

# SunSystems Collect

## Overview

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 SunSystems Collect. All this means that you can reduce Days Sales Outstanding and improve cash flow, while minimising collection costs.

## Automated Processes

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

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.
- **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 e-mail a copy of the transaction while on the phone.
- **Account Allocation functionality** - enables Credit Controllers to allocate transactions directly within SunSystems Collect.
- **Payment planning** - If a customer is unable to pay a transaction in full, 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 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.
- **Standard reports** - SunSystems 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, SunSystems Collect comes complete with its own report writer to enable users to define reports to suit their requirements.
- **Statistical analysis** - SunSystems 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.

## Reporting and statistics

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.