Services Recovery System
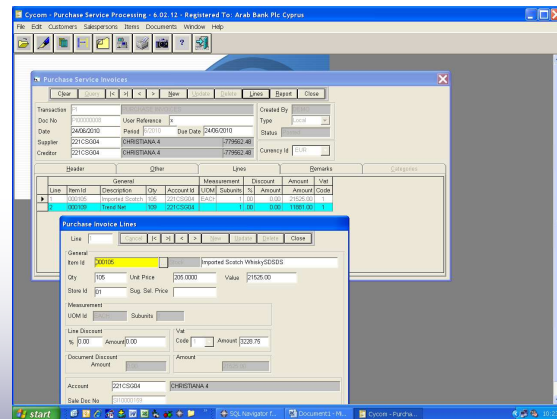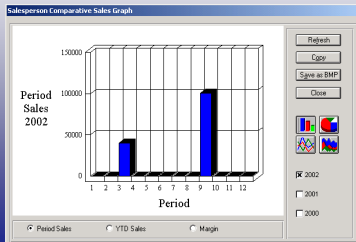
SERVICE IS OUR PRIORITY

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SERVICE RECOVERY SYSTEM

Overview

The Services Recovery System is specifically designed to assist firms that incur expenses on behalf of their clients. These expenses are to be charged to the client at a later date. It works by allowing the user to record the client when entering the purchase document. Thereby allocating the expense or service to a client at the time of the purchase. When it is time to invoice the client, the user will have a list of expenses that have been paid for this client so that they can be recovered.

There are various reports so that the user can see exactly what expenses or services have been passed on to the client and what is still pending to be invoiced.

Cycom Business Solutions Ltd provides powerful software solutions for today's demanding and competitive business environment.

They easy-to-use graphical user interface increases user productivity and enables business workgroups to manage financial information more effectively.

FLEXIBLE

SIMPLE TO USE

CUSTOMIZED REPORTING

AD-HOC QUERIES

FULLY INTEGRATED

EMAIL ENABLED

MULTI-CURRENCY

FLEXIBLE DOCUMENT ANALYSIS

SECURE ROLE-BASED ACCESS CONTROL

MULTI-COMPANY

Features

Flexible
Service Recovery System offers unrestricted flexibility by allowing you to customize the system according to your Sales Business Processes. You can define multiple transaction definitions that govern how the different sales documents will behave depending on your organizational needs.

Simple to Use
Service Recovery System incorporates internationally accepted graphical elements, according to the Microsoft Windows standard, delivering a familiar "look and feel". This minimizes training time and allows users familiar with the Microsoft Windows interface to get "up and running" soon after the system is installed. The instant reference information, eliminating the need to refer to printed manuals.

Customized Reporting
Reports can be generated as and when required. Flexible report selection criteria allow you to restrict the information to be printed and the way that these will be sorted. Using the preview windows, reports can be viewed on the screen before being sent to the printer. The Crystal Report Writer allows your expert user to design any custom report from the database without programming.

Ad-Hoc Queries
Enter your search criteria in the empty text boxes of a form and press the query button to have the system select all the transactions matching the criteria entered. Use the criteria selections of the document management forms to query on document statuses as well as other criteria available. View the results of the enquiry in a tabular form. Double click on any of the documents listed to navigate to the source entry documents.
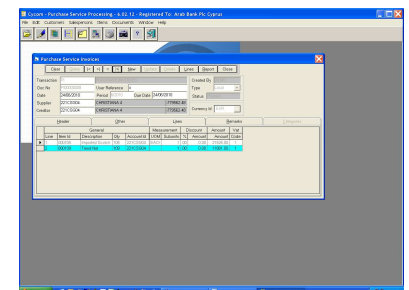
Integrated
Service Recovery System is fully integrated with the Inventory, the Financial Management, the Purchase Order Processing System and the Address Management Systems both in terms of their visual interface as well as their underlying mechanics and database. All related systems are updated concurrently and no special or lengthy procedures need to be executed periodically. A sales document updates both the Inventory and Financial Management Systems. Additionally, you may define multiple Interface definitions with the Financial Management System and thus capturing as much information as required in the Financial Management System in terms of Journals, Accounts and Transaction Analysis.
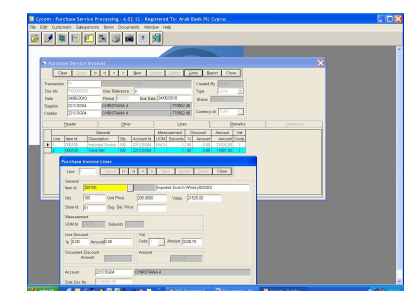
Email Enabled
All reports can be forwarded to any recipient or group connected to the electronic mail system after being previewed on the screen.
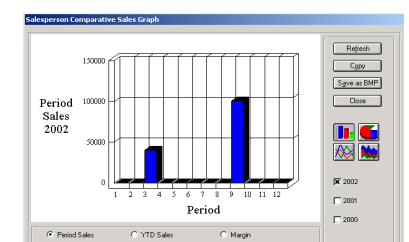
Multicurrency

Service Recovery System provides comprehensive features that support the processing of foreign documents. The system allows the processing of any number of different currencies for each customer. It supports currency conversion translation and revaluation, in accordance with generally accepted accounting principles.

Secure Role-Based Access Control

Your system administrator can assign each user to a role-based group. For each group the administrator can assign the functions that are to be accessible to all users of that group. For example one group could have access to the account enquiry and document entry functions but could be restricted from accessing the batch posting function. By restricting the functions available to particular users, you can reduce the potential for a security problem.

User Defined Form Sizes and Grid Column Widths

You may adjust the size of your form in order to view more records in a grid and the system will remember the next time you visit the function. Additionally, you may adjust the column widths of a grid of an enquiry form, or even choose the columns to be displayed, and the system will remember your settings the next time you visit the form.

Standard Reports

A rich set of standard reports is available to help you monitor your business operations. These can be previewed on the screen or exported to a variety of popular formats like:
Excel, Lotus, Word, Acrobat, etc, or to send the report through electronic mail.
Reports are produced on demand based on user selected criteria, and can be printed for any accounting period.

Chart of Accounts

List of accounts that have been defined in the Financial Management System.

Address Records

Mailing Labels, Telephone Directories, Address Records Listing.

Salespersons Listing

Lists all the salespeople defined as well as the yearly sales quota, payroll costs and other expenses.

Commission Definitions

Lists all the salespeople and supervisor commission rates defined for each Salesperson or Group of Salespeople, Commission Group, Price Group and Payment Method.

Price Lists

Lists the Price Lists identified by the Price Group and effective dates. For each Price List the report shows the Item, the Price, the Discount and free levels. Additionally, quantities are shown if the Price Lists where set to work with that parameter.

Price Update Requests

You may update all or selected price Lists. This report shows the Request for Price Update, the Price List, the old and new prices as well as the last and average costs for each item.

Outstanding - Not yet Invoiced Services Report

Shows for any client. Services that have been charged to that client but have not yet been invoiced.

Service Document Listings

You may print any of the Sale Documents in a form, in analytical or summarized formats.

Paid Invoices Report

This report shows you the invoiced that have already been paid.

Document Profitability Report

Shows the profitability for each document. The report can be grouped by many parameters which may be one of the following: Transaction Id, Transaction Class, Customer, Store, Store Subtotal Level, Salesperson, Payment Method, any of the five user defined Account Categories or any of the five user defined Document Categories.

Sales Reports

These reports include Sales/Margin, Average Monthly Sales, Sales Contribution and Sales Profitability that can be produced in summarized or analytical format. The groupings of the report are user defined and they can be grouped by many parameters which may be on of the following: Store, Store Subtotal Level, Item Main Supplier, Item Short name, Superseded by, Consolidation Item Salesperson, Customer, any of the Item Categories or any of the Account Categories.

- Sales/Margin—shows sales by customer, displaying period and year-to-date sales as well as gross profit margin for the current and previous years.
- Average Monthly Sales—show the Average Sales, Margins, Margin variance for any two years specified.
- Sales Contribution—shows the Sales Value Contribution ratios that are expressed as percentages and are given for period and year-to-date-sales.
- Sales Profitability—shows the profitability that is expressed as a gross profit margin percentage as well as the sales quantity, cost and sales value. Period and year-to-date figures are also shown.

Comparative Sales Report

Shows in horizontal format the monthly sale for any three years specified by the user. Profit margins may also be included at the user's request.

Reports can be previewed on the screen and can be printed on any printer installed on your Windows System. The reports viewer allows you to export reports to a variety of popular formats such as Excel, Lotus, Word, Acrobat etc, or to send the report through electronic mail.

Key—Features

- ♦ **Fully Integrate**—with the Inventory, Sales Order Processing, Purchase Order Processing Financial Management and the Address Management Systems.
- ♦ **Sales Functions supported**—including Orders, Invoices, Invoice Returns.
- ♦ **Allocate Services or Expenses directly to a client..** The system allows the user to specify the client for which an expenses has been paid. It is saved and can be recalled at the time of invoicing the client.
- ♦ **Service Document Listing.** The user can print at any stage what Services or Expenses are Outstanding—have not yet been invoiced.
- ♦ **Extensive Document Entry validations**—such as restricted currencies, credit limit checks, restricted price lists are available for the customer and restricted maximum discount, restricted alternative price lists and restricted Salespeople are available for the user entering the document.
- ♦ **Marked invoices as Paid.** The user can mark which invoices have been paid, so the user can easily indentify unpaid invoices.
- ♦ **Pro-forma Invoice Creation.** Invoices, Orders or Pro-forma Invoices can be generated automatically from the system showing pending Services to be passed on to the client.
- ♦ **Predefine Sales Price.** The expenses to be passed on to the client can have a predefined Sales Price which can be different from the purchase price. For example: the service purchased was €10 but you will charge your client €15. If this is always the case, then the system will automatically charge the sales price saving the user time when invoicing.
- ♦ **Extensive enquiry capabilities**—are available with main focus on Sales with reference to Customers, Salespeople and Items.
- ♦ **User defined Allocations scheme**—is available where you may set what unposted transactions in the Sales System you would like to consider as allocated. The selection includes the following: Sales Orders, and Returns, Entered Sales Invoices and Returns.
- ♦ **Separate Document Management functions**—exist allowing you to perform enquiries by document status, view the documents that met the enquiry criteria in a tabular form, and enabling you to change their status.
- ♦ **Five User Defined Document and Five Salesperson Analyses**—are available for further analysis of documents and Salespeople. Interfaces with the Financial Management System may be set so that these may be further analyzed in the General Ledger.
- ♦ **Item Categories and Balance Analysis**—defined in the Inventory System may be used to further analyze Items and Stores.
- ♦ **Batch or on-line posting**—Documents may be posted on-line, one by one or in a batch according to user selected criteria.
- ♦ **User defined transaction definitions**—allow you to adapt each document entry function to your organization's requirements. The system may be set so that for each transaction definition has a different numbering sequence for easier filing and audit trail.
- ♦ **Automatic Generation Wizards**—assist you in generating Price Lists and Commission Definitions in a number of ways. A number of other wizards assist you in creating Sales Documents based on other Sales, Purchases or Inventory Documents thus easily enriching the lines of a document.
- ♦ **Multiple Price Lists**—may e defined subject to Price Groups, where currency and VAT handling is defined, and effective dates. Additionally, quantity level pricing may also be defined.
- ♦ **Flexible commissions**—defining all the salespeople and supervisor commission rates for each combination given below: Salesperson or Group of Salespeople, Commission Group Price Group and Payment Method.
- ♦ **Comprehensive Audit Trails**—are maintained by the system allowing you to trace transactions to their source entry using "drill down" capabilities where applicable.
- ♦ **Flexible Interface to the Financial Management System**—Different parameters regarding Journals, Accounts and Transaction Analysis may be set for each Transaction Type and Interface Group allowing further analysis in the General Ledger.
- ♦ **Production Batches and Expiry Dates**—may be traced from the Purchase Invoice to the Inventory System to the Service Recovery System.
- ♦ **Multiple Enquiry of an Item Code**—gives the ability to find an Item code in the documents entry by one of the following ways: Item Id, Part Number, Bar Code, Short Name, and Suppression Code.
- ♦ **Multiple Item Classes**—such as Stock, Non-Stock and Text may be used in documents each handled in a different way by the Service Recovery System.
- ♦ **List of Values**—the pop-up list of values allows you to easily find accounts and other codes.
- ♦ **Flexible transaction retention methods**—transaction history for each item can be held for as long as required.
- ♦ **Future or past postings**—can be made to any future or past period but can also be restricted by the system administrator within pre-specified open periods.
- ♦ **User defined fields**—20 user-defined fields for each item allow you to customize the system so that it is relevant to your business needs.
- ♦ **Easy interface with other systems**—can by achieved by exporting Sales Documents to ASCII format or importing form ASCII format
- ♦ **Multi-company processing**—is allowed since a three-character code is used to identify each company, allowing you to hold many companies in the same database.

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