

Safe | Credit Control

Proactive credit and query management

Customer details - requirements	Safe	Current System	Supplier one	Supplier two
Alpha/numeric account code	Yes			
Account name of at least 30 characters	30 characters			
Multiple lines of address	5			
UK Postcode	Yes			
Additional delivery/branch/location addresses	Unlimited			
Telephone number	Yes			
Fax number	Yes			
Web site address	Yes			
VAT number	Yes			
Company registration number	Yes			
Bank details (including building society) - for direct debits	Yes			
Direct debit (AUDDIS compliant)	Yes			
Default currency	Yes			
Country code	User definable			
Area or region code	User definable			
Location/branch code	User definable			
Representative	User definable			
Additional user definable analysis codes (e.g. credit controller, business sector ...)	4			
Additional user definable properties	Unlimited			

Ability to flag customer as no longer used	Yes			
Account notes (with user and date stamps)	Unlimited			
Attach documents to the customer	Yes - any format, e.g. Word, Excel, PDF, Scanned image			
Document archiving option	Yes			
Factoring flag	Yes			
Send documents by fax, post, email or publish to web	Yes			
Definable statement groups	Yes			
Document routing (e.g. send statements to more than one recipient)	Yes - by email, fax or post			
Credit check agency reference (e.g. Dun & Bradstreet)	Yes			
On stop flag	Yes			
On stop reason code	User definable			
Litigation flag	User definable			
Risk categories	User definable			
User definable terms of payment	Yes - per customer and against transaction type			
Chase letters	Yes			
Payment request letters	Yes			
Welcome letters	Yes			
User definable letter formats (HTML)	Yes			
Customer groups (parent/child relationships)	Yes			
Definable financial year	Yes - using period numbers or names as labels			

Milestone dates -				
Account opened	Yes			
Last modified	Yes			
Last invoiced	Yes			
Last statement sent	Yes			
Last payment received	Yes			
Last credit limit review	Yes			
Last risk category change	Yes			
Last credit insurance change	Yes			
Current account balance	Yes			
Credit limit	Yes			
Recommended credit limit (from Ratings Agency)	Yes			
Requested credit limit	Yes			
Credit insured value	Yes			
Customer account balance as at each period (with drill	Yes			
Customer turnover in each period with cumulative annual	Yes			
Customer cash received and average payment days in each	Yes			
Customer DSO as at end of each period	Yes			
Real time, on screen aged debt per customer	Yes			
Ageing by transaction date and due date	Yes			
User definable ageing periods	Yes			
Current, 30, 60, 90, 120+ debtor values (with drill down)	Yes			
Total value of transactions under query (with drill down)	Yes			
Total of transactions with promised payments (with drill	Yes			

Total of overdue promised payments (+7, +14, +21 days late -	Yes			
Options to search by :-				
Account number	Yes			
Account name	Yes			
Address (including postcode)	Yes			
Telephone number	Yes			
Fax number	Yes			
Company registration number	Yes			
Contacts	Yes			
Related transactions	Yes			
Transaction date	Yes			
Invoice number	Yes			
Reference	Yes			
Value	Yes			

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Contact details - requirements	Safe	Current System	Supplier one	Supplier two
Multiple Contacts	Unlimited			
Contact name	Yes			
Contact address (default to main account address)	Yes			
Preferred name	Yes			
Position held	Yes - user definable			
Contact type	Yes - user definable			
Mailshot groups	Yes			
Multiple contact methods	Yes			
Phone number	Yes			
Alternative phone number	Yes			
Mobile number	Yes			
Fax number	Yes			
Email address	Yes			
Preferred contact method	Yes			
Contact notes	Yes			
Documents - link any document type to contact e.g. Word or Excel documents	Yes			
Link customer events (workflow) that relate to the contact (diarised activities)	Yes			
Link transaction queries that relate to the contact	Yes			
Link emails sent to the contact	Yes			

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Transactions - requirements	Safe	Current System	Supplier one	Supplier two
Group transactions as current, historical or pending	Yes			
Retain all historical transactions	Yes - unless archive requested			
All matched/closed transaction to relocate to history	Yes			
Unlimited transaction types (e.g. invoices, credit notes)	Yes			
References (e.g. invoice no) to be auto created (optional)	Yes			
Transaction date	Yes			
Due date	Yes			
Week number	Yes			
Posting period and year	Yes			
Customer reference 1 (e.g. purchase order number)	Yes			
Customer reference 2 (e.g. internal reference)	Yes			
Narrative	Yes - 30 characters			
Location	User definable			
Original value	Yes			
Outstanding value	Yes			
VAT amount	Yes			
Settlement discount (if appropriate)	Yes			
User definable properties for analysis purposes	Yes			

User definable transaction view				
VAT Analysis	Yes			
Nominal Analysis	Yes			
Query details	Yes			
Transaction notes	Yes			
Attach multiple documents to the transaction	Unlimited			
Document archiving option	Yes			
Hot key links	Yes			
Quick print of current transactions	Yes			
Rapid export to Excel	Yes			
Search by invoice number, date or customer reference	Yes			
Invoice/credit note print/reprint option	Yes			
Chased letters sent per transaction	Yes			
Matching/allocation details	Yes			

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Credit management - requirements	Safe	Current System	Supplier one	Supplier two
Workflow/events	Yes			
Diarised workflow events for all users (e.g. credit controllers)	Yes			
Management to view all workflow events	Yes			
On screen analysis of events by user or event category	Yes			
Ability to escalate or divert events to other users	Yes			
User definable events e.g. Telephone call, site visit etc	Yes			
System generated events per customer (auto appear in associated users workflow)	Yes			
Regular call cycle	Yes			
Risk review	Yes			
Exceeded credit limit	Yes			
Exceeded recommended credit limit	Yes			
Approaching credit limit (Percentage)	Yes			
Approaching recommended credit limit (Percentage)	Yes			
Exceeded insured value	Yes			
On stop	Yes			
Credit limit changed	Yes			
Credit limit change requested	Yes			
New account allocated to user	Yes			
First invoice sent	Yes			
Specific invoice goes overdue (based on a user defined value, e.g. over £20k)	Yes			
Chase letter sent	Yes			

Payment request letter sent	Yes			
Transaction(s) placed under query	Yes			
Promised payment late	Yes			
Late payment interest invoice raised	Yes			
Credit rating agency alerts				
Mailshot sent	Yes			
Event details	Yes			
Account number and name	Yes			
Contact details (name, telephone, fax and email)	Yes			
Date and time of event	Yes			
Event category (see above)	Yes			
Query category (if query type event)	Yes			
Originator (auto or user name for manual events)	Yes			
Follow up by (event appears in this users workflow)	Yes			
Follow up required (Y/N)	Yes			
Follow up - on/by date	Yes			
Progress level - outstanding/completed	Yes			
Priority level	Yes			
Last progression (date and time)	Yes			
Amount promised/chased (if promised payment or chase letter event)	Yes			
Amount under query (if query related event)	Yes			

Drill to associated transaction	Yes			
Drill to related documents	Yes			
Drill to account details	Yes			
Email event details to other user	Yes			
User definable email templates	Yes			
Ability to link related events (unlimited parent/child)	Yes			
Chase letters	Yes			
Definable number of escalation levels	Yes			
Definable number of letters per chase category	Yes			
Definable timings between letters (e.g. 14 days, 30 days ...)	Yes			
Chase letters to be created by Word or plain text	Yes			
Overdue balance to appear on letter	Yes			
Transaction details to appear on letter	Yes			
Option to exclude queried transactions from letters	Yes			
Overdue tolerance	Yes			
Reset escalation based on collection of percentage of chased monies	Yes			
Action after escalation (continue sending last letter, on stop, solicitor etc)	Yes			
Chase level - overdue, account or period balance	Yes			
Minimum balance to chase	Yes			
Distribute letters by post, fax or email	Yes			
Payment request letters	Yes			
Promised payments	Yes			
Specific event type	Yes			
Record amount promised against each transaction	Yes			
Auto update promises when cash allocated	Yes			
Record if promise is fulfilled - early, on time, short, late, never	Yes			
Auto allocate cash receipts against promises	Yes			

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Query management - requirements	Safe	Current System	Supplier one	Supplier two
Ability to flag transactions under query	Yes			
User definable query categories	Yes			
Originator	Yes			
Person handling	Yes			
Prevents payment (Y/N)	Yes			
Amount under query	Yes			
Contact details	Yes			
Last progression (date and time)	Yes			
Dispute/query notes	Yes			
Progress notes	Yes			
Status (outstanding, completed etc)	Yes			
Escalation level (auto instigated if not actioned within defined timescale)	Yes			
Email alert (ability to send details of a query to a non system user)	Yes			
Auto change status to completed when invoice is full paid	Yes			

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Risk management - requirements	Safe	Current System	Supplier one	Supplier two
User definable risk categories with descriptions	Yes			
Credit limit overrun percentage	Yes			
Action on overrun - hold or report	Yes			
Last review date	Yes			
Review frequency (auto generates diarised workflow event)	Yes			
Regular call cycle days (auto generates diarised workflow event)	Yes			
Bad debt provision (auto generate bad debt provision journal)	Yes			
Credit check agency reference (e.g. Dun & Bradstreet number)	Yes			
Integration with Credit agency reports	Yes			
Ability to link credit agency report documents	Yes - Word, Excel or a			
Late payment interest analysis	Yes			
Late payment interest invoice generation	Yes			

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Cash allocation - requirements	Safe	Current System	Supplier one	Supplier two
Allocate cash at same time as posting cash	Yes			
Allocate/post cash on a single account or as a batch	Yes			
Batch control totals	Yes			
Optional hold of allocation until cash is reconciled in bank	Yes			
De-allocate incorrect allocation session	Yes			
Store partially completed allocated sessions for later retrieval	Yes			
Allocate cash across group accounts	Yes			
Exclude queried transactions from allocation sessions	Yes			
Search transactions by date, invoice number or reference	Yes			
Drill to transaction details	Yes			
Auto allocate	Yes			
oldest first	Yes			
mark and allocate	Yes			
Match all	Yes			
Partial allocation	Yes			
Enter discount	Yes			
Import of allocations from Excel spreadsheet/CSV file	Yes			
Allocation by invoice number	Yes			
Disallow completion until balance of cash is zero	Yes			
Auto generate write off transactions for user defined amounts (e.g. +-5p)	Yes			

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Reports - requirements	Safe	Current System	Supplier one	Supplier two
Reports to be generated in real time or retrospectively if required	Yes			
Reports to be exported to Excel	Yes			
User defined reports to be added to system menus	Yes			
Extensive run time selection criteria on all reports	Yes			
Integrated OLAP cube based management reporting	Yes			
Integrated SQL view based reporting	Yes			
Typical reports				
Aged debt	Yes			
Aged debt by branch (per invoice not customer)	Yes			
Cash allocations report	Yes			
Chase letters generation	Yes			
Credit control details	Yes			
Credit insured report	Yes			
Customer statements	Yes			
Customer turnover report	Yes			
Days sales outstanding report	Yes			
Direct debits report	Yes			
Risk category review list	Yes			
Account details report	Yes			
Batch detail/summary report	Yes			
Workflow event type analysis	Yes			
Follow up lists report	Yes			
Queried transactions report	Yes			
Transactions list	Yes			

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General requirements	Safe	Current System	Supplier one	Supplier two
User access	Yes			
Customer access	Yes			
View customer details				
Name	Yes			
Address	Yes			
Telephone number	Yes			
Contact details	Yes			
Credit limit	Yes			
Balance	Yes			
Overdue balance	Yes			
Queried transaction balance	Yes			
Last invoice, statement and payment dates	Yes			
On stop status and reason code (may be hid from customers view)	Yes			
Trading balances				
Balances (Period and Year) with drill down to transactions	Yes			
Turnover (Period and Year) with drill down to transactions	Yes			
Aged Debtors with drill down to transactions	Yes			
Promised payments with drill down to transactions	Yes			
Transactions				
Current, pending, historical groupings	Yes			
References (e.g. invoice no) to be auto created (optional)	Yes			

Transaction date	Yes			
Due date	Yes			
Posting period and year	Yes			
Customer reference 1 (e.g. purchase order number)	Yes			
Customer reference 2 (e.g. internal reference)	Yes			
Narrative	Yes - 30 characters			
Location	User definable			
Original value	Yes			
Outstanding value	Yes			
VAT amount	Yes			
Settlement discount (if appropriate)	Yes			
User definable properties for analysis purposes	Yes			
VAT Analysis	Yes			
Nominal Analysis	Yes			
Query details	Yes			
Transaction notes	Yes			
Attach multiple documents to the transaction	Unlimited			
View workflow events	Yes			
Users may;				
Add notes to a workflow event	Yes			
Change the status of a workflow event	Yes			
Redirect a workflow event to a colleague	Yes			
Customers may;				
Create a promised payment and link related transactions	Yes			
Create a query and link related transactions	Yes			
Add notes and reason codes to queries	Yes			
View and download customer and transaction documents, e.g. statements	Yes			
Add notes with user and date stamps	Unlimited			

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General requirements	Safe	Current System	Supplier one	Supplier two
Microsoft SQL Server and Oracle database options	Yes			
Windows user interface	Yes			
Supports Windows Terminal Services/Citrix	Yes			
Optional web portal interface	Yes			
Intuitive and easy to use	Yes			
Multi currency	Yes			
Multi base currencies	Yes			
On screen data filters	Yes			
Audit trail	Yes			
User access controls and restrictions	Yes			
Integrates with other accounting systems - nominal, sales and cashb	Yes			
Management reporting options	Yes			
Graphical or numeric	Yes			
KPI's	Yes			
Performance management	Yes			
Forecasting/trend analysis	Yes			
Scheduling of tasks	Yes			
Standard interface (direct SQL or XML)	Yes			
Direct debits	Yes			
Definable DSO calculation	Yes			
Unlimited account history	Yes			
Retrospective and real time reporting	Yes			