JD Edwards EnterpriseOne Contract and Service Billing

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PRODUCT HIGHLIGHTS

- Improve productivity with integrated contract and service billing
- Encourage on-time payments with clear and accurate invoices
- Improve service with customized invoices

FEATURE/FUNCTION HIGHLIGHTS

- Real-time updates of cost and unit ledgers for approved changes
- Transfer pricing
- Multilevel "not-to-exceed" limits
- Multiline schedules
- Internal invoicing
- Multiple service orders

The Issue: Accurate and Timely Invoices in Complex Billing Scenarios

The quality and volume of your billable work mean nothing if you are unable to collect payment efficiently. Increasingly complex contracts and service agreements complicate billing. Adding to the complexity are customers who want to be invoiced their way and on their time schedules.

The consequences of ineffective billing can be severe. High Days Sales Outstanding (DSO) can create critical cash-flow deficiencies. And inaccurate billing and frequent disputes can increase write-offs and threaten investor confidence.

The Solution: Integrated Contract and Service Billing

Oracle's JD Edwards EnterpriseOne Contract and Service Billing is built to perform the heavy lifting for complex contracts and service agreements. It provides the flexibility to set up billings correctly from the start and to deal with frequent modifications to original agreements. Plus, you are able to easily create customized invoice formats tailored to each client's needs. Finally, tight, real-time integration with other JD Edwards EnterpriseOne applications from Oracle eliminates the need to reenter data. No matter where they originate, all costs associated with a project are automatically identified with the contract or service agreement—for example, travel expenses from JD Edwards EnterpriseOne Expense Management, equipment costs from JD Edwards EnterpriseOne Capital Asset Management, and labor from JD Edwards EnterpriseOne U.S. Payroll.

Efficiently Handling Any Billing Situation

To handle extensive and complicated agreements, you need comprehensive capabilities that cover all billing scenarios. Rather than forcing the agreement to fit the software, Contract and Service Billing offers a host of options to keep the system in sync with the accord that you and your customer established. Time and materials, lump sum, unit price, milestone, recurring, prepayments, draws—all are easily accommodated with the standard Contract and Service Billing functionality. When required, you can mark up costs based on customer-specific requirements, including multiple employee billing

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- User-defined order types
- Customer-specific invoices
- User-defined billing periods
- Retainage calculation
- Record locking
- User-defined multilevel rate table
- Inter-divisional and intra-divisional revenue postings
- Rebilling of contract invoices
- Separation of billing and revenue recognition
- Parent contract capability
- User-defined invoice generator
- Drill-down from billing work file directly to transactions
- Ad hoc invoicing
- Multiple currencies, multiple languages
- Multilevel user-defined rate tables
- Markup specification
- Internal and external billing
- Multiplier capabilities
- Summary billings
- VAT calculation
- Pre-invoice and post-invoice review
- Detailed audit trails
- Revenue recognition

rates, burdens, transfer pricing, and sophisticated multipliers.

Because billing does not always provide an accurate representation of your company's financial status, Contract and Service Billing enables you to set up rules that dictate revenue recognition, independent of invoice amounts. And, before invoices are sent out, you have the opportunity to double-check all transactions in the work file for errors or inconsistencies with terms and conditions. Ensuring that you bill correctly the first time goes a long way toward reducing billing disputes and decreasing your number of invoices per check received. However, if a correction is needed, invoices can be tagged for rebilling so that the system automatically makes the appropriate postings to revenue or accounts receivable after the adjustments are made and the customer is invoiced again.

Improving Service with Invoices Tailored to Customer Preferences

With JD Edwards EnterpriseOne Contract and Service Billing, you can invoice your customers on their terms. This ability includes flexible billing cycles, as well as custom invoice formats in the preferred currency and language. Your high-volume customers who order on a daily basis may not want an invoice until the end of the month. Even your low-volume customers may prefer not to receive an invoice with each order. Contract and Service Billing supports all variations of daily, weekly, or monthly billing cycles—or any other customer-designated interval.

In addition, some customers want to see item specifications on their invoices. Others may be interested in detailed price breakdowns. Version-specific processing provides the flexibility to meet a wide range of preferences.

Decreasing the Number of Billing Inquiries to Improve Cash Flow

You slow payments when you keep clients guessing about what they are paying for. With JD Edwards EnterpriseOne Contract and Service Billing, you can provide invoices that are very clear. They offer the level of detail desired by the client in terms that the client understands. Clear invoices mean timely payments, and timely payments improve your cash flow.

An added benefit is increased productivity. The time that your customer service employees save by not having to answer billing questions can be spent on more profitable customer contact activity—such as selling additional products and services.

Saving Time and Improving Data Integrity by Entering Data Only Once

One hallmark of JD Edwards EnterpriseOne is integrated applications that work in concert with each other, across departments and geographical divisions. Contract and Service Billing is no exception. Information flows throughout the system. There is no need to juggle batch processing among disparate systems. For example, when an employee enters time in JD Edwards EnterpriseOne Time and Labor—applying the costs to a project or a work order—Contract and Service Billing picks up the amount, applies any appropriate fees, markup or burden, and invoices the customer. The same is true for company-owned equipment that you have set up in JD Edwards

EnterpriseOne Asset Lifecycle Management, such as a crane employed by a construction project. You no longer have to constantly enter the same information into separate systems, so your administrative processes are streamlined. Perhaps the greatest benefit to your bottom line is the ability to have faith in the integrity of your information, regardless of where it resides.

Solution Integration

This module is designed to be integrated with the following JD Edwards EnterpriseOne product areas and modules across your operations using common tools and a Pure Internet Architecture:

- Financial Management
  - Accounts Payable
- Project Management
  - Project Costing
- Human Capital Management
  - U.S. Payroll
  - Time and Labor
- Capital Asset Management
- Manufacturing
  - Manufacturing Management (ETO Foundation, PDM, and Shop Floor Management)

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