

# A POWERFUL ENTERPRISE CASH RECEIPTING SOLUTION



Replaces all your receipting systems with a single solution.

- Meets all your cash receipting needs including front office, back office and receipting over the web
- High performance receipting with virtually instantaneous printing of receipts on dedicated printers
- Integrates with TechnologyOne solutions and third party systems
- Integrates to payment gateways such as BPay, EFTPOS, SecurePay, etc.
- Advanced features like multi-location, multi-currency support, touch screens and cash drawers
- Tight integration to allow a smooth and fast bank reconciliation process
- Highly configurable screens and fields that can be customised to suit your business
- Designed for the casual user; minimal staff training
- Screens can be customised for efficient data entry
- Speeds up payment processes
- Improves front counter and back office staff productivity
- Enables tighter stock management
- Accurately tracks revenue



# CHALLENGES

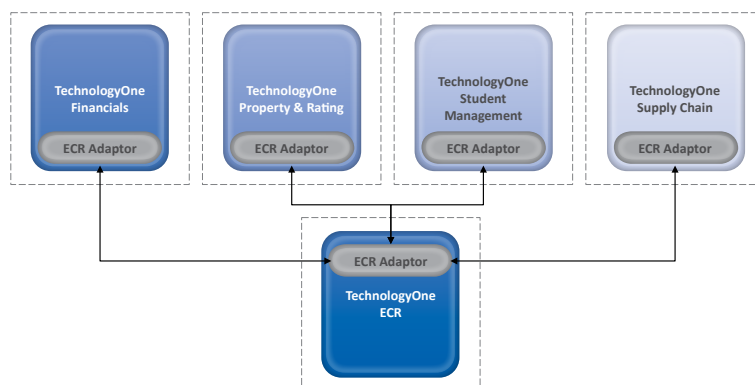
If your business or organisation operates multiple receipting systems to handle payment of goods and services across various parts of your organisation, you may be faced with the following challenges:

- Difficulty tracking revenue across different areas of your business
- IT department frustrated as it spends a lot of time interfacing disparate receipting systems
- Interfacing multiple receipting systems increases the chance of inaccurate data flowing through your financial system
- Time spent reconciling takings into accounts receivable impedes the finance department
- Bank reconciliation can be complicated and time-consuming
- Difficulty ensuring proper security measures are in place at point-of-sale due to multiple sites and systems
- If you experience high staff turnover you may be spending too much time training new staff and thus productivity and service levels may be compromised
- If selling goods, you may not have an accurate view of stock levels

Additionally, customers, especially the technologically savvy generation, expect you to provide a single point-of-payment, anywhere, anytime.

This is why TechnologyOne designed the Enterprise Cash Receipting (ECR) solution – so you can accept payments across your enterprise systems whether provided by TechnologyOne or those provided by a third-party, in a **single transaction**.

TechnologyOne ECR is an easy-to-use solution that provides a single collection point for billing across your multiple systems and business areas. Although ECR is a separate database, it will integrate in real-time with all TechnologyOne products and with other third-party systems you use. Advantageously, because ECR integrates via an 'adapter', it can be upgraded and revised without affecting your other applications.



# WHAT IS IT?

ECR provides over-the-counter and back office features, and includes the following:

- Simple user interface at the front office/counter
- User interface designed to support touchscreen functionality including large buttons
- Flexible 'line type' configuration e.g. creation of default general ledger costing information, default pricing, etc
- EFTPOS integration with Australian and New Zealand banks
- Optional device integration such as thermal printers, slip printers and cash drawers
- Multi location/campus support including timezone
- Supports different base currencies across dispersed locations
- Flexible banking options means you bank when you need to
- Support for multiple bank accounts
- Transactions provided to Financials to facilitate streamlined and effortless bank reconciliation
- Cash accounting compliance
- Credit card surcharge functionality
- Agency payment (BPay, POSTBillPay), mail remittance, electronic funds transfer, phone based receipting\*
- Self-service web receipting\*

\*ECR Release 1 – scheduled availability 1st quarter 2012

- Front counter receipting solution integrated with TechnologyOne Financials, Supply Chain and Customer Relationship Management (CRM)

ECR Release 2 – scheduled availability 3rd quarter 2012

- Back office receipting solution
  - Agency payment (BPay, POSTBillPay), mail remittance, electronic funds transfer, phone based receipting
- Self-service web receipting solution
  - Enabling customers to pay for outstanding items and make purchases from any connected system
- Integration with other TechnologyOne products and 3rd party systems

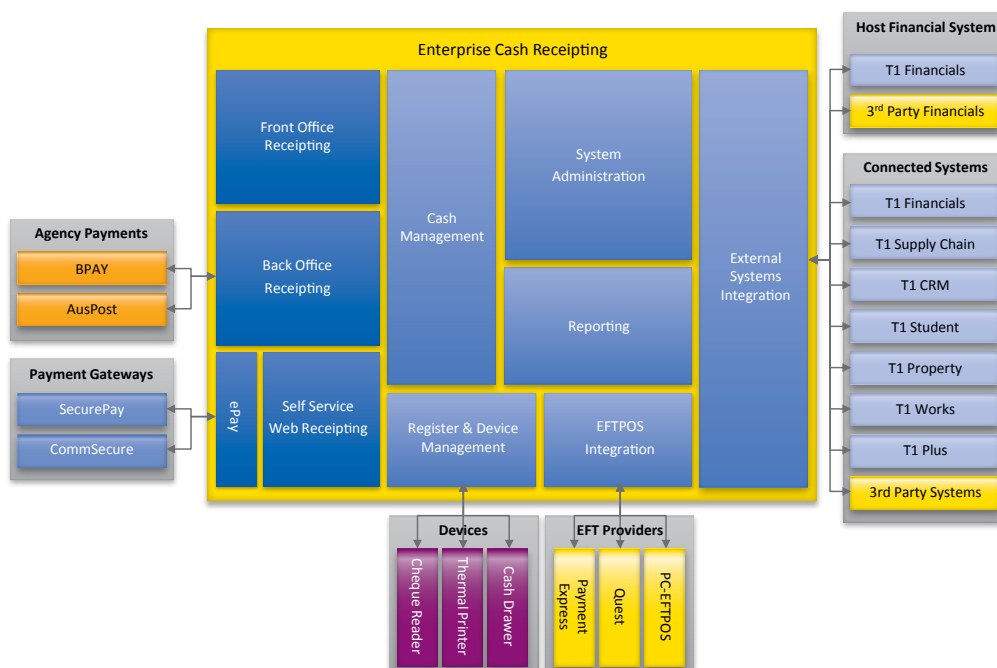


# THE ECR SOLUTION

TechnologyOne ECR seamlessly integrates with TechnologyOne products and external systems providing full front office, back office and web receiving functionality.

The system provides an easy-to-use receipting solution across all your business systems, via a simple and intuitive interface. ECR provides extensive device support; integrates

with agency payment providers; supports cash accounting; streamlines bank reconciliations and supports multi-currencies, multiple locations and different time zones.





# VALUE TO YOUR ORGANISATION

TechnologyOne ECR can be utilised by anyone in your organisation who accepts payment for goods or services and it will assist your finance department to easily reconcile accounts.

ECR provides your organisation with many advantages, as it is both a generic and custom-made solution. Generic, in that you can easily deploy it across all your systems and business units, and custom-made, whereby the highly flexible system lets you configure screens, fields, lines, items, receipts, etc, to fit your business rules and preferences. Importantly, ECR can provide a unified look and feel whereby staff can jump from system to system or from department to department – all the while accepting payments within a familiar receipting screen.

Additionally, you can configure ECR to suit your particular industry requirements.

For example, higher education organisations, like universities, accept an array of payments for student fees/loans, parking permits, library fees, etc, and these are usually paid at different locations and departments. If students choose to, ECR will let them pay any or all fees or buy products like text books via a single transactional point, anytime, anywhere.

For government agencies, like councils, ECR can easily handle multiple payments like rates, parking permits, programs, development fees, and your products in a single transaction whether at the counter or online.

Community service organisations, charities and not-for-profits can also more efficiently manage multiple payments allowing a person, for example, to purchase a product, pay for a service and give a donation in a single transaction.



Your organisation will greatly benefit using a single cash receipting solution that transparently receipts payment for any number of connected systems, in a single transaction.

# BENEFITS

## **Easy to use for efficient payment processing**

The ECR user interface is designed to support touchscreens including large buttons so it's easy for newcomers or temporary staff to start using the system immediately. Screens can be configured and simplified to suit, especially if you want to drive accurate and fast payment transactions.

## **Drives performance and service**

Staff have access to an easy-to-use receipting system that also allows them to process multiple payments in one transaction, decreasing outstanding debt. Improve billing performance with flexible payment options from cash, credit cards or part cash payment and part credit card payment, agency payment, phone-based receipting and more. Self-service web receipting encourages and facilitates payment of monies due, while customers, clients, students and constituents will appreciate access to a variety of billing choices.

## **Flexible cash management**

ECR has been designed from the ground up to support auto-matching

in bank reconciliation ensuring accuracy and less time spent reconciling accounts. The system also lets you perform banking as required and you can nominate any bank account thus providing complete banking flexibility.

## **Highly configurable to suit your business and industry**

While the system can be generically applied across your organisation, it is highly configurable to suit your business rules, security levels or your store and billing departments' needs. For example, you can set default values, set 'read only' rules, change default field captions or hide fields completely from users. Control which locations have access to which lines/receipting types, customise details printed on receipts, and much more.

## **Complete integration**

ECR 'adapters' allow for effortless integration with TechnologyOne Financials, Property & Rating, Student Management, Supply Chain, Customer Relationship Management (CRM) and external systems so you don't need to use separate receipting products for all of the above. Additionally, you can

track transactions more easily and gain improved transparency of income generated from multiple sites. For example, you can better link sales and donations from within CRM, providing access to accurate transactional history which in turn informs your future promotional decision-making.

## **Reduced ongoing maintenance**

An advantage in using ECR is that you can receive product upgrades without having to upgrade any other system. Also, backward compatibility integration architecture allows upgrades of external systems with no effect to ECR. This is more cost efficient and helps IT administrators better manage resources.

## **Maximum return on investment**

ECR provides a great return on your investment because it replaces multiple systems with one, is extremely easy to use, requires minimal time and resources to train staff and gives the option to manage multiple payments in one transaction.

## About TechnologyOne

TechnologyOne (ASX:TNE) is a leading enterprise software solutions provider. For more than 20 years we have been providing deeply integrated software solutions for business, government, financial services, health and community, education and utilities organisations. Tens of thousands of people each day use our world class solutions, which we develop, implement and support.

Our organisation wide solution suite, integrated solutions, and custom designed solutions provide world-class services that are based on leading edge technology and are backed up by a substantial R&D program, providing our customers with a long-term, secure and valuable partnership. TechnologyOne employs more than 700 people and has a presence in seven countries.



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