THE SYSTEMS HOUSE, INC. MASTER DISTRIBUTION SYSTEM PRODUCT DESCRIPTION

ORDER ENTRY REPORTS MENU

MDS for Windows - Connected to 199.5.163.1 -	[OE.REPORTS]	
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0	rder Entry Reports Selector	
Daily Reports	Status Reports	
1. Daily Order Register Report	16. Open Orders	
2. Orders on Credit Hold Report	17. Open Orders by Customer	
3. Releases on Credit Hold Report	18. Open Consignments by Customer	
4. In Picking GT 2 Days Report	19. Open Backorders by Product	
5. Invoice Preview Report	20. Open Consignments by Product	
6. Items Below Cost Report	21. Pro-forma/Quotes by Customer	
7. Price Override Report	22. Pro-forma/Quotes by Product	
8. Bill Complete Shipments not Billed	23. Future Orders by Customer	
9. Daily Dropship Report	24. Future Orders by Product	
10. Order Preview Report		
11. Price Hold Report	25. Orders on Manual Hold Report	
12. Non-Stock Price Hold Report	26. Releases on Manual Hold Report	
13. Daily Non-Stock Report	27. Daily Balance Report	
14. Picker, Packer Productivity Report		
15. Ship Complete Shipments not Billed		
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Reporting available from the open order module is designed to serve three functions:

- 1. Provide an audit trail of entered orders.
- 2. Highlight exception situations for management's attention.
- 3. report on the status of all open orders.

The following reports are included as part of the end of day jobstream:

- 1. Daily Cash Register
- 2. Non-A/R Cash Daily Cash Register
- 3. Summary of Current Daily Cash Register by Receiving Company
- 4. Summary of Current Daily Cash Register by Applied Company
- 5. Open Batches Listing
- 6. Daily Balances Report
- 7. Daily Allocation by Item Report
- 8. Daily Allocation by Customer Report
- 9. Invoices
- 10. Daily Cash Receipts Partial Payment Report
- 11. Non-stock Orders Needing Prices Report
- 12. Non-stock Items Ordered Today Report.
- 13. Price Hold Report
- 14. Customer Credit Hold Report (orders and releases)
- 15. Daily In picking (greater than 3 days) Report
- 16. Daily Invoice and Credit Memo Registers
- 17. Daily Invoicing Totals
- 18. Purchase Order Fax Listing
- 19. Cumulative Control Totals Report
- 20. Items Below Cost Report
- 21. Price Override Report
- 22. End of Day Summation Report

A. ORDER CONTROL REPORTS

1. DAILY ORDER REGISTER REPORT

A sequential log of all orders entered for the day showing customer, order amount, shippable amount, and backorder dollars.

2. ORDERS ON CREDIT HOLD REPORT

A list of all orders on credit hold awaiting the review of the Credit Department. The credit release maintenance procedure allows these orders to be released or canceled.

3. <u>RELEASES ON CREDIT HOLD REPORT</u>

A list of all releases on credit hold awaiting the review of the Credit Department. The credit release maintenance procedure allows these releases to be released or canceled.

A. ORDER CONTROL REPORTS

4. IN-PICKING REPORT GREATER THAN TWO DAYS

A listing of each order for which a picking document had been created more than two days ago, but which has not been verified. This report is used to insure that all orders are invoiced.

5. INVOICE PREVIEW REPORT

A preview of all invoices to be produced, showing customer summary sales and accounts receivable information as well as the order detail. The report highlights low gross profit line items for management review.

6. ITEMS BELOW COST

An audit trail of all invoice line items sold below cost.

7. <u>PRICE OVERRIDE REPORT</u>

Provides an audit trail of all prices overridden for the day.

8. BILL COMPLETE SHIPMENTS NOT BILLED

This report lists all releases that are billed complete but have not yet been invoiced because of backorders, unverified picking documents, or price hold.

9. DAILY DROP SHIP REPORT

A daily listing of all drop ship orders by vendor, to serve as an expediting trail for the Purchasing Department.

10. ORDER PREVIEW REPORT

Analogous to the Invoice Preview Report, this optional report prints all pending picking documents and shows order detail as well as customer summary information.

11. PRICE HOLD REPORT (STOCK)

A listing of all orders which have been verified and are on price hold. These orders must be authorized for release before they are invoiced.

12. PRICE HOLD REPORT (NON-STOCK)

A listing of all Non-Stock items on price hold.

A. ORDER CONTROL REPORTS

13. DAILY NON-STOCK REPORT

This report is intended to serve as an expediting tool for the Purchasing Department on NON-STOCK items. By convention, NON-STOCK items are prefixed by a "NS".

14. PICKER/PACKER PRODUCTIVITY REPORT

As a by-product of the verification process, statistics on the number of order lines picked/packed by each individual in the warehouse are generated. This report provides a daily and monthly recap of this information.

15. SHIP COMPLETE SHIPMENTS NOT BILLED

This report lists all releases that are shipped complete but have not been invoiced because of backorders, unverified picking documents, or price hold.

B. ORDER STATUS REPORTS

16. OPEN ORDERS

Detail listing of all open orders several sort and selection options are provided.

17. OPEN ORDERS BY CUSTOMER

Listing of all open orders by customer.

18. OPEN CONSIGNMENTS BY CUSTOMER

Listing of all open consignments by customer.

19. OPEN BACKORDERS BY PRODUCT

Listing of all Backorders by product.

20. OPEN CONSIGNMENTS BY PRODUCT

Listing of all open consignments by product.

21. PRO-FORMA/QUOTES BY CUSTOMER

Listing of all open quotations sorted by customer.

22. PRO-FORMA/QUOTES BY PRODUCT

Listing of all open quotations sorted by product.

B. ORDER STATUS REPORTS

23. FUTURE ORDERS BY CUSTOMER

Listing of all future orders sorted by customer.

24. FUTURE ORDER BY PRODUCT

Listing of all future orders sorted by product.

25. ORDERS ON MANUAL HOLD REPORT

A listing of all orders that have been placed on manual hold. These orders must be authorized before the pick ticket will be generated.

26. <u>RELEASES ON MANUAL HOLD REPORT</u>

A listing of all releases that have been placed on manual hold. (I.e. the order has been removed, but not the release.

C. OTHER ORDER ENTRY REPORTS

The following additional reports are included as part of the MDS end-of-day jobstream.

1. DAILY INVOICE REGISTER AND TOTALS

A sequential listing of all invoices and credit memos processed for the day. At the end of the list, a recap for the day is provided. This report is a by-product of the end- of- day jobstream.

2. <u>CUMULATIVE CONTROL TOTAL REPORT</u>

This report recaps daily sales activity on a cumulative basis. Therefore, on a single page, a summary picture of sales and profitability is presented for the entire month. This report prints as part of the end-of-day jobstream.

3. DAILY BALANCES REPORT

The system provides a daily summary of all critical sub-systems. The reports summarizes the current as well as month to date and year to date statuses. Areas covered by the report includes:

- A. Orders
- B. Sales
- C. Gross Profit
- D. Accounts Receivable
- E. Cash receipts
- F. Accounts Payable
- G. Purchasing

VI. ACCOUNTING REGISTERS

THE SYSTEMS HOUSE, INC. MASTER DISTRIBUTION SYSTEM PRODUCT DESCRIPTION

ACCOUNTING REGISTERS MENU

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VI. ACCOUNTING REGISTERS

To complete the accounting audit trail requirements of the system, a series of registers are provided on a daily and monthly basis. General ledger postings are automatically generated during the accounts receivable end-of-month jobstream based on the information contained in these reports.

1. INVOICE REGISTER

The invoice register lists each invoice and invoice void processed for a particular day (DAILY VERSION), or for the fiscal period (MONTHLY VERSION). This classical sales journal represents total invoices for the day or month.

2. <u>CONSIGNMENT MEMO REGISTER</u>

This report lists all invoices entered on consignment for a particular day or fiscal period.

3. CREDIT MEMO REGISTER

The credit memo register lists each credit memo and credit memo void processed for a particular day (DAILY VERSION) or for the fiscal month (MONTHLY VERSION).

4. TAX REPORTING

A. TAX REGISTERS - (Daily and Monthly)

This report is an automatic by-product of the invoicing and credit memos processed for a particular day or fiscal period and details by invoice the amount of tax charged to the customer. Other information displayed is customer name, invoice/credit memo date, number and gross amount, taxable and nontaxable dollar figures, tax percent and amount. The tax register is sequenced by taxing jurisdiction and invoice number.

B. TAX JURISDICTION SUMMARY

This report provides a one line summary by tax jurisdiction. It provides a total of net sales and tax liability for all tax jurisdictions for a specific fiscal period. This report also forms the basis of franchise tax returns, since it provides a breakdown of sales in/out of city/state.

5. <u>CHARGEBACK REGISTER</u>

The chargeback register prints all chargebacks created during cash receipts. The reports can be run for a specific day or fiscal period. A summary analysis by company and warehouse is provided.

6. BILL OF LADING REGISTER

The bill of lading register lists each bill of lading entered for a particular day.

VI. <u>ACCOUNTING REGISTERS</u>

7. COMMISSION REPORTING

Salesmen commission in the system can be computed based on either sales amount or gross profit. Commission can be based on the generation of the invoice or the payment of the invoice. The commission rate can vary by salesman, customer, product line, or a combination of the above.

Commission calculation occurs as each invoice is prepared. Several flexible methods of arriving at the appropriate commission rate are provided. At the end of the month, a commission report is produced in salesman sequence for use in preparation of commission payments to the salesman. A second report, called the "Gross Profit" report is available if it is desired to give the salesman a report without gross profit information, and to provide management with a second report with gross profit information.

If commissions are based on cash receipts, the system maintains a pending commission file which is transferred to the actual commission file when the invoice is fully paid. The following reports are available:

- A. Commission Report (Sales Basis)
- B. Open and Paid Commission Report (Cash payment basis)
- C. Gross Profit Report

8. <u>RETURNS ANALYSIS</u>

The returns analysis report provides a recap of all credit memos issued during the month by reason code (i.e., defective merchandise, product return, etc.).

9. LOT GROSS PROFIT REPORTS (DETAIL AND SUMMARY)

The Lot Gross Profit Report provides management with an analysis of the profitability of each salesman. Designed specifically for customers utilizing lot inventory control, prepared in salesman sequence, the report analyzes the sales, cost, and gross profit associated with each sale.

Both a detail and summary version are available.

10. GENERAL LEDGER SALES UPDATE

As part of the accounts receivable monthly close, the sales subsystem generates sales, sales returns, and cost of goods sold entries to the General Ledger Module. Two options are provided so that the user can select the level of detail at which the entry is to be recorded in the general ledger.

The first option posts sales (sales returns and cost of goods sold) to a single general ledger account. The second options causes the sales, sales returns, and cost of goods sold posting to be by product type, allowing for a much greater level of detail in the ledger.

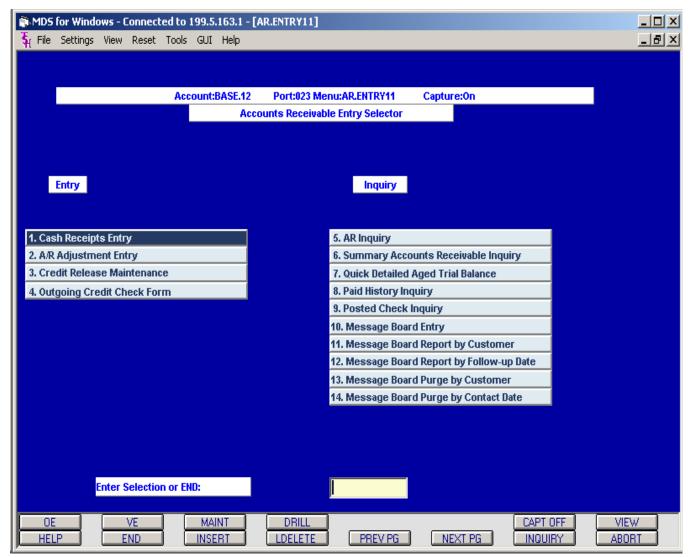
THE SYSTEMS HOUSE, INC. MASTER DISTRIBUTION SYSTEM PRODUCT DESCRIPTION

ACCOUNTS RECEIVABLE MAIN MENU

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THE SYSTEMS HOUSE, INC. MASTER DISTRIBUTION SYSTEM PRODUCT DESCRIPTION

ACCOUNTS RECEIVABLE ENTRY MENU



Accounts receivable data is captured as a by-product of invoicing into the Accounts Receivable Module. The functions performed by this module follow:

A. ENTRY PROCEDURES

1. <u>CASH RECEIPTS ENTRY</u>

The operator enters the day's total cash deposit and applies the cash received to various customer accounts. Check data is captured and allocated to individual open items. The system insures that the total cash applied to each customer's account balances to the check total and that the total of all checks received balances to the day's bank deposit.

Cash payments can be applied as follows:

- a. to a specific invoice (or item)
- b. to a range of invoice numbers
- c. on account

Shortages in payments received can be handled in the following ways:

- a. Accepted as partial payment.
- b. Charged as a write-off. In this case, a miscellaneous code can be entered (associated with a general ledger number) to properly reflect the adjustment on the corporate books.
- c. Have the invoice marked as paid in full, and have a chargeback generated against the customer's account. Chargebacks are uniquely identified in the accounts receivable system with a separate series of control numbers. Multiple chargebacks may be generated on a single application and/or against a specific invoice.

Provision is also made for the posting of non-accounts receivable cash (such as loan deposits, etc.). These amounts are charged directly to the appropriate general ledger account through this program, and do not affect accounts receivable.

The system provides the capability to apply a single check received from a customer to open items recorded on the books of any company. All necessary inter-company accounting entries and audit trails are provided.

On account payments are assigned a separate series of on account payment control numbers to uniquely identify these transactions.

To assist the operator in locating the invoice to which the payment is to be applied or a deduction is referenced, the program provides a search ability on the accounts receivable reference field (usually a purchase order number, but can also be used for a deduction reference).

An inquiry capability is also provided to allow the operator to review the cash entered, while still in the middle of a customer's application. If an error is detected, the application line can be accessed and corrected.

A. ENTRY PROCEDURES

1. <u>CASH RECEIPTS ENTRY</u> (Continued)

The system has the ability to allow separate customer records for invoicing and sales reporting identity, and to have all accounts receivable data posted to a consolidated master account. The identity of the "satellite" customer record is maintained in the open accounts receivable file. In this way, companies with separate selling points and consolidated paying office can be accommodated. Cash discounts taken are validated against the due date, with operator override provided. All postings are immediately updated to the Accounts Receivable Open Item File, and recorded in the Cash Receipts Transaction File for later processing.

Cash discounts taken are validated against the due date, with operator override provided. All postings are immediately updated to the Accounts Receivable Open Item File, and recorded in the Cash Receipts Transaction File for later processing.

2. MISCELLANEOUS ADJUSTMENTS TO ACCOUNTS RECEIVABLE

This program can be used to post an adjustment to any open accounts receivable item. The program allows the input of a transaction description as well as a general ledger number to record the offset entry. All postings are immediately updated to the Accounts Receivable Open Item File, and recorded in the Accounts Receivable Adjustment Journal File for later processing.

A. ENTRY PROCEDURES

3. MISCELLANEOUS CODE ENTRY/LISTING

This procedure is used to establish the various write-off categories (and their corresponding general ledger codes) allowed for use in the cash application modules.

4. <u>CREDIT RELEASE MAINTENANCE</u>

This procedure allows the credit manager to review all orders placed on hold by the order entry subsystem. The credit manager has the option to approve or cancel the order, as well as modify the credit terms, if appropriate.

In this version of the credit release procedure, the entire order or only a specific release can be approved or canceled. (In the version available on the order entry menu, only the **release** on hold can be released).

VI. <u>ACCOUNTS RECEIVABLE</u>

B. ACCOUNTS RECEIVABLE INQUIRIES

7. <u>ACCOUNTS RECEIVABLE INQUIRY</u>

This inquiry supplies the details of the customer's current accounts receivable balance, sales and open order data, and lists all currently open accounts receivable items. The program also provides the option to see closed and paid A/R detail as well.

In addition, the inquiry shows the customer's credit limit, total accounts receivable balance, open order balance and sales month to date and year to date.

This inquiry provides the ability to "drill down" to the detailed invoice inquiry, and to access the customers aging summary. Access to the customer message board and sales history is also provided. Copies of individual or a group of faxes can be sent to the customer (requires Fax Server software).

8. SUMMARY ACCOUNTS RECEIVABLE

The following is displayed for a specific customer: current accounts receivable balance (aged), summary sales information, last order, invoice dates, etc. The detailed open accounts receivable inquiry may be accessed from the summary.

9. QUICK DETAILED AGED TRIAL BALANCE

This facility allows the Credit Department to print a detailed aging report for a particular customer. Its primary use is to serve as a worksheet for cash application.

B. <u>ACCOUNTS RECEIVABLE INQUIRIES</u>

10. PAID HISTORY INQUIRY

This inquiry provides a display of all checks posted for a specific customer, showing the date posted and amount of each check. The program provides the ability to drill down to see the specific invoices applied to that check.

11. POSTED CHECK INQUIRY

This inquiry will list all customers for whom a specific check number was posted. This inquiry is invaluable in tracing a list or mis-posted check. The customer, date posted and amount of check is displayed.

12. MESSAGE BOARD SYSTEM

MDS provides an integrated message and follow-up system as part of the Accounts Receivable Module. The message board can be accessed during various procedures, such as the credit manager's inquiry. Therefore, the details (and commitments) of a previous conversation can be reviewed, or the contents of the current conversation can be recorded on the system.

The file contains information such as date of contact, person spoken to, follow-up date and free form text fields to record the specifics of the conversation.

Follow-up reports by customer and date are provided.

13. DUNN & BRADSTREET CUSTOMER/ACCOUNTS RECEIVABLE TAPE

This procedure is provided for MDS customers participating in the Dunn & Bradstreet automated accounts receivable balance reporting system. A magnetic tape (or $3\frac{1}{2}$ " diskette) in the prescribed Dunn & Bradstreet format is produced for all customers with a non-zero accounts receivable balance.

THE SYSTEMS HOUSE, INC. MASTER DISTRIBUTION SYSTEM PRODUCT DESCRIPTION

ACCOUNTS RECEIVABLE DAILY REPORTS MENU

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C. DAILY REPORTING

1. CASH RECEIPTS JOURNAL (Daily and Monthly)

This report details all cash received and shows its application by customer. Totals are provided to show the general ledger entries that result from the report's transactions. During the end of month accounts receivable jobstream, a journal entry is created by the system to post the results into the general ledger.

2. ADJUSTMENT JOURNAL (Daily and Monthly)

This report reflects all transactions entered through the accounts receivable adjustment program. Summary totals by general ledger number and automatic update to the general ledger occur as with cash receipts.

3. OPEN BATCH LISTING

This report identifies all incomplete batches of cash, as well as those at variance with input control totals.

4. OPEN BATCH LISTING (CRT)

This report displays all open cash batches on the CRT.

5. CREDIT AUTHORIZATION LOG REPORT

This report provides an audit trail of all orders approved for credit via operator override during order entry.

6. DAILY PARTIAL PAYMENT LISTING

This report identifies any partial payments applied for analysis and review.

7. DAILY CHARGEBACK PRINT

This program provides a printout of all disallowed chargeback deductions entered during cash receipts. The report shows the customer, invoice number, check number, date, amount and reason for chargeback. The notification prints on $8-1/2 \times 11$ paper in a format suitable for mailing.

8. CREDIT CARD REPORTS

If the credit card interface is in use, the system provides reports of:

- A. Transactions Declined by Credit Card Company
- B. Approved by Credit Card Company

THE SYSTEMS HOUSE, INC. MASTER DISTRIBUTION SYSTEM PRODUCT DESCRIPTION

ACCOUNTS RECEIVABLE MONTHLY REPORTS MENU

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	4. Paid Service Charge Report	
Monthly Reports		
5. Cash Receipts Journal	13. Overdue A/R Report	
6. Monthly Cash Register by Customer	14. Statements	
7. Summary Cash Register by Bank	15. Monthly Billing Invoice Print	
8. Adjustment Journal	16. Cash Flow Position Report-printer	
9. Customer Ledger Card Print	17. Cash Flow Position on CRT	
10. Detail Aged A/R Report	18. Unapplied Cash Listing	
11. Netted Open Item ATB	19. Detail Overdue Report	
12. Summary Aged A/R Report		
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D. MONTHLY REPORTING

1. UPDATE AGING TO CUSTOMER FILE

This program recomputes the aging for each customer and updates the results to the customer file for inquiry purposes. This program is normally run as part of the day end/month end jobstreams.

The Open Accounts Receivable File is maintained on an open item basis, with all transactions relating to a given invoice number sequenced together. The sort sequence for inquiry, ATB, and statement print purposes are as follows:

AGING BASIS

	THOM TO BILLED
On-account payments	date of payment
Unapplied credits	date of credit
Chargebacks	date of chargeback
Adjustments	date of adjustment
Invoices	invoice date or as of date if entered
Service charges	date of charge

Multiple transactions may relate to a given invoice (i.e., cash payments, adjustments, credits). However, it is also possible for multiple transactions to relate to any other accounts receivable transaction (i.e., payment of a chargeback).

2. <u>SERVICE CHARGE CALCULATION</u>

Service charges are computed as follows:

a. The service charge percent to be charged is entered into a service charge table by state. The entry is in the form of:

SERVICE CHARGE	
TAX PERCENT	<u>UP TO</u>
18.0	500
12.0	999999

Up to 4 rates and maximums can be loaded per state. A state of 'XX' can alternately be loaded if the service charge is the same for all states.

- b. Each customer has an indicator to identify that no service charge is to be assessed.
- c. At run time, the operator inputs the number of days an invoice must be overdue before it becomes subject to service charges.
- d. The calculation program created a unique transaction for each customer's service charge. This charge is immediately updated to the Accounts Receivable Open Item File, and recorded in Accounts Receivable Adjustment Journal for later processing and update to general ledger.

D. MONTHLY REPORTING

3. OPEN SERVICE CHANGE LISTING

This on demand report will print all open service charges in customer sequence so that a determination can be made whether to attempt collection of the service charge or write it off.

4. PAID SERVICE CHARGE REPORT

This report lists all service charges paid during the current accounting period.

5. CASH RECEIPTS JOURNAL

This report details all cash received and shows its application by customer. Totals are provided to show the general ledger entries that result from the report's transactions. During the end-of-month jobstream, a journal entry is created by the system to post the results into the general ledger. This report is run during the accounts receivable month end jobstream and is available on the accounts receivable reports menu.

6. CASH RECEIPTS JOURNAL BY CUSTOMER

This report resorts the month's cash receipts into customer sequence for audit purposes.

7. SUMMARY CASH REGISTER BY BANK

This report summarizes each cash deposit by bank by date for cash reconciliation purposes. This report is run in the accounts receivable month end jobstream and is available on the accounts receivable monthly report menu.

8. ADJUSTMENT JOURNAL

This report reflects all transactions entered through the adjustment program. An automatic update to the general ledger occurs as with cash receipts. This report is run in the accounts receivable end-of-month jobstream and is also available from the accounts receivable monthly report menu.

9. CUSTOMER LEDGER CARDS

This report provides all the necessary information needed to evaluate the credit status of each customer. It is also designed as the primary collection tool and the source for identifying cash receipts.

The ledger card prints the customer name and address, detailed open accounts receivable information and historical information, such as sales.

The report is designed to print on a preprinted form with two tear-off strips, which are intended to serve as the input document for cash application.

D. MONTHLY REPORTING

10. ACCOUNTS RECEIVABLE OPEN ITEM AGED TRIAL BALANCE

This report is intended to provide a detailed open item aging of the accounts receivable. Sequence options by company-customer, salesman-customer, or customer consolidated are provided.

Each open invoice is listed with satellite number, P.O. number, date, invoice or credit memo number, cash discount, total amount of invoice, current amount and aging of overdue amounts by three periods (30, 60 and 90 days). Cash payments and credit memos appear against an invoice until the invoice is paid in full. Totals are printed for each aging category for each customer.

This report is generated in the accounts receivable month end jobstream and can also be run from the accounts receivable monthly reports menu.

11. <u>NETTED OPEN ITEM ATB</u>

This report, similar in content and reporting options to the open version, excludes all fully paid open items and prints the net amount open only.

12. <u>SUMMARY AGING</u>

This report summarizes the detailed aging and produces a one-line total for each customer showing accounts receivable balance in total and by aging category. Two sequences are available, by customer and by salesman. This report is generated in the accounts receivable month end jobstream and can also be run from the accounts receivable monthly reports menu.

13. OVERDUE CUSTOMER REPORT

This report will select accounts with an overdue balance and displays all credit and accounts receivable balance information. Sequence options by company, customer, and salesman are provided. This report is generated in the accounts receivable month end jobstream and can also be run from the accounts receivable monthly reports menu.

14. CUSTOMER STATEMENTS

Statements can be prepared in full open item or net open item format. Optionally, items paid in full this month can be excluded from the statements.

Statements can be suppressed based on a code in the customer file.

15. MONTHLY BILLING INVOICE PRINT

This procedure is used to print all the invoices that have been flagged as monthly billing.

D. MONTHLY REPORTING

16. CASH FLOW POSITION REPORT

This report provides a summary cash forecast based on invoice due date in the open accounts receivable file. The report is particularly useful to MDS clients offering dating programs to their customers.

17. CASH FLOW POSITION REPORT - CRT

This report provides a screen display of the cash flow information.

18. UNAPPLIED CASH LISTING

This report lists all unapplied cash on the accounts receivable file for follow-up, reapplication.

19. DETAIL OVERDUE REPORT

This report lists all overdue accounts receivable records.

E. <u>AUTOMATIC DUNNING</u>

Based upon flexible criteria, the system can produce a series of automated dunning notices to delinquent accounts.

For example, the first letter can be sent to all customers overdue for the first time. If payment is not received in the following month, a second letter is issued. Further letters can be sent if payment is still not received. A different letter might be sent to customers who have remitted a payment but who have left a service charge unpaid.

Maintenance procedures are used to tailor each letter to the needs to the MDS client.