

## Latest technology ERP brings business benefits

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**Kirby has undertaken an ERP system upgrade that brings its business system in line with the latest technology including a number of system enhancements through efficiency, intelligence, connectivity, visibility, and increased security. The upgrade has provided the opportunity for some immediate upgrades in the functionality of Smart Access and the Kirby Gas2Go App.**

"The most exciting new feature for customers using Smart Access is the visibility of order status regardless of whether the order was placed in-store, over the phone, via email or online. The order status is live and visible for all customers, including individual technicians using a Coolcard™ to place orders with Kirby", says Kirby sales and marketing manager, Brett Hedge.

This functionality is sure to have downstream benefits to users of the system who will now have remote visibility that their order is placed in the system, confirming when the goods are available for collection or have been delivered to the requested location.

Whilst there will be further development of the system, the system integration already offers a number of enhanced features including; Live pricing for all products in the product catalogue, Express Coolcard™ creation and activation, Digital Coolcard™ option supported by the availability of the Coolcard™ in the StocardAPP, Realtime cylinder information through Smart Access and Gas2Go App, Live stock-on-hand for all Kirby stores.

Along with the changes in Smart Access, the formatting of Kirby quotations, statements and invoices has been updated but the banking details remain the same and the account payment facility is still available within Smart Access.

"We recognise that a change to our ERP may have caused some inconvenience and know that we will take some time to optimise efficiency. We have appreciated the patience shown by all our customers as we have gone through this process. The long-term benefits of the system will provide enhanced customer service and a better way of doing business with Kirby".

For any customer wanting to be setup on Smart Access, please contact your Kirby representative on 13 23 50.

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