



COLLECTIONS MANAGEMENT

Amber J. Bell

Training and Implementation Specialist

amberb@calszone.com



www.calszone.com

FEATURES AND BENEFITS

- Assign Credit Managers as Collectors for a specific set of customers
- Create Plans to manage customers whose debts you want to collect in a similar way
- Create Actions and Tasks for those actions, that can be assigned to plans
- Dynamically create Text and Word Letters to communicate with overdue customers
- Create Notes and associate them with relevant documents, customers, actions, etc.
- Dynamically create queries based on several criteria to locate specific sets of documents
- Create letters based on a specific query

COLLECTIONS OVERVIEW

- Collections Main
- Collection Plan Processing
- Collection Queries

COLLECTIONS MAIN

[TWO/sa] Collections Management Main Window

sa Fabrikam, Inc. 4/12/2017

File Edit Tools Options History Help

New Note Query Print Tasks E-Mail Extras Redisplay

Customer ID ADAMPARK0001 Hold

View: All Query: (91 AND OVER)

Customer Name Adam Park Resort

Address ID BILLING

Contact Person Roberta Masouras

Phone (317) 555-0103 Ext. 0000

Fax (000) 000-0000 Ext. 0000

Last Payment 4/12/2017 \$930.00

Payment Terms Net 30

YTD Sales \$2,739.15

Unposted Sales \$1,136.66

Unposted Cash \$15,070.00

Credit Manager

Display	Aging Periods	Amount
Current		\$2,867.35
31 - 60 Days		\$0.00
61 - 90 Days		\$0.00
91 and Over		\$6,134.60
		\$0.00
		\$0.00
Total Due		\$9,001.95
Credit Limit		\$40,000.00
Salesperson		GREG E.
Territory ID		TERRITORY 2
Parent ID		

Date	Note\Comment	Action Promised
Customer ID	User ID	Action Assigned to
4/12/2017	Total Action Amount: \$13,603.71****	CIM

by Customer ID

⚠ You are eligible to use Company Data Archive Express

COLLECTION PLAN PROCESSING

The screenshot displays the 'Collection Management Plan Processing' application window. The main window shows a list of customers with columns for Customer Number, Name, Collection Plan, Last Action, Done On, Next Action, Action Due On, and Most Overdue. The 'Process Multiple Customers' dialog box is open, showing the 'Collection Plan: REGULAR' and a list of generated letters. The dialog also includes options for 'When Sending Letters' (Email Only) and 'Assign Actions To' (Assigned Credit Manager).

Customer Number	Name	Collection Plan	Last Action	Done On	Next Action	Action Due On	Most Overdue
ADAMPARK0001	Adam Park Resort	REGULAR		0/0/0000	FINAL	0/0/0000	1,182
ADVANCED0001	Advanced Paper Co.	REGULAR		0/0/0000	FINAL	0/0/0000	1,179
ALTONMAN0001	Alton Manufacturing	REGULAR		0/0/0000	FINAL	0/0/0000	1,145
AMERICAN0001	American Science Museum	REGULAR		0/0/0000	FINAL	0/0/0000	1,222
ASSOCIAT0001	Associated Insurance Comp	REGULAR		0/0/0000	FINAL	0/0/0000	1,155
ATMORERE0001	Atmore Retirement Center	REGULAR		0/0/0000	FINAL	0/0/0000	1,347
BERRYMED0001	Berry Medical Center	REGULAR		0/0/0000	FINAL	0/0/0000	1,161
BREAKTHR0001	Breakthrough Telemarketing	REGULAR		0/0/0000	FINAL	0/0/0000	1,312
CELLULAR0001	Cellular Express	REGULAR		0/0/0000	FINAL	0/0/0000	1,184
CENTRALI0001	Central Illinois Hospital	REGULAR		0/0/0000	FINAL	0/0/0000	1,194

[TWO/sa] Process Multiple Customers

Collection Plan: REGULAR
 This will generate:
 10 emails of letter FINAL will be sent.
 Warning Customer ADAMPARK0001 should be emailed a letter, but doesn't have an email address.
 Warning Customer ADVANCED0001 should be emailed a letter

When Sending Letters: **Email Only** Print Statement ID
 Assign Actions To: **Assigned Credit Manager** Collector ID

OK Cancel

BUILD QUERY

[TWO/sa] Collections Management Build Query sa Fabrikam, Inc. 4/12/2017

File Edit Tools Help

Save Clear Delete Query

Query ID 61-90 DAYS
Description Past Due 61 - 90 Days

Customer	Cust. Info.	Balance	Period/Date	Notes	Action Type	Levels
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Customer Customer ID From: To:

Query Options:

Note: Exclude Customers That Have Made A Payment In 0 days.
Balance Returned: Selected Range Exclude Customers That Have An Older Balance
Language: None Exclude Customers That Have Not Made A Payment
Document Type ID Consolidate National Account Activity

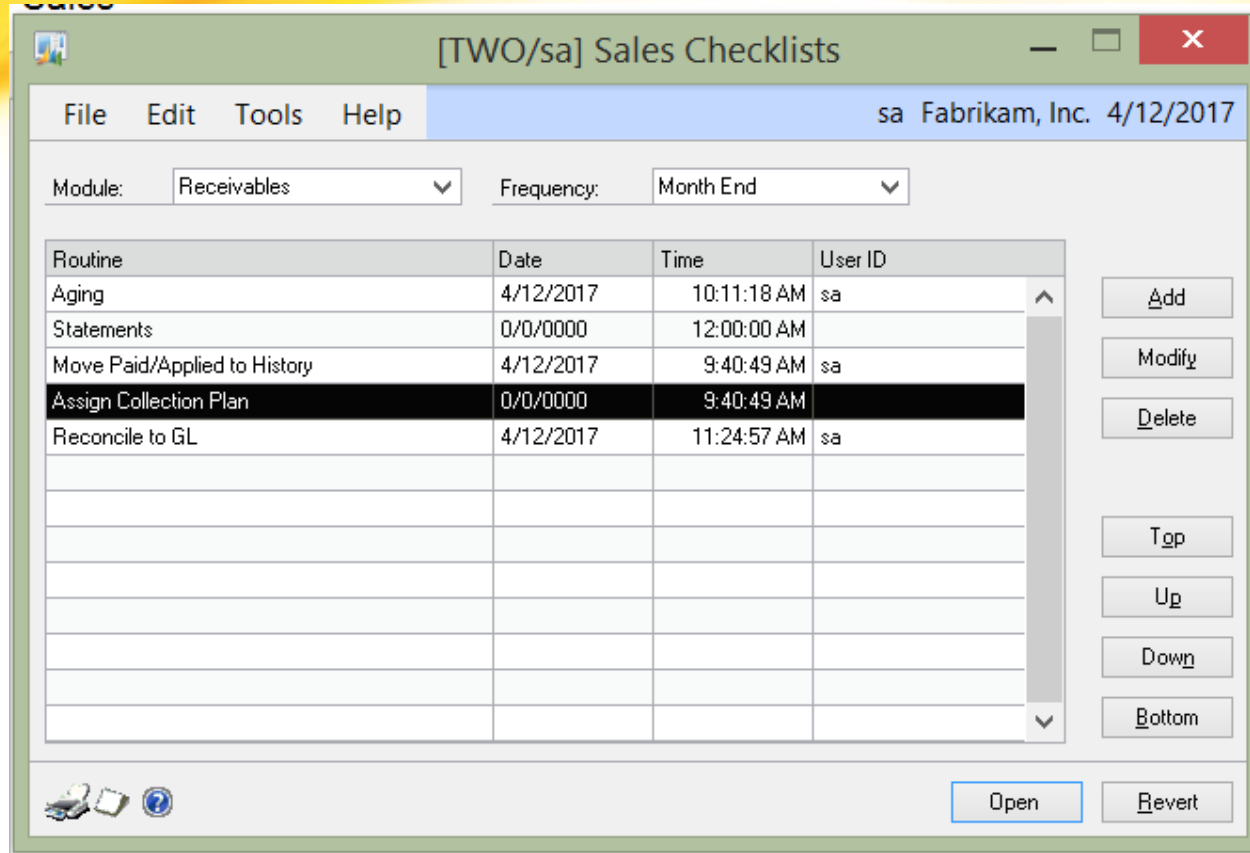
Restrictions:

Insert >> Aging Periods from 61 - 90 Days to 61 - 90 Days
Remove



REVIEW OF RECEIVABLES AGING PROCESS

RECEIVABLES MONTH END CHECKLIST



- Sales>>Routines>>Checklist

SETTING UP COLLECTIONS MANAGEMENT

[TWO/sa] Collections Management Setup sa Fabrikam, Inc. 4/12/2017

File Edit Tools Help

Reprint Invoices From:
 Sales Order Processing
 Invoicing

Note Option:
 Save Note Revision History
 Write Selected Invoices to Note

Age Documents Prior To Running Query:
 Never Ask
 Ask when last date aged is more than days ago.

Use Reminder Levels
 Create Finance Charge Transactions

Default Overdue Period Current
File Format for Email Attachments Text
Reply To Address From Current Workstation
Default Email Subject
Invoice Folder
 Append Customer ID

Default Customer:
Contact Method Letter
Time Zone GMT - 5:00 - Eastern Time
Credit Control Cycle No Credit Cycle
[Collection Plan](#)

Customer Info. User-Defined Field Entry:
List 1 Collect Agency → Checkbox 1 Bankrupt
List 2 → Checkbox 2
Date Field 1
Text Field 1
Text Field 2

OK Cancel

- Sales>>Setup>>Collections Management

SETTING UP COLLECTION INFO

[TWO/sa] Collections Management Cus... - [X]

File Edit Tools Help sa Fabrikam, Inc. 4/12/2017

Save Clear

Customer ID AARONFIT0001 Parent Child

Customer Name Aaron Fitz Electrical

Credit Manager Do Not Send Letters

Collection Address ID

Preferred Contact Method: Letter

Time Zone: GMT - 5:00 - Eastern Time

Credit Control Cycle: No Credit Cycle

Collection Plan ID GOODCUSTOMERS

Current Plan Step Action FINAL

Customer User-Defined Fields:

Collect Agency Bankrupt

List 2 Checkbox 2

Date Field 1

Text Field 1

Text Field 2

National Accounts

|< < > >| by Customer ID

- Sales>>Cards>>Collection Info

SETTING UP COLLECTORS/CREDIT MANAGERS

[TWO/sa] Collections Management Collector Set... sa Fabrikam, Inc. 4/12/2017

File Edit Tools Help

Save Clear Delete

Collector ID SPOLL

Collector Name Stacey Poll

Position Name Collections Manager

Email Address staceyp@calszone.com

User Defined 1

User Defined 2

Phone 1

Phone 2

Fax

Signature ID

Collector Access:

Collections Management

User ID spoll

Environment Settings:

Open Collections Main on Startup

Open Collections Tasks on Startup

Open Collections Query on Startup

Refresh Collections Main with RM Transaction Entry Customer

Check For Collection Plans That Are Due On Login

Default Action Assign To:

Collector ID

Credit Manager

- Sales>>Setup>>Collector

COLLECTION SECURITY

[TWO/sa] Collections Management Sec... — □ ×

File Edit Tools Help sa Fabrikam, Inc. 4/12/2017

Save Clear

Collector ID SPOLL

Name Stacey Poll

User not allowed to:

Edit/Delete others notes

Edit/Delete own Notes

View others notes

View notes for only customers within ranges:

	From:	To:
Customer ID		
Customer Name		
Class ID		
Sales Territory		
Salesperson ID		
Type		
Credit Manager	SPOLL	SPOLL

- Sales>>Setup>>Collection Security

COLLECTION MAIN

- View ALL customers or only current Query
- Printing Call List
- Entering a Note
- Printing Letter for 1 customer
- Marking Invoices as “Promised to Pay”

SETTING UP ACTIONS

- Importing Sample Actions
- Creating New Actions
- Reviewing Action Types
 - None
 - Dispute
 - Promise to Pay
 - Special

SETTING UP QUERIES

- Adding Filters for Aging Periods
****REMEMBER TO AGE AR****
- Filter by Amount Due
- Filter by Salesperson
- Filter by Credit Manager



QUERY LETTERS

- Use to Send Letters to groups of customers
- Use to Email Groups of Customers
- Include Reprints of Invoices
- Include Statements

ASSIGNING CREDIT MANAGER

[TWO/sa] Collections Management Transfer Credit M... - sa Fabrikam, Inc. 4/12/2017

File Edit Tools Help

OK Redisplay

From: Current Query

To Credit Manager:

Current Query:

Customer ID	Customer Name	Credit Manager	Customer Class
ALTONMAN0001	Alton Manufacturing		USA-INMI-T2
AMERICAN0001	American Science Museum		USA-ILMD-T1
BERRYMED0001	Berry Medical Center		USA-MNWI-T4
BLUEYOND0001	Blue Yonder Airlines		USA-IKSNE-T3
CASTLEIN0001	Castle Inn Resort		CAN-ONMBSK-T6
CENTRALI0001	Central Illinois Hospital		USA-ILMD-T1
COUNTRYV0001	Country View Estates		NEWZEALAND-T8
DIRECTMA0001	Direct Marketers		USA-MNWI-T4
DOWNTOWN0001	Downtown Hotel		USA-ILMD-T1

by Customer ID

[TWO/sa] Collection Management Co... - sa Fabrikam, Inc. 4/12/2017

File Edit Tools Help

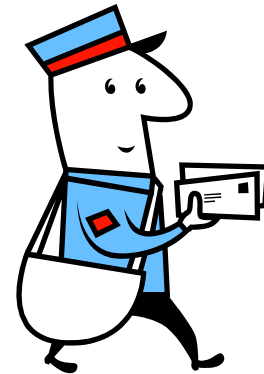
Collector ID	Name	Access
SA	Amber Bell	Collections
SORR	Stacy Orr	Collections
SPOLL	Stacey Poll	Collections

Select Cancel

- Can be done on the Collection Info card.
- Assign based on Current Query
(Sales>>Cards>>Transfer Credit Manager)

SETTING UP COLLECTION LETTERS

- Importing Sample Letters
- Editing Sample Letters
- Creating New Letters
- Assigning Actions to Letters
- Assigning Letters to Actions



SETTING UP ACTION PLANS

[TWO/sa] Collections Manage... 4/12/2017 >>

File Edit Tools Help

Save Clear Delete Copy Export

Collection Plan ID HIGHRISK

Description High risk/prev late payers

At Last Step Stop Suggesting

Minimum Amount Due \$10.00

Allow Steps To Be Skipped

Step	Days Overdue	Assign Action	Grace Period
1.	(7)	SOONDUE	
2.	5	REMINDER1	3
3.	10	CALL1	3
4.	20	LETTER1	5
5.	30	CALL2	3
6.	45	LETTER3	5
7.	60	FINAL	0
8.	0		0
9.	0		
10.			

- Importing Sample Action Plans
- Editing Existing Action Plans
- Creating New Action Plans

COLLECTION TASK LIST

Action Date	Action ID	Customer ID	Customer Name	Action Amount	Completed
4/15/2017	CALL1	AB0001	Amber Bell	\$0.00	<input type="checkbox"/>
4/18/2017	CALL3	AMERICAN0001	American Science Museum	\$0.00	<input type="checkbox"/>
4/18/2017	CIM	BAKERSEM0001	Baker's Emporium Inc.	\$5.00	<input type="checkbox"/>

- Sales>>Transactions>>Collection Tasks

USING NAVIGATION LISTS

The screenshot displays the Microsoft Dynamics GP interface. The navigation pane on the left shows the 'Sales' menu expanded to 'Customers', with 'Customers with Balance' selected. The main window shows a list of customers with the following data:

State	Customer ID	Customer Name	City	Current Bal...
<input type="checkbox"/>	COUNTRYV0001	Country View Estates	Palmerston ...	\$32,344.37
<input type="checkbox"/>	ELVEX	Elvex		\$0.00
<input type="checkbox"/>	LONDONBE0001	Londonberry Nursing Home	Auckland	\$0.00
<input checked="" type="checkbox"/>	AB	COMPUTER0002	Computers Unlimited	\$4,865.22
<input type="checkbox"/>	AB	DATAComm0001	Data Communications Inc.	\$21,883.40
<input type="checkbox"/>	AB	PLACEMAD0001	Place & MacDero Associates	\$16,024.65

- Sales>>Navigation Pane>>Customers

SMARTLIST FOR COLLECTION NOTES

Customer Number	Contact Date	Action Promised	Action Type	Action Date	Action Assigned To	Amount Promised	Collector	Note Display String
AARONFIT0001	3/28/2017	FINAL	None	3/28/2017	SA	\$0.00	SA	Plan:GOODCUSTOMERS Step:9 Action:FINAL Email Text
AARONFIT0001	3/28/2017	FINAL	None	3/28/2017	SA	\$0.00	SA	Plan:GOODCUSTOMERS Step:9 Action:FINAL Email Text
AARONFIT0001	5/13/2014	SENT LETTER	None	5/13/2014	SA	\$0.00	SA	Cover Letter: WordReminder1 - Word Version of Remir
AB0001	4/12/2017	REMINDER1	None	4/12/2017	SA	\$0.00	SA	Plan:GOODCUSTOMERS Step:2 Action:REMINDER1 Ema
AB0001	4/12/2017	CALL1	None	4/15/2017	SA	\$0.00	SA	Bob said they will be closed for a week. I want to call hi
AB0001	3/28/2017	EMAIL	None	3/28/2017	SA	\$16,050.00	SA	Plan:GOODCUSTOMERS Step:0 Action:EMAIL
AB0001	3/28/2017	CALL1	None	3/31/2017	SA	\$0.00	SA	Plan:GOODCUSTOMERS Step:3 Action:CALL1
ADAMPARK0001	4/12/2017	CIM	Promised To Pay	4/15/2017	SA	\$13,603.71	SA	Total Action Amount: \$13,603.71***
AMERICAN0001	5/13/2014	SENT LETTER	None	5/13/2014	SA	\$0.00	SA	Cover Letter: WordFinalLetter - Final collection letter.
AMERICAN0001	4/10/2014	CALL3	None	4/18/2017	SA	\$0.00	SA	They still haven't paid!!! WHAT ARE THEY THINKING
AMERICAN0001	4/10/2014	SENT LETTER	None	4/10/2014	SA	\$0.00	SA	Cover Letter: WordLetter2 - Second Collection letter.
BAKERSEM0001	4/15/2017	CIM	Promised To Pay	4/18/2017	SA	\$5.00	SA	Total Action Amount: \$300.00***
MAHLERST0001	5/13/2014	SENT LETTER	None	4/12/2017	SA	\$0.00	SA	SENT LETTER: SoonDueLetter - Letter for coming due i
PLACEONE0001	5/13/2014	SENT LETTER	None	4/12/2017	SA	\$0.00	SA	SENT LETTER: SoonDueLetter - Letter for coming due i

- Use SmartList to see all notes entered in Collections, you can filter by customer, status, Action Type, etc.

NEXT STEPS...



- Request a quote for Software and Services
- Fill out your Evaluation Card!!