures</li> <li>• Dashboards</li> <li>• Calendar</li> <li>• Favourites Menu</li> <li>• Data Import/Export</li> <li>• Constant Development</li> <li>• Regular Software Updates</li> <li>• Exceptional customer support</li> </ul>	<ul style="list-style-type: none"> <li>• User Preference Settings</li> <li>• User Privileges</li> <li>• Extensive Reporting</li> <li>• Report Writer</li> <li>• User defined reports</li> <li>• Bespoke Development</li> <li>• Easy to Use</li> </ul>	<ul style="list-style-type: none"> <li>• Highly scalable</li> <li>• User Productivity</li> <li>• Informed Management</li> <li>• System Security</li> <li>• Good Fit</li> <li>• High ROI</li> <li>• Good user adoption rate</li> <li>• Fast Deployment</li> <li>• Clear Affordable Total Cost of Ownership</li> </ul>
Manufacturing	<ul style="list-style-type: none"> <li>• Create multi-level assemblies and Bills of Materials</li> <li>• Track materials/ components</li> <li>• Use stock from multi- locations</li> <li>• Works Orders</li> <li>• Work Centres</li> <li>• Production Planning/ Scheduling</li> <li>• Manufacturing workflow</li> <li>• Manage machine, labour and subcontract resources</li> <li>• Manage material scrap</li> <li>• BOM implosion and explosion</li> <li>• Manage BOM versions</li> </ul>	<ul style="list-style-type: none"> <li>• Suggestions for production</li> <li>• Highlights component availability</li> <li>• Creates production targets</li> <li>• Week by week overview</li> <li>• Component lead time processing</li> <li>• Standard support for FedEx and Interlink carriers</li> <li>• Auto generate works orders</li> <li>• Backflushing of materials</li> <li>• Create Certificates of ISO conformity</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce administration</li> <li>• Reduce costs</li> <li>• Helps improve product design and quality</li> <li>• Improves distribution management</li> <li>• Improves demand planning</li> <li>• Time saving</li> <li>• Improved stock-on-hand management</li> <li>• Improved production process and planning efficiency</li> <li>• Improved stock visibility</li> <li>• Pre-empt materials shortages</li> </ul>
Stock Control	<ul style="list-style-type: none"> <li>• Fast easy stock enquiry and search on almost any criteria</li> <li>• Multiple stock locations</li> <li>• Bin locations</li> <li>• Product Groups</li> <li>• Product variants</li> <li>• Alternative product(s)</li> <li>• Product aliases</li> <li>• Superseded by item(s)</li> <li>• Obsolete stock</li> <li>• Reserve Stock</li> <li>• Quarantine stock</li> <li>• On Approval stock*</li> <li>• Stock allocated to repairs</li> <li>• Barcode support</li> <li>• Minimum and maximum stock levels</li> <li>• Monthly re-order levels</li> <li>• Stock valuations</li> <li>• FIFO, LIFO and Average stock valuation options</li> <li>• Batch Control</li> <li>• Serial Numbering</li> <li>• Batch Expiry dates</li> <li>• Landed costs</li> <li>• Stock Transfers</li> </ul>	<ul style="list-style-type: none"> <li>• Track items sent out on activity notes</li> <li>• Traceability</li> <li>• Bill of Materials</li> <li>• Assemblies</li> <li>• Sub-Assemblies</li> <li>• Flexible Units of Measure</li> <li>• Cut Lengths</li> <li>• Kits and Packs</li> <li>• Product Groups</li> <li>• Custom analysis</li> <li>• Negative stock</li> <li>• Item Pictures*</li> <li>• Specification</li> <li>• File attachment</li> <li>• Sales and Purchase Turnover screen analysis per item</li> <li>• Intrastat analysis</li> <li>• Supplier price lists</li> <li>• Non-stock and service items</li> <li>• Barcode label printing</li> <li>• Item tags</li> <li>• Movements in and out</li> <li>• Web product items</li> <li>• Default cash sale action</li> <li>• Item warning note</li> </ul>	<ul style="list-style-type: none"> <li>• Ease and speed aids staff productivity</li> <li>• Helps prevent over stocking</li> <li>• Over stocking ties up capital</li> <li>• Improves customer service speed and quality</li> <li>• Manage stock at all locations</li> <li>• Accurate timber stock valuation and quantities</li> <li>• Kits/packs enables selling items as customer wishes to buy them</li> </ul>
Purchase Order Processing	<ul style="list-style-type: none"> <li>• Suggested orders for auto generate</li> <li>• Back to back orders</li> <li>• Order free text</li> <li>• Internal notes</li> <li>• Job Orders</li> <li>• Import external order lines</li> <li>• Direct delivery to customer</li> <li>• Custom Analysis</li> <li>• Set User Preferences</li> </ul>	<ul style="list-style-type: none"> <li>• Automatic accrual</li> <li>• Goods Returns</li> <li>• Fast Goods Received Process</li> <li>• Fast Goods Return Process</li> <li>• GRN Index</li> <li>• Order matching against GRN/Order/Invoice</li> <li>• Use stock item Specified Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Replenish stocks easily</li> <li>• Manage customer specific orders</li> <li>• Control costs</li> <li>• Manage stock levels</li> <li>• Match deliveries to orders</li> <li>• Reduce administration through auto ordering</li> </ul>



Description	Features		Benefits
Purchase Ledger	<ul style="list-style-type: none"> <li>Account Enquiry easy access all areas/analysis</li> <li>Invoice Register</li> <li>GRN Not invoiced</li> <li>Supplier Notes and Contacts</li> <li>File attachments</li> <li>Purchase Matrix– product quantity by month</li> <li>Bulk Invoice Authorisation</li> </ul>	<ul style="list-style-type: none"> <li>Cheque printing</li> <li>BACS</li> <li>Multiple Payment &amp; Settlement Terms Options</li> <li>Landed Costs</li> <li>Supplier Groups</li> <li>Hold and Dispute codes</li> <li>Multi-currency</li> </ul>	<ul style="list-style-type: none"> <li>Better Cash Management</li> <li>Staff productivity</li> <li>International Trading</li> <li>Credit Controls</li> </ul>
Sales Order Processing	<ul style="list-style-type: none"> <li>Quotations</li> <li>Convert quotation to sales order</li> <li>Extensive sales pricing options</li> <li>Trade discounts</li> <li>Payment and settlement terms on order</li> <li>View customer balance on order screen</li> <li>Multiple delivery addresses</li> <li>View sales history from order</li> <li>Easy view of in stock, allocated &amp; free levels</li> <li>Invoice free text</li> <li>Internal notes</li> <li>Job Ordering*</li> </ul>	<ul style="list-style-type: none"> <li>Required dates</li> <li>Reserve Stock</li> <li>Multi-currency</li> <li>Back to back ordering</li> <li>Call-off facility</li> <li>Import order lines</li> <li>User privileges</li> <li>Intrastat return*</li> <li>Order acknowledgement</li> <li>Picking list</li> <li>Despatch notes</li> <li>Hold order option</li> <li>Modify VAT/Tax code</li> <li>Choose delivery carrier</li> <li>Set User Preferences</li> </ul>	<ul style="list-style-type: none"> <li>Service customers quickly</li> <li>Correct pricing always available</li> <li>Delivery flexibility</li> <li>Quick documentation printing</li> <li>International trading</li> </ul>
Sales Ledger	<ul style="list-style-type: none"> <li>Account Enquiry easy access all areas/analysis</li> <li>Customer Notes and Contacts</li> <li>File attachments</li> <li>Sales Matrix – product quantity by month</li> <li>Customer Quotations</li> <li>Customer Job Enquiry</li> <li>Multi-currency</li> <li>Detailed Analysis Options</li> <li>Merge Customer Accounts Option</li> <li>Transaction drilldown</li> </ul>	<ul style="list-style-type: none"> <li>Raise goods or service invoices</li> <li>Automatic Invoicing</li> <li>Reverse Payments facility</li> <li>Factoring</li> <li>Customer on Stop Conditions</li> <li>Multi statement/delivery/ invoice addresses</li> <li>Debtors analysis</li> <li>Aged Debtor Options and reports</li> <li>Debtors Letters</li> <li>Dispute codes</li> </ul>	<ul style="list-style-type: none"> <li>Improved Customer Service</li> <li>International Trading</li> <li>Better Credit Controls</li> <li>Improved business information and controls</li> </ul>
Nominal Ledger	<ul style="list-style-type: none"> <li>Profit &amp; Loss Account &amp; Balance Sheet</li> <li>Departmental Accounting</li> <li>Recurring Journals</li> <li>Accruals &amp; Prepayments</li> <li>Nominal Account Groups</li> <li>Account Drilldown</li> <li>P&amp;L and Balance Sheet Drilldown</li> <li>Audit Trail</li> </ul>	<ul style="list-style-type: none"> <li>VAT Return &amp; Drilldown</li> <li>Transaction Log</li> <li>Data Import/Export</li> <li>Flexible Period Accounting</li> <li>Multi-Currency</li> <li>MS Excel routing and screen exports</li> <li>Intrastat electronic submission</li> <li>Budgets</li> </ul>	<ul style="list-style-type: none"> <li>Management information for better decision making</li> <li>Business Control</li> <li>International Trading</li> </ul>
Cash Book	<ul style="list-style-type: none"> <li>Sundry Receipts and Payments</li> <li>Bank Reconciliation</li> </ul>	<ul style="list-style-type: none"> <li>Currency Conversion</li> <li>Currency Revaluation</li> </ul>	<ul style="list-style-type: none"> <li>Cash Flow Control</li> <li>International Trading</li> </ul>
CRM & e-Marketing	<ul style="list-style-type: none"> <li>Sales Opportunities</li> <li>Prospects</li> <li>Detailed Analysis codes</li> <li>Task /Activity Logging</li> <li>Generate Quotations</li> </ul>	<ul style="list-style-type: none"> <li>Pipeline management</li> <li>Appointment Management</li> <li>Manage Marketing Campaigns</li> <li>DotMailer® email marketing integration</li> </ul>	<ul style="list-style-type: none"> <li>Increase sales</li> <li>Manage sales processes</li> <li>Improve sales Forecasts</li> <li>Reduce staff admin on quotes</li> <li>Manage sales team</li> </ul>
e-Commerce Web Sales	<ul style="list-style-type: none"> <li>Easy web page creation</li> <li>Upload stock from Encore</li> <li>Easy web store search engine optimisation</li> </ul>	<ul style="list-style-type: none"> <li>Shopping basket functions</li> <li>Web Payments</li> <li>Back office integration</li> <li>Encore CRM integration</li> </ul>	<ul style="list-style-type: none"> <li>Increase revenues</li> <li>Low cost</li> <li>Minimum admin</li> <li>International Trading</li> </ul>



Dedicated, efficient and friendly support which frequently receives unprecedented levels of customer satisfaction and customer commendation

A dependable system which will last, evolve and adapt to your changing needs

Our users love Encore, call us to find out more

+44 (0)1403 259551

If you would like to learn more about what we can offer your business, arrange a demonstration by our sales team, or would simply like to be put on our mailing list for further communication about our product, please contact us on one of the following.

Email: [sales@anagramsystems.co.uk](mailto:sales@anagramsystems.co.uk)

Telephone: +44 (0) 1403 259551

Website: [www.anagramsystems.co.uk](http://www.anagramsystems.co.uk)

