PRODUCT PROFILE

CDC Ross Enterprise

Streamlining Accounts Receivables for Life Sciences

Benefits of CDC Ross Enterprise Accounts Receivable Module

- Speeds access to all transactions and drill-down access
- Streamlines order-to-cash processes
- Delivers comprehensive functionality
- Eliminates manual data entry process improving accuracy and efficiency
- Improves productivity and accuracy
- Ability to raises customer service to an all new level

CDC Ross Enterprise streamlines your order-to-cash process with seamless integration between Sales Order Processing and Accounts Receivable while providing flexible setup, financial controls and access to information. The Accounts Receivable module within this application delivers comprehensive functionality to streamline routine tasks such as billing, credit management, payment application, and tax calculation – reducing costs and enabling your finance professionals to concentrate on analyzing credit risk and customer performance.

Maintaining Customer Information

CDC Ross Enterprise delivers one common table for maintaining customers for both Sales Order Processing and Receivables. Customers can be maintained, with appropriate security, with detailed audit trails and high-level controls for status and credit hold capabilities as needed. CDC Ross Enterprise provides comprehensive functionality and flexibility to meet your unique business requirements.

- You can link multiple customers to a common "parent" customer and check credit, send statements, and apply payments at the summary level.
- You can group various customers together for billing frequency, pricing and discounts, and credit management purposes.
- For each customer, you can enter an unlimited number of addresses in country-specific formats.
- Maintain detailed information at the customer-address level such as language preferences, tax rates, shipment methods, and delivery instructions.

Billing Customers

With seamless integration you can automatically check credit status during the sales order process, and generate customer invoices upon confirmation of shipment. The handling of cash receipts and the application of these receipts to outstanding invoices is seamlessly and automatically managed.

- Your finance department can choose to review or approve invoices before they are released, as well as make any necessary adjustments.
- You can create an invoice for each shipment, or you can create a combined invoice for multiple shipments to a single customer bill-to.
- You can also enter invoices (and credit and debit memos) directly into the system and bypass the sales order and shipment process.
- You can transfer transactions from one customer to another, and update the relevant controls.

Batch Transactions

Customer invoices (and other transactions) can be entered online in batches, or accepted from external sources, with full validation rules enforced. Batches can be entered and balanced against control totals and set for update only after review, edit, and approval by departmental supervisors.

Credit Transactions

You can offset or allocate credit transactions (credit notes and credit adjustments) against debit transactions (invoices, debit adjustments and returned checks) for the same customer. And you can:

- Partially or fully allocate a credit transaction and repeat the allocation process as many times as necessary.
- Combine credit transactions with cash payments for the purpose of allocation.
- Apply cash based on the age of an invoice or against a specific invoice to accommodate individual customer paying habits.

Tax Calculations

CDC Ross Enterprise provides one common tax table for sharing tax rates across Sales Orders, Receivables, Payables and Purchasing. Composite tax rates can be defined with up to six components and the system can calculate tax-on-tax as may be required by your business. CDC Ross Enterprise helps you to calculate and record sales, use, and VAT taxes with complete reporting for compliance with local regulations.

Credit Management

With full integration between the Accounts Receivable and Sales Order Processing modules in CDC Ross Enterprise, you have the flexibility to provide the highest level of customer service while reducing your risks. The extensive credit management functions enable you to:

- Check credit at multiple steps in the sales cycle, including at time of order entry, pick list and shipment confirmation.
- Validate customer credit levels and continuously monitor:
    - ◊ Credit usage with new orders.
    - ◊ Payment history and delinquency.
    - ◊ Nearness to credit limit.
    - ◊ Over credit limit.
- For each customer, you have the option of setting a credit-limit warning, a credit-hold warning or both. And if both are set, you are automatically warned when your customer reaches the credit limit, and again when the credit hold limit occurs.
- You can setup categories for new customers that you may want to watch closely.

Collections

The Accounts Receivable module in CDC Ross Enterprise enables you to track, monitor, and collect your receivables and reduce delinquent accounts with powerful online collection tools.

Collections also allow you to:

- Review statements and dunning letters sent to your customers, as well as aging reports and customer performance inquiry.
- Increase the efficiency of your collectors by letting each collector focus on a specific group of customers.
- View all the day's actions with customer diary / work lists. Easily find and add customer contacts and record customer calls.
- Place a customer on "hold", keep track of customer commitments and contacts, and use the online customer diary capability to track calls and follow up actions.
- Drill down from a customer account to individual transactions.

Online Inquiry

The Accounts Receivable module in CDC Ross Enterprise provides extensive online inquiry capabilities for quick access to all transactions and drill-down access to sales and purchase orders, payments and receipts, and any customer or supplier diary entries.

- Online inquiries are provided with a range of helpful search criteria, such as transaction numbers, date ranges, and wildcards for simple and easy access to information.
- Any information from CDC Ross Enterprise can be quickly downloaded to Excel by clicking one button. All of the formatting information for dates, currency, decimal place, etc is maintained
- With access to multiple screens or windows across the entire system, users stay more productive.

Track & Record Customer Communications

You can maintain a complete history or diary of every action and / or correspondence relating to a customer account, such as telephone calls, faxes, meetings or visits, which help support your collection and service efforts.

- Diary entries can include a progression date so that you can generate daily reminder or work lists.
- Associate a diary entry with a receivables transaction or debt letter and display your comments with inquiries on either of these transactions.
- Inquiries on diary entries for a specific customer or review diary entries for a range of customers or a range of progression dates is also an option.

Finance Charges

The Accounts Receivable module provides you with the option to apply finance charges to outstanding customer balances, as well as flexibility in calculating the applicable finance charge.

The system enables you to:

- Apply a periodic rate to the average daily balance of purchases.
- Add a periodic rate to all past due amounts, where your credit terms designate the past due amounts.

The system automatically includes unapplied cash or credit transactions in the finance charge calculations to decrease the amount overdue. In addition you can:

- Control finance charge calculations at the customer level and prevent duplicate calculations for the same billing cycle.
- Write off finance charges for selected customers or all customers within a selected range.
- Track finance charges through Receivables and General Ledger.

Customer Analysis

CDC Ross Enterprise provides you with sophisticated customer reporting and analysis tools including:

- The option to group customers, even for complex customer organizations with multiple ship-to/bill-to combinations, so that you can run reports, do analysis or even send communications to them.
- Ability to create and maintain customer records, including details on customer alternate addresses, discount and price codes, and credit limits and terms.
- Providing you with a variety of standard reports, including aging reports and statements, audit reports, credit reports, transaction reports and control reports.

Applying Cash Receipts

The Accounts Receivable module in CDC Ross Enterprise enables you to receive and apply cash to your customer accounts and transactions – either in one single step or in multiple steps as required by your business.

- With one-step cash application, you can enter and apply receipts against customer transactions immediately.
- With a multi-step process you can enter cash receipts (or receive these electronically from your bank) and modify and approve these prior to updating customer accounts and applying to your customer transactions.
- If you use multiple currencies, you can enter cash receipts in any currency and allocate them to any transaction regardless of the original country.
- The system enables you to have partial or full allocation to single or multiple transactions. Any cash not allocated or not fully allocated is held as an outstanding credit transaction on the customer account.
- Cash receipts can be applied to customer invoices according to oldest outstanding or period balances or selected from a list of outstanding transactions.
- Cash receipts can also be applied against consolidated invoices or customer statements as required.
- Ability to set up an unlimited number of user-defined reason codes and write-off types and post these to separate GL accounts as needed.

Bank Reconciliation

CDC Ross Enterprise enables you to reconcile the details from a bank statement to individual cash transactions in the Accounts Payable and Accounts Receivable sub-ledgers and the appropriate cash account balance in the General Ledger.

You can enter bank statement details, such as what transactions have been processed and any bank and transaction charges, manually or automatically via an ASCII file from the bank.