

Sage Line 500 - Contract Management

Records Kept

General Ledger rules

- Set up mapping rules to point to General Ledger account sets.
- Include fixed values as well as weightings in the rules.
- Define revenue recognition rules for maintenance charges invoiced in advance.

User-defined codes

- Define your own codes for:
 - Component model numbers.
 - Contract status.
 - Component status.
 - Component disposal reasons.
 - Sales territories.
 - Internal departments and contract administrators.

Usage types

- Define usage types and associated units, for example minutes connected.
 - Define valid usage types for each model number.

Charges and coverage groups

- Define fixed and usage based charges with banded or cumulative pricing.
- Record VAT and invoicing frequency rules for each charge.
- Record General Ledger posting rules for each charge.
- Record the charge period for each charge, which may be daily, weekly, monthly or yearly.
- Set up coverage groups consisting of one or more charges and their associated prices.

Installed systems

- Record items of equipment, consisting of systems and components.
- For each system, record the following items of information:
 - System number and description.
 - Status.
 - Customer, location and description of location.
 - Order number and despatch date.
 - Installed date.
 - Warranty start date and end date or period.
 - Territory and district.
 - Six additional user-defined analysis codes.
 - Disposal date and reason.
- For each component of a system, record:
 - Product code and optionally, serial number.
 - Model number.

- Installed date.
- Location and description of location.
- Fixed asset number.
- Warranty start date and end date or period.
- Date last refurbished.
- Meter card requirements.
- Six additional user-defined analysis codes.
- Disposal date and reason.

Contracts

- Record the following items on the contract header:
 - Customer to be invoiced under this contract.
 - Contact details for the customer.
 - Renewal period and method.
 - Signature date, start date and cancellation date.
 - Contract status.
 - Sales analysis information.
- Create one or more contract sections and record the following information:
 - Customer.
 - Coverage group.
 - Optionally, an installed system.
- Define charges by contract, by system or by individual system component.
- Customise charges and coverage groups within each contract.
- Define an initial free of charge usage quantity for each charging period.

Tasks Supported

Maintain contracts

- Set up contracts for customers.
- Define charging periods for each charge. A single contract may encompass daily, weekly, monthly and yearly charges.
- Make a contract section live by attaching equipment, or by specifying a section level charge. This will then trigger charges as appropriate.
- Record cancellation of a contract, attaching the relevant reason code for later analysis.

Maintain installed systems

- Manage details of systems and their components independently of the contract.
- Record the exact location of each system.
- Automatically check that any given Model number/Serial number combination is unique.

Manage meter readings

- Generate meter cards for systems that have usage charges, which may be printed and sent to the customer to perform a meter reading.
- Enter the reading returned by the customer against the meter card and post to the usage history for processing by the charging process.
- Track missing meter cards.

Raise charges

- Generate proposed charges due for any required date past, present or future, by reading through a range of contracts and deciding which charges can be raised, taking account of all the rules specified on the contract and information from the usage history.
- Where meter readings are missing and the contract allows, generate charges based on expected usage.
- Review proposed charges before generating actual charges that are dated with the expected invoice date.
- Calculate pooled usage charges for contracts that have multiple installed systems.
- Reverse charges that have been raised in error.

Produce invoices and invoice documents

- Create invoice definitions to tell the invoicing process which actual charges may be grouped together on a single invoice.
- Create your own invoice format for each definition. You may group charges on an invoice, specify which forms these charges will be printed on, and sort within a group.
- Define additional reports to accompany the invoices.
- Define which reports must accompany which invoice definition.
- Generate invoices by automatically selecting all charges that may be grouped together and which are due for invoicing and create an Accounts Receivable invoice which may be posted directly or can be left in an accounts receivable batch for later posting. General Ledger posting codes are derived from the General ledger rules assigned to charges.
- Print invoices and their associated reports for forwarding to the customer.
- Where charges have been reversed after the invoice has been raised, produce Credit Notes.
- Reprint invoices.

Manage revenue deferral

- Make initial revenue postings either to the Profit & Loss account if invoiced in arrears or to the Balance Sheet if invoiced in advance.
- Release deferred revenue automatically on a period by period basis from the deferred revenue account set to the actual revenue account set.

Track contracts requiring renewal

- Report on those contracts that are due for renewal or cancellation.
- Print renewal letters for contracts nearing their renewal date.
- Renew contracts flagged for automatic renewal as part of the charging process or manually renew following confirmation from the customer.

Manage price increases

- Generate price adjustments by either fixed amounts or percentages, and modify the results before making the adjustments live on the contract.

Reporting

Enquiries

- Contracts by a combination of contract, customer, invoice customer, system, model, serial number or coverage group.
- Coverage Groups by coverage group or contract.
- Installed Systems by system number or serial number.
- Charging history and meter cards.
- Actual Charges.
- Proposed Charges.

Standard reports

- User-defined reports are available for reporting on:
 - Contracts.
 - Coverage Groups.
 - Installed Systems.
 - Renewals and Cancellations.

Housekeeping

Housekeeping

- Archive invoice history based on cut-off date, invoice number range or customer number range.
- Archive charging history based on cut-off date, period, contract number range, customer number range and charge run range.

Integration with other modules

Sales Order Processing

- Process orders for consumables, despatching through the standard despatch process and automatically create the usage history to be picked up by the charging process.
- Process orders for complete systems and components for existing systems, despatching through the standard despatch process and automatically create the Installed system record, optionally attaching it to a contract.

Accounts Receivable

- Automatically record all invoices raised on the customer account for processing alongside invoices raised in other modules.
- Record the Accounts Receivable customer code for each Installed system and contract.

General Ledger

- Automatically generate deferred revenue postings.

Fixed Assets

- Optionally record the corresponding asset number for each component of an installed system.

Inventory Control

- Use unit codes defined in the Inventory Control module for usage types.
- Use product codes defined in the Inventory Control module for components.

Features for International Use

- Invoice customers in foreign currency, converting to base currency when posting to the financial ledgers.
- Generate commercial papers for invoices as they are posted to the Accounts Receivable module.
- Use the flexible invoice layouts to produce invoices in the customer's own language.

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Computing Solutions

Talk to us!

t: UK: 0845 120 0064 / ROI: 01 419 8990

e: pinnacledirect@pinnacle-online.com

w: www.pinnacle-online.com

