

Product Profile: Infor FMS SunSystems Collect – Key Features



SunSystems Collect is a debtor management module specifically designed to provide companies with unparalleled credit management and debt collection functionality.

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Sapphire Systems plc is the global No.1 SunSystems Channel Partner, one of the world's leading Channel Partners for SAP Business One and 2009 Partner of the Year for Professional Advantage. During the past 20 years, Sapphire has built a team of technical and services personnel who have led some 2,500 system implementations - from single-user systems to large, multi-national finance and ERP applications.

With offices in London, Birmingham, Manchester and Edinburgh in the UK, New York, Los Angeles & Houston – USA, as well as Mumbai – India, the group today provides solutions, services and support to over 650 companies worldwide.

Overview

Infor FMS SunSystems Collect is a debtor management module specifically designed to provide companies with unparalleled credit management and debt collection functionality. Thorough analysis of debtor days and cash flow, close monitoring of debtors and the ability to track collection are benefits quickly delivered by Infor SunSystems Collect. All this means that you can reduce Days Sales Outstanding and improve cash flow, while minimising collection costs.

Automated Processes

Infor SunSystems Collect minimises the manual involvement in the process of producing and sending reminder letters and statements. The ability to automatically generate and electronically distribute written communication means more Credit Controller time is available for the directly productive tasks such as making phone calls to customers.

Search set generation - User-defined search sets enable the generation of customer listings that meet a wide range of criteria, including the amount or percentage over credit limit, age of transactions, transaction status, analysis codes and many more. Search Sets can be scheduled to run overnight for letter and statement generation and printing / email dispatch and so that Credit Controllers have the latest to-do lists available every morning.

Multiple document formats - Allows as many different document types and formats as are required to meet the needs of your debtor collection process.

Distribution method - Letters can be sent via e-mail, removing the need to print and send documents manually.

Transaction status - Each relevant transaction can be updated with user-definable status flags, ensuring full visibility of all transactions regardless of the method of investigation.

Follow up actions - Each process enables the user to define the follow up actions and the date for these actions to be carried out. This also includes a secondary follow up date if required.

Customer Contact

Infor SunSystems Collect provides a full range of facilities to ensure that direct contact with customers is as smooth, efficient and consistent as possible. This approach improves customer relations while maximising use of the credit controller's time.

User diaries - Each user has an online diary that lists their outstanding tasks for each day. This ensures that tasks are never missed, and can be picked up even if a credit controller is unexpectedly absent.

Unlimited contacts - Each customer can have unlimited contact details. These contacts can be classified into user-defined groups ensuring that the right contact is used for any given situation.

Notes - Each follow-up action can have a user-defined instruction so the credit controller is fully aware of the status of the call they are about to make. Additional notes can then be added to ensure the account status is kept fully up to date.



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Additional documentation - As well as attaching relevant transactions to notes, it is also possible to attach additional documents, for example when a call or transaction is particularly complex.

Transaction details - Every customer transaction is available to the credit controller when making calls. This enables them to drill down to investigate the detail and even email a copy of the transaction while on the phone.

Account allocation functionality - Enables Credit Controllers to allocate transactions directly within Collect.

Payment planning - If a customer is unable to pay a transaction in full, Infor SunSystems Collect enables the credit controller to split the transaction to provide a payment plan with multiple due dates

Single point of entry - Because all information is held on the Infor SunSystems database, all the required information is at the credit controller's fingertips meaning that absolutely nothing is lost and avoiding the need to find documents and call the customer back.

Security - Both full functional and data security ensure integrity of data, while enabling credit controllers to be focused on specific ranges of accounts.

Reporting & Statistics

Infor SunSystems Collect provides a range of reports and statistical analysis to provide management with full visibility of the debtor recovery status. This increased visibility means that management are able to make decisions on elements such as cash flow on a more informed basis.

Standard reports - Collect comes with a number of reports as standard to provide the ability to analyse customer individually and as a group. These reports include Ageing Summary, Ageing Detail, Debt Recovery Analysis and Days Sales Outstanding, analysable by account and analysis code (static and transaction analysis).

Report Designer - As well as the standard reports, Collect comes complete with its own report writer to enable users to define reports to suit their requirements.

Statistical analysis - Collect enables users to investigate statistics on a global and individual account level. This analysis is particularly useful when undertaking tasks such as reviewing credit limits or identifying potentially delinquent accounts.

Availability

Collect is available in English, French, Italian and German language versions and it is possible to run in multi-lingual mode where users select their preferred language of operation from these four.

For more information on Infor SunSystems Collect products, services and business solutions call our Product Advisory Team on +44 (0)20 7648 2000.