

Debtors

Maximise Return on Assets by Streamlining your Debtors Process



EXECUTIVE SUMMARY

Keep outstanding cash to a minimum

Cash application productivity

Reduce Bad Debts

Manage credit effectively

Healthy customer relationships

Understand your customers payment profiles (DSO)

An efficient Debtors process has a direct and positive impact on maximising your return on assets. A streamlined cash collection process ensures that cash outstanding is kept to a minimum, reducing bad debt, reducing days of sales outstanding (DSO) and improving valued customer relationships.

Embrace noticeably simplifies processes including cash application, credit management. Using security controls and rules helps reduce costs and increase customer satisfaction.

The Embrace Debtors module is designed to cater for the needs of all trading enterprises, supporting Sales, Service and Customer Relationship Management while providing excellent control and functionality to the debtors department.

Embrace Debtors provides powerful account associations, making credit control and cash receipting easy to manage. Maintenance of customer profiles includes individual pricing policies, management of credit limits and unlimited contacts per customer.

Critical information is accessed in a flexible way and selective appropriate action by using many of the drill down functionalities allows debtors clerks to easily process customer transactions.

Printing of statements, posting of cash receipts, reconciliations and management of memoranda assist with efficient cash collections. While robust account and contact information allows organisation to effectively service their customers.

Embrace Customers use Debtors to :

Keep outstanding cash to a minimum

Cash application productivity

Reduce Bad Debts

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Healthy customer relationships

Understand customers payment profiles (DSO)



Debtors

<u>Features</u>	<u>Benefits</u>
Customers and Contacts Master	Customer and contact information consolidated, cash or one of mode enables the full spectrum of customer interactions enabling the revenue stream to be managed effectively
Credit Control	System supports multiple Debtors Control Accounts to manage each customer or group of customers based on user defined parameters. Credit limits can be managed at a group level, at a head office level or at an individual store level, per customer account.
Payment Receipts	Cash application is easy and each transaction is traceable and visible improving productivity in the Debtors department. Drill through enquiries to related sales and credit transactions.
Claims	Manage the specific claim requirements using the integrated Claims Processing function.
Debtors Statements	System supports open item and balance brought forward statements. Integrated Output Management manages the distribution of all Debtors documents via fax and email enabling simple and timely collaboration between you and your customers.
Multicurrency	Individual debtor accounts can be set up for multicurrency trading with automatic fluctuation entries being processed as exchange rates fluctuate.
Cross Referencing	Easily access account details using a multitude of standard and configurable cross reference details such as name, telephone number address, VAT number or any user defined information.
Enquiries and Reporting	Extensive enquiries and reporting enable you to manage your customer accounts, control Debtors Days and understand your customer payment profile using (DSO) reporting. Integrated drill down enquiries across departments allows users to find information easily.
Drill Up and Down	Drill up or down within enquiries without having to change to another application. Retrieve information quickly and efficiently, from statements, to invoices, to credit notes and payment details to outstanding deliveries.

For more information on any of our products or services please visit us on the web at

www.embrace.co.za

or contact your Embrace Account Manager or Sales Representative.

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Debtors Highlights

PRODUCT

Debtors

RELATED PRODUCTS

General Ledger

Cash Book

Point of Sale Cashier System

Customer Relationship Management

Deal System

Sales

Service

Forecasting

Pricing and Costing

Mult-Currency

The Embrace Debtors module is designed primarily to cater for the needs of the trading modules that rely on it such as Sales, Service and CRM whilst giving excellent control and functionality to the debtors department itself. The module supports powerful account associations that make credit control and cash receipting easy to handle.

Customers

Depending on organisational structure, customer accounts can be configured in various ways. Sales transactions or debtors transactions can be kept at a master or sub level and rolled up as required. E.g. sales at sub level, debtors at master and credit control at master. There is no limit to the number of customer accounts that can be configured and customers can be set up as trading accounts, marketing customers, casual customers and COD account. Internal accounts allow transactions to be processed directly between business units within the organisation.

Extensive information is kept for each customer and contact and additional fields are provided for specific requirements.

Credit Control

Credit limits can be defined in days and value at either an individual customer account or at a customer group level. Customers backorders can be included in the credit available calculation if required, limiting credit exposure for transactions that have not yet been invoiced but costs are incurred in fulfilling that order. Settlement discount can be based on statement or invoice date and date-based notes and reminders can be captured against a customer or a customer's transaction to assist with cash collection follow-ups. Accounts are automatically blocked when amounts are overdue or a customer exceeds their credit limit. Credit controllers can override this with authorisation codes. Account management can also be effected by placing accounts on hold manually. Dunning letters can be produced for overdue accounts and finance charge calculations with automatic generation of interest charges can be controlled in the system for overdue accounts.

Payment Receipts

Accept payments from any source including Cash, Cheques, EFT Transfers, Credit Cards. Accept and apply post-dated Cheques at time of receipt with automatic actioning when due. Apply payments to individual or all consolidated accounts. Payments or credit transactions may be receipted and left unapplied or applied against an individual invoice. Flexible cash application using documents such as a range of documents, all transactions in a period or oldest balance. Allow or disallow settlement discounts based on company policy. Set maximum short payment write-off amounts. Optionally capture bank deposit details and print deposit slip, accepting payments in the customers' currency of choice.

Debtors Memos

Debit and credit memos can be created to manage the balances on debtors accounts with document output managing email, printing and faxing. Debtors memos can be aged to ensure the adjustments reflect in the correct period. There are extensive comment facilities per memo.

Claims can be processed in respect of customers who wish to record a claim before the full credit note process is completed. The system facilitates the transfer of amounts from one customer to another, across branches, ensuring aging and settlement discounts are correctly applied with full traceability.

Field	Value
Customer No	AS2000014
Account Type	M (Master Account)
Delivery Name	MK LOCAL CUSTOMER 1
Postal Address 1	37 TURNER RD
Postal Address 2	ISANDO
Postal Address 3	
Postal Code	1234
Contact Name	Martin Smith
Phone Number	011-275-2000
Mobile Number	083-255-7885
Fax Number	011-275-2233
Email Address	demo@embrace.mail
CEO	David James
Phone Number	011-275-2002
Mobile Number	011-275-2233
Fax Number	011-275-2233
Email address	davidj@emksa.co.za

Debtors Highlights

Debtors Statements

Produce statements for all, individual or a range of customers, including special messages on statements. Open Item and/or Balance Forward statements can be produced and statements can be output to printer (laser or pre-printed stationery), fax or email and customised to suit requirements. Statements can be output in customer currency and/or local currency.

Integration

The Debtors module is a fully integrated module within Embrace, where the Cash Book is updated from the Debtors system as receipts are entered and available credit is immediately adjusted for use by the Sales, Service and Deal Systems.

Reporting

Dunning letters can be produced for overdue accounts and extensive reporting is available in both local or foreign currency. Detailed and summarised aged analysis options are available with open item collection reports including follow-up notes, on-hold reports and over the credit limit reports.

Enquiries

Find critical information using the practical, flexible design of Embrace which ensures information is available via drill down enquiries without having to perform several operations to get to the required information.

The image displays two screenshots of the Embrace software interface. The left screenshot shows the 'Customer Enquiry and Notations' window for customer AS2000014, displaying postal and deliver-to addresses, and a 'Detailed Selection' panel with buttons for Balances, Notations, History, Master/Subs, Transactions, General, Sales Figures, Customer Cat, In Process, and PAGING. The right screenshot shows the 'Customer Enquiry And Notations' window for customer AS2000014, displaying an ageing analysis table and a list of invoices. Below these is a 'Debtors Document Enquiry' window showing details for document 000012, including customer, document, doc date, entry date, active currency, file sequence number, settle discount, and disc date. It also shows a table of items with columns for Item, Type, Code, Description, GL Account, and Line Amount.

150 Days	120 Days	90 Days	60 Days	30 Days	Current
980285.43	0.00	0.00	0.00	0.00	0.00
Unapp Cash	Unapp Credit	Balance	File Balance	In Process	Avail Credit
1000.00	8836.14	970449.29	970449.29	9042107.42	UNLIMITED

Item	Document	Date	Order No	Amount	Balance	Comments
1	000012	15-05-06	VERBAL	11.78	11.78	THIS IS A PR.
2	000011	15-05-06	VERBAL	23.56	23.56	
3	DMJ000001	18-08-07	MK1	2280.00	2280.00	
4	000063-P1	24-05-08	VERBAL	22800.00	22800.00	
5	000063-P2	24-05-08	VERBAL	34200.00	34200.00	

Item	Type	Code	Description	GL Account	Line Amount
1	CAT	C120	Make Up Accessories	AS20-5100-0000	11.22
2	TAX	GE	GST - 5%		0.56

RELATED SERVICES

Embrace Support Representatives can assist with designing solutions and implementing additional requirements

Application Support through the ACS Support Centre

Embrace Training

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Controls and Audit

Strong and easily maintainable security features enable you to configure users to only access those specific functions within their defined roles. System Audit tracking is constantly updated as changes are made to debtors accounts. Access control and traceability are core Embrace features and ensures control over access to and management of the Debtors system.

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