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## Cool Stuff For Ricoh Jim2® Business Engine Managed Print Services Edition

Jim2 Business Engine Managed Print Services Edition is the go-to industry-specific software helping you streamline your processes with plenty of great features specific to Ricoh and Lanier dealers.

Read on to find out all the cool things Jim2 can do for you.

### Ricoh Stock Feed Integration

Happen Business and Ricoh Australia are pleased to announce the latest addition to an outstanding list of vendor feeds, new Ricoh stock feed integration, which streamlines Ricoh's consumables, new machines, peripherals, service parts, and solution product information electronically into Jim2 Business Engine.

With the latest integration, benefit from:

- No more re-keying.
- Up to date pricing.
- Quicker quoting.
- Reduced errors.

See the Ricoh catalogue loaded into your business system where you can search, check pricing and create stock in your database, without leaving your normal Jim2 working environment.

*"After collaboration with Happen Business, Ricoh is delighted to offer a regular extract of current items and pricing that will improve visibility of Ricoh offerings, streamlining the ordering process for our Dealer community,"* Brian Wood, National Sales Manager Wholesale at Ricoh Australia.

Using Jim2 eBusiness Connect and Ricoh stock feed integration:

- Receive weekly electronic stock feeds, including information such as brand, stock code, description and manufacturer's stock code.
- Create a virtual warehouse, ordering directly from Ricoh as you need it.
- Perform real time stock enquiries – enquire into current Ricoh pricing instantly and see new parts, price variations, end of line items and specials.
- Apply rules to stock feeds – using Jim2 eBusiness Connect vendor stock rules, update list price automatically, hide individual and groups of stock from the vendor feeds altogether, and automatically update details of inventory you regularly order.

Streamlining Ricoh stock feeds into Jim2 will greatly reduce quoting times and ensure accuracy more than ever before.

### Tools to Streamline Meter Reads

#### Ricoh @Remote

Intelligent Remote Management System



The Jim2 Business Engine MPS Connector fully integrates with Ricoh @Remote to save hours of data entry per month, and reduce billing errors.

The major benefit of the Jim2 MPS Connector is automatic, accurate and timely meter reads and billing, as well as reduced administration.

# Fact Sheet

### RicohDirect

Jim2 Business Engine MPS Connector for RicohDirect can import xml or csv machine meter reads supplied by Ricoh directly into Jim2, automatically updating the monthly billing cycle for each machine, as well as producing second party billing.

The local agent is also able to batch invoice, which saves a huge amount of time and resources, and eliminates data entry errors. Second party billing allows you to **automatically generate a second invoice for Ricoh.**

### Bulk Meter Update

Jim2 Business Engine provides you with the tools you need to manage your billing database. Run a list, run the script and update all the machines on the list by black and colour meter.

This keeps all your machines profitable and takes away the laborious task of manually updating machines.

### Ricoh Rebate

Tied to the RicohDirect meter feeds, Jim2 allows multiple billing methods in the meter setup of the machine – enabling multiple billing jobs and invoices to be created and sent to the desired locations. For example, you can produce both a customer invoice *and* a Ricoh Rebate invoice using just one customer meter setup.

Jim2 Business Engine can process your RicohDirect Rebates with ease. We have included a payment type in Jim2 specifically for Ricoh dealers, to reduce your administration.

- Reduce manual reconciliation.
- Save time, reduce errors.
- Includes your reconciliation report for Ricoh.

A consolidated invoice for Ricoh Rebates can be created at the end of each month for all the machines you manage for Ricoh directly, streamlining your billing processes.

### Jim2® eBusiness Meter Reads

For Ricoh dealers who can't obtain an automated meter read from @Remote, Jim2 eBusiness Meter Reads is an easy, user-friendly way for customers to submit their meter reads.

You can enter the meter reads via a simple customisable web page which feeds into Jim2 automatically – no re-keying needed. This feature is a standard inclusion in Jim2 Business Engine MPS Edition.

Built-in error checking prevents customer data entry mistakes, and ensures correct billing. Jim2 then automatically creates your billing jobs – ensuring you are ready to invoice as soon as you have the meter reads.

## Mobile Connectivity

Jim2 Mobile is the innovative mobile application that seamlessly integrates with Jim2 Business Engine to streamline business processes, drive real-time workflow, and connect staff with live information from any location.

Featuring a clean user interface and simple navigation, service technicians have real-time access to receive new callouts, update jobs, enter meter reads, view documents and close off tasks while out on the road.

Sales staff can create new orders, look up stock, respond to emails, capture customer signatures 'on glass' and more.

Jim2 Mobile empowers your staff with anywhere access that powers you to:

- See your system updated in real time.
- Save time, reduce errors.
- Inform staff with a complete picture of customers instantly.
- See significant enhancements to productivity

Jim2 Mobile connects securely to the main office database via the Happen Cloud, keeping everyone in sync across the system.

## Jim2® Managed Print Services Edition Reports

### Accurate and Relevant Reports at your Fingertips

Jim2 Business Engine Managed Print Services Edition includes the **Meter Report**, a comprehensive report giving total page counts revenue and costs for each machine in a list, for all meter information collected for that machine. This may include Scanner meters, Fax meters, Print meters, and 'Minimum Charge' and 'Base Charge' information.

### Machine Cost Per Copy – Quickly analyse your cost structure based on cost per copy for your entire MIF or for individual machines

Jim2 Business Engine Managed Print Services Edition's Cost per Copy reports support unlimited meters, so you can analyse multiple colour as well as black meters. Other systems in the market just analyse the CPC for total pages of a machine – Jim2 Business Engine Managed Print Services Edition analyses even scanner meters, if you wish. You can even analyse machines under 'Prepaid Page' contracts.

And many more Reports cover all aspects of your Copier Business:

- **Job Profit Report** – Analyse the profitability of all jobs and callouts for a technician, or any other criteria (eg. Serial Number).
- **Machine Response Report** – Analyse service response times to close a call vs contracted response times. Jim2 List functionality allows detailed analysis of your contracts.
- **Stock Profit Report** – Generic reports in Jim2, which are very useful to analyse at a product group (or individual stock code) level, the financial information (revenue and profit/margin) for that group. Analyse income and margin for other consumables ordered by a customer not included in contract, eg. for staples etc.
- **Machine List – Page Request Form** – Meter request run from a list, with or without displaying previous meter read.
- **Machine List – Page Request Test** – Meter request test.
- **Machine List – Machine Profit** – Detailed and profit margin by machine #.
- **Machine and Machine Detailed** – Machine contract details, detailed report includes jobs and other information related to that machine.
- **Machine – Page Request Form – Meter Read** (for reprint), with or without meter count.
- **Parts Spent** – Reports on parts used and cost for a list of jobs (callouts).

## Document Management

Managing business and customer documents across any business is a complex task, often involving a mixture of filing cabinets, network drives, email folders and document management systems.

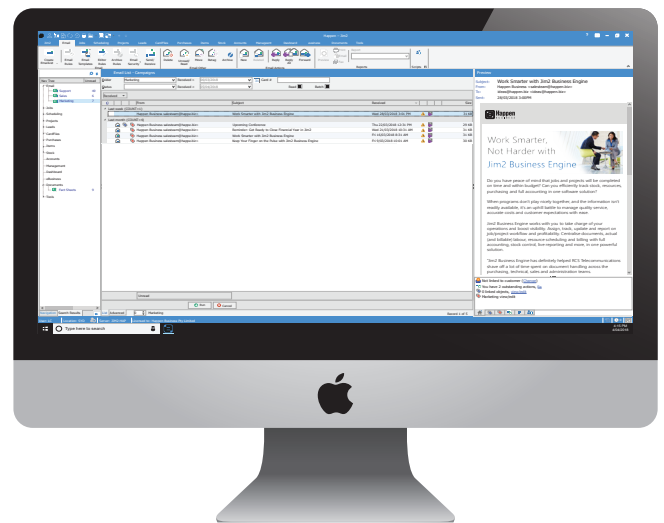
Jim2 Business Engine enables you to manage valuable business document resources in one integrated system. See product catalogues, images, signed contracts and technical manuals linked with sales activities and service jobs within the business workflow.

Manage version updates and new collateral in the same secure solution. Jim2 enables staff to uncover what they need, when they need it, with access in the office or out on the road.

With Jim2 document management and email capabilities, all business related correspondence is at your fingertips.

## Full Email Capabilities

Jim2 Business Engine also boasts full email functionality which not only sends, but **receives and actions emails** right from within Jim2 Business Engine, speeding your business processes up even further.



All business email correspondence is fully integrated including sales, quoting, purchasing, service, email ticketing and support/help desk, right there in front of you – in one system. Automatically tag emails, assign CardFiles, and create jobs based on rules. For example, service jobs can be automatically created directly from an email received to your Support email address.

Easily monitor unread email lists, view and respond to emails from within your active Sales Quotes, Service Jobs and Purchase Order lists.

Automatically create jobs by running an email list that shows maintenance and consumable alerts. Receive an email from a machine, Ricoh @Remote, Ricoh Direct, or any other MPS Connector.

Jim2 email rules will identify the customer by the machine serial number. Depending on rules you set up, Jim2 will create a consumable job and tag it in a specific queue. It is also possible to use rules to set up direct service calls, ie. a manufacturer sends an email booking a service job, and based on rules Jim2 can create a service job, trapping all correspondence – fully automating the process.

These features are perfect for quicker response times, and 'just in time' consumable and service fulfilment. Nothing falls through the cracks – a more efficient and professional method.

The benefits of this email integration? Everything is captured in the same place which speeds up your processes and greatly improves your productivity.



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All our products are designed and developed in Australia. Visit [www.happen.biz](http://www.happen.biz) for further information on Jim2® Business Engine or contact Happen Business directly on +61 2 9570 4696.

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