

Infor Hansen CDR Billing

➔ Infor Hansen CDR Billing integrates robust billing functionality with a proven solution for processing and tracking licenses, permits, renewals, fees, fines, and penalties.



Do business better.

In managing community development and regulation (CDR) operations, the value of accelerating and streamlining processes without sacrificing quality of service is an obvious benefit to both the government entity and its customers. But just performing the basic CDR functionality with more efficiency will never optimize your operation. That's because CDR software solutions have traditionally overlooked a key process—billing.

In the past, local government agencies would be required to use a CDR solution that generated the permit or license and accepted payment, but couldn't handle anything but the most basic billing functionality. Infor™ Hansen CDR Billing overcomes that deficiency.

Leverage experience.

Infor Hansen CDR Billing integrates robust billing functionality with a proven solution for accepting, tracking, and processing enforcement issues, and requests for permits and licenses. While the design of other CDR solutions makes the unrealistic assumption that every applicant is paying for every transaction in real-time, Infor Hansen CDR Billing delivers functionality to meet the true needs of government agencies.

By integrating the same billing capabilities available to utilities, finance, and other departments, the solution fills a void in the marketplace. With Infor Hansen CDR Billing, community development and regulation departments are not forced to buy a third-party billing solution or create a

home-grown solution to integrate mission-critical billing processes into their day-to-day operations.

Get business specific.

With Infor Hansen CDR Billing, rich billing functionality developed specifically for government agencies is integrated into the Hansen CDR suite. For the first time, CDR departments have access to a comprehensive suite of proven capabilities for processing payments; managing rates, delinquencies, licenses, and bill runs; and sending notices and invoices to customers.

By integrating billing capabilities into the CDR solution, Infor makes it possible for permitting, licensing, and enforcement departments to offer a wide range of new, higher value services to customers. These include:

Issue bills to businesses for permits and licenses. Infor Hansen CDR Billing makes it possible for an agency to prepare and send bills to businesses that routinely have multiple permits or licenses. For contractors and other businesses, this means they are no longer required to send a payment for every transaction. Instead, the solution compiles a record of all fees and sends one bill for the company's account and, where applicable, other billing notices for such utilities as water, wastewater, storm, and refuse collection.

Automate the process for paying annual licenses. Infor Hansen CDR Billing automates the process for calculating and invoicing businesses that are required to pay annual licenses. The solution also allows businesses to pay fees and review licenses and permits online.

Implement advanced collection processes. Infor Hansen CDR Billing offers advanced collection functionality so CDR departments have a way to efficiently manage the invoice-aging process, send delinquent notices and, when necessary, turn delinquent accounts over to a collection agency.

See results now.

Since billing is a mission-critical process for CDR departments, there is significant business value in integrating sophisticated accounts receivable functionality in the department's core business processes. Infor Hansen CDR Billing is meeting this critical business need and helping agencies realize tangible business benefits including:

- Cost recovery
- Faster turn of accounts receivable
- More flexibility and convenience for business customers
- Reduced operational and IT costs
- Increased revenue
- Improved accuracy.

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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Contact your local Infor office regarding availability of products in your region.

The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letters "R" and "O" are red. A small trademark symbol (TM) is located to the right of the final "O".