Infor Distribution FACTS

Maximize profitability and enhance customer service

Infor® Distribution FACTS is an enterprise solution designed specifically to allow distributors like you to focus on core business processes—such as being able to respond to constant changes, handle increasing volume, and meet growing customer demands. The latest enhancements to FACTS expand upon the solution's rich feature set, adding significant new functionality and an improved user experience to help make your employees more efficient.

Major new features

With FACTS v9.0 and v9.1, Infor has added 100+ enhancements that impact nearly every module with improved usability, business processes, customer service and reporting, and significant new functionality that can help you grow your business.

Next-level credit card processing functionality

The latest version of FACTS adds new tools to help you address credit card security concerns and processing fee issues. With a robust interface to the CenPOS™ payment gateway, FACTS completely isolates the collection and maintenance of personal credit card data and keeps it secure within CenPOS' environment. Built-in optimization features help you significantly lower your transaction fees.

Technical innovations that make a difference

You can now use Microsoft Excel® to enter and update more of your FACTS data. You can change things like customer and vendor numbers and item classes without having to delete and reenter them. Additionally, new automated tools keep your database clean and efficient, helping to eliminate manual tasks.

CenPOS interface

- Built-in optimization means you always get the best transaction fee for each transaction.
- Full EMV chip-reader support has been added.
- Card tokenization support by customer or ship-to has been added to securely store and reuse customer credit cards.
- Full level-3 transaction support allows the best rates.
- Delayed capture/pre-authorization support allows you to hold credit limit against a card until the order is invoiced to help reduce losses from failed charges.
- Multi-merchant support meets new processor requirements if you have multiple locations.
- FACTS 9.1 removes your ERP software from the scope of PCI compliance audits.
- The CenPOS gateway is processor agnostic and works with all major US processors.
- CenPOS's hosted payment gateway is always up-to-date, requiring no software updates.

User experience

- The redesigned menu eliminates the need to sign into FACTS multiple times to perform multiple tasks.

- The screen and font sizes now scale based on your personal preferences.

- Users can maintain their own custom menus.

- Up to 11 different company color schemes make it easy to know which company you're working on.

- Individual Payment Selection includes a previous vendor button.

- Automatic line advance in EFT Approval is now available.

- Drill-downs in the Buyer's Control Center are now available.

- Significant performance improvements have been added to recalculating proposed purchases and transfers in the Buyer's Control Center.

- Inquiry sync for Manufacturing Control is now available.

- You can now move between inquiry programs—like Customer, Item, and Vendor Inquiries—as well as from the inquiries to associated maintenance programs, like Item F/M.

Customer returns processing improvements

- Use *receive all* or *complete all* lines on a return document.

- Control which documents get created.

- Override the default workflow with manual status advance.

- Combine multiple lines on a single document when possible.

- Disable the automatic creation of documents from AP and PO registers.

Reporting enhancements

- An order acknowledgement form has been added.

- Packing slip print ability has been added.

- You can now print notes and bin locations on manufacturing control (MC) production tickets.

- The sales order item report now includes costs and gross margin information, as well as totals by document.

- The order booking report now includes the option to exclude tax and freight from the booked values.

- The document fill report now includes the option to only include documents with backorders.

- The item sales report can now exclude inactive items.

- New bank reconciliation report and history tracking have been added.

## Service and repair module enhancements

- Create and manage service quotes.

- Track technician time off and easily identify schedule conflicts.

- Incorporate corporate holidays into the schedule.

- Track multiple technicians on a single service ticket.

- Write service contracts for *all* equipment without having to specify each separately.

Other functional enhancements

- Enter a title for a quote.

- Enter an effective date for a quote.

- Item *timeline* view shows you the projected future item available quantity based on projected usage and existing purchase orders and transfers—giving you a clear view of potential stockouts or overstocks.

- Expanded reference number field allows up to 30 characters.

- The threshold maximum line point allows you to better control maximum stock quantities when you have limited warehouse space to allocate to an item.

- You can now move all of a given customer's usage in or out of the forecast to account for either losing or winning back a customer.

- You can use the *ordered* or the *requested* date as the default usage date.

- Order review allows you to filter documents by only those documents with lines shipping from a specific warehouse.

- You can set the customer's reported "highest balance" to the "highest balance in the last x months."

- Store the intended gross margin percentage with your contract prices.

- You can select specific items not to print on customer-facing documents.
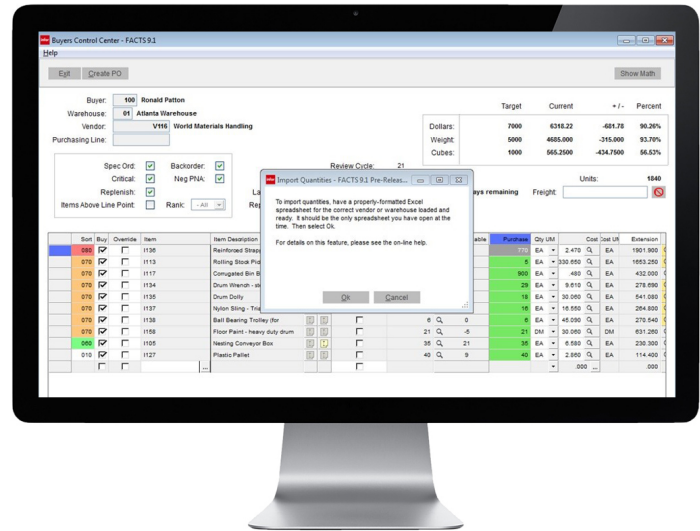
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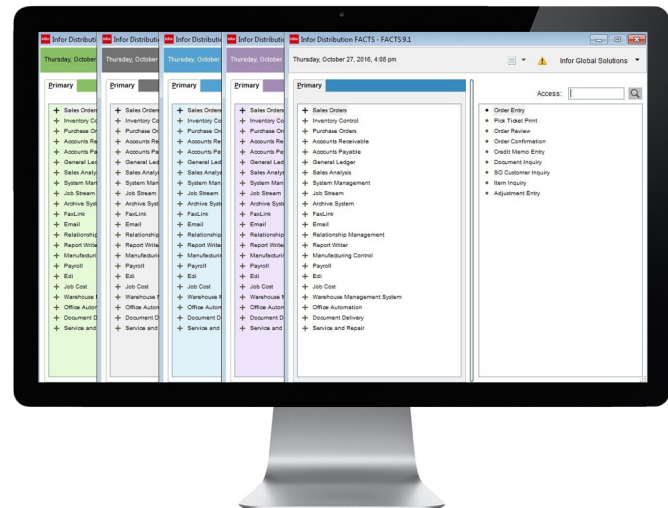
User Experience, 11 different company color schemes and customizable menu

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Productivity enhancements

- Maintain manual costs and list prices (in *IC costing and pricing* and in *PO vendor items*) in Excel.

- Maintain Buyer's Control Center working orders in Excel.

- Mass-change buyer codes for authorized replenishment paths.

- Auto-create vendor-item numbers during PO receipt processing.

- Change any of 45 different codes, including customers, vendors, classes, etc., with the data changer.

- Reduce the number of times you have to switch the caps lock on and off by being able to force uppercase on all entries for any of 45 different codes via case control.

- Quickly find where any of these 45 codes are in use with *Show Where Used.*

- Queue all of the items you need to delete and see all conflicts before you start with *Multiple item delete.*

Learn more about Infor solutions for the distribution industry ›