Debtors (Customer) Module (DM)

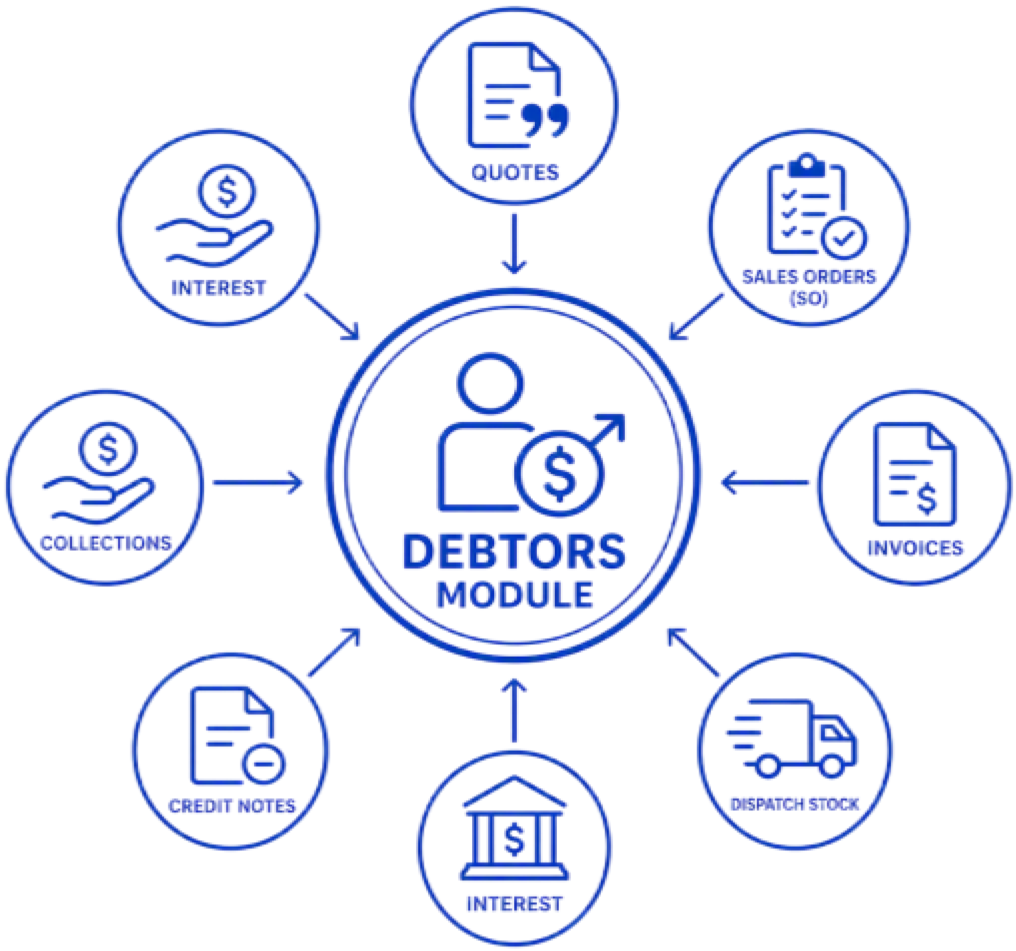
The **Debtors (Customer) Module** provides a complete customer management solution, fully integrated with the General Ledger to streamline sales, customer service, and account administration. From customer setup and maintenance through to quotes, sales orders, invoicing, credit notes, collections, and reporting, the module delivers complete visibility and control over customer transactions.

The system supports the entire sales process, allowing quotes to be converted into sales orders and invoices while managing backorders and fulfilment. Comprehensive customer records, transaction history, and account analysis provide instant access to critical information, enabling faster response times and informed decision-making.

Real-time dashboards, KPI tracking, and reporting tools provide visibility into customer activity, sales performance, and outstanding accounts. Combined with collection management and detailed customer analysis, the module helps improve cash flow, strengthen customer relationships, and increase overall sales efficiency.

Key Benefits

- **Centralised management** of customer accounts and transactions
- **Complete sales workflow** from quote to invoice
- **Improved visibility** of order status and fulfilment progress
- **Reduced double handling** through integrated sales processes
- **Comprehensive customer history** and document tracking
- **Real-time dashboards**, KPIs, and sales performance monitoring
- **Faster access to customer information** and transaction records
- **Streamlined** credit note and invoice management
- **Enhanced customer analysis** and reporting capabilities
- **Improved collections** management and cash flow control
- Better decision-making through **real-time business insights**
- **Increased customer service** efficiency and responsiveness



Debtors / Customer Module (DM) Features

DM Features	Description	Benefit
Customer Module	The most used module in the system to track sales and customers	Great way to report on sales to customers via reports, graphs and KPIs
Customer maintenance	A customer account can contain multiple contacts and can be linked to a head office account The system allows customers to be aged by date of statement or date of invoice PER customer including due ageing periods	Information is more easily accessible Company has access to information quickly
Quotes and estimates	Quotes go through an internal authorisation process before being sent to the customer Quotes can be migrated to Sales orders, Invoices or Jobs All quotes are recorded and cannot be deleted except to be cancelled but then a reason needs to be put on the quote	• Valuable sales tool as the company can control a quote status and follow up on orders processed and orders lost • Saves time recapturing the data • Improves sales management
Sales Orders	Create an order from a Quote Monitor back orders of stock to a client Pick and manage stock in warehouse	Track all back orders Gives message feedback to sales reps on progress of stock from order, to picking to dispatching
Pro Forma Invoices	When running stock control, we advise not to run negative stock, instead create a pro forma invoice	This ensures proper costing on sales and correct stock control as the application will not allow for stock to go into negative values
Customer Analysis	Allows the user to view all transactions related to a customer in one screen – view quotes, pro forma invoices, allocations, cashbooks and journals	Ease of use and efficient time management with central view of all customer transactions and activities
Credit Notes	Invoices needing to be credited can be directly imported into a Credit Note	• This saves time and avoids recapturing the data • Reduces inaccurate data capture
Invoices	Create invoices from Quotes, Sales Orders or directly Invoices can be customer invoices, Job percentage invoices or Job usage invoices	Reduce double capture of documents if you promote quote to invoice See all past invoices
Customer Reports	There are many customer reports to analysis your customer and product sales. Each report has multiple filters and outputs to choose from	Gives detailed report and KPI information for customer expansion

Full Customer Document History	View all information and documents on a customer. A one global view of the customer	• Quick access to customer information • Reduces time having to find documents
Dashboards	Create multiple dashboards for KPIs in the company Put these on a TV in a central location to monitor progress of KPI	• Great productivity motivator • Quick view of organization • Saves time running reports
Collection Tracking	Create a snapshot of your age analysis Track customer payments and estimated date of payments. Create notes and comments of customer feedback on when payments will be due	• Allows for greater collections • Increases cashflow in company as collections are collected on time

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