

USER MANUAL

# COLLECTIONS MANAGEMENT

Microsoft Dynamics GP

**Version 25.1**

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Gold

Microsoft Partner



professional  
**advantage**

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# Chapter 1: Introduction to Collections Management

## Collections Management

Collections Management was designed by Professional Advantage to assist businesses in collecting the debts owed to them and to do it as efficiently as possible. Collections Management can be fully integrated with Microsoft Dynamics GP versions 2015, 2016, and 2018.

## Features and Benefits

With Collections Management, the user can:

- Assign Credit Managers as Collectors for a specific set of customers
- Create Plans to manage customers whose debts the user wants 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

## Support for GP Functionality

### Word Templates

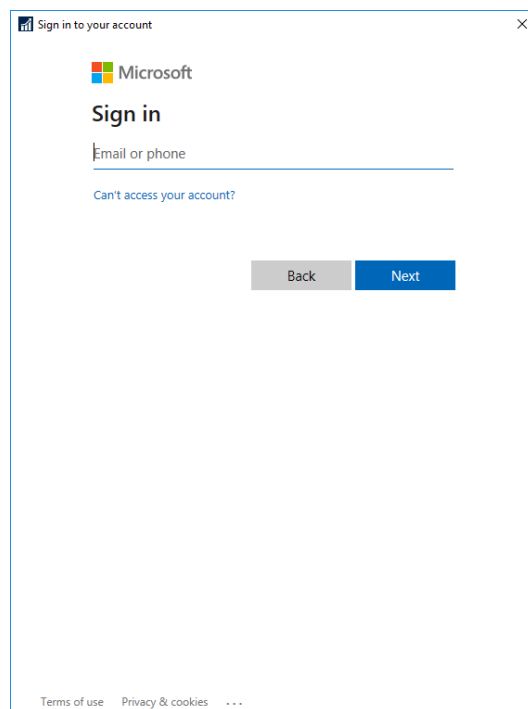
Usage of Word Templates within Microsoft Dynamics GP has been known to encounter issues when generating documents through Collections Management. The KB article linked below includes troubleshooting steps for a common error encountered. However, Professional Advantage is not able to support all usage of the Word Template functionality.

<http://www.profad.com/knowledge-base/collections-management/unhandled-object-exception-the-file-appears-to-be-corrupted/>

## Multi-Factor Authentication

Starting with the Dynamics GP October 2020 release, Microsoft provided the ability to use Multi-Factor Authentication for e-mail functionality. This new feature relies on an Azure Active Directory App Registration. Professional Advantage has now provided the ability to utilize the functionality when emailing from any process within Collections Management. Once the setup has been completed, users will receive the standard MFA login prompt when attempting to email, for example:

1. Navigate to the Collections Management Email window (Transactions – Sales – Collection Main (Click on Email button))
2. Populate all necessary fields to process an email
3. Click Send
4. At this point, you will receive the MFA login window prompting you to sign into your account:



5. After you have successfully responded to the Multi Factor Authentication window, the email will be sent from the login used to authenticate.

After the user has successfully responded to the MFA prompt for the first time during a GP session, subsequent prompts encountered during the same session will allow the user to select the same account without needing to respond to a second authentication.

**NOTE:** With the new MFA functionality, a limitation around the number of attachments that can be attached to a single email was introduced. The limit is due to a restriction on the number of characters allowed in the paths containing the location for intended attachments. Within Collections Management, if GP cannot attach all documents selected, an additional email will be generated with the same body and subject, but (continued) will be added to the end of the subject on all additional emails generated. This will not affect the note created for the customer, and all documents attached will be listed together on one note.

## Functionality with other products

### 1Staff

In the staffing and recruiting industry, cash in king. A good strategy for increasing cash flow is to effectively and efficiently decrease outstanding receivables. The Professional Advantage + 1Staff Back Office integration allows Collections Management users to send invoices generated through 1Staff when using Collections Management communications (plans, query letters, and one-off emails). If you want to automate, centralize and streamline your collection process to decrease outstanding Accounts Receivable, this functionality is for you. As well, Collections Management allows users to navigate directly to 1Staff Back Office inquiry windows from the Collection Main window.

### Nodus® Paylink

The Nodus® PayLink integration allows Collections Management users to include electronic payment links inside their collection emails and letters. Collection letters can then be distributed using the existing Collections Management communication channels (plans, query letters, or one-off emails). With PayLink, customers can view electronic statements and make one easy payment totaling for one or several invoices, without registering for an account or logging into a website or payment portal.

### Accountable Software® Forms Printer

The Accountable Software® Forms Printer integration allows Collections Management users to send documents generated through Forms Printer.

NOTE: All reports configured through Forms Printer should be unmarked within Template Configuration, if Word Template functionality is being utilized.

## Chapter 2: Collections Management Setup

Use this information to set up Collections Management, including fax printers and user security. This section also describes how to use the Collections Management Setup window to personalize Collections Management for the user's own business.

The following information is discussed:

- [Installation and Registration of Collections Management](#)
- [Setting up Collections Management](#)
- [Setting up fax printers and invoice formats](#)
- [Setting up a Collector ID](#)
- [Setting up a Collector Signature](#)
- [Setting up Collector Security for notes and customer records](#)
- [Setting up Reminder Levels](#)

## Installation and Registration of Collections Management

1. Open the Collections Management Installation and Registration window. (Microsoft Dynamics GP>>Tools>>Utilities>>Sales>>Collection Installation and Registration)
2. Select the companies for which you would like to create or upgrade Collections tables & install stored procedures. Alternatively, you may select the "Mark All" checkbox.

**Collections Management Installation and Registration - GPDAT (sa)**

OK Cancel File Tools Help Debug

Actions File Tools Help Debug

☐ Select

| Company Name       | Install/Upgrade                     |
|--------------------|-------------------------------------|
| Fabrikam, Inc.     | <input type="checkbox"/>            |
| Dextrodinary, Inc. | <input checked="" type="checkbox"/> |
|                    |                                     |
|                    |                                     |
|                    |                                     |

Create/Upgrade Tables  
Install Stored Procedures  
Create/Update SmartLists

Get Registration Info

Site Name: Two, Inc.

Registration Key: Valid Release: 20.2

Update and Support Expiration Date: 12/31/2020

Nodus PayLink Integration Status: Active

3. Click the Create/Upgrade Tables button. This will create all the Collections Management tables if the product has never been installed before. Otherwise, it will upgrade all the tables.
4. The Get Registration Info button is used to retrieve valid registration key information if the company's current key has expired. When the user clicks the button, the system will generate valid registration key information based on the user's Site Name. This information will automatically populate in the Expiration Date and Registration Key fields in the window. If the user is not current on the user's AEP, this service will not work. The user must be current on the user's AEP to upgrade Collections Management. This requires a valid internet connection.

*The user can also generate keys manually from the internet: <http://papayments.cloudapp.net/gen/>*

5. Click the Install Stored Procedures button. This will install the CNPROCS.dat and CNPROCS.idx files. These files must be in the user's Data folder. If they are not in this location, when clicking this button the user will receive a message prompting the user to place these two files in the Data folder.
6. Click the Create/Upgrade SmartLists button. This will create all the Collections Management SmartLists if the product has never been installed before. Otherwise, it will upgrade all the SmartLists.

## Setting up Collections Management

Use the Collections Management Setup window to select to print invoices from Sales Order Processing or Invoicing, choose note options, select default values for customer records, and enter labels for user-defined fields.

**Collections Management Setup - TWO (sa)**

OK Cancel File Tools Help Add Note

Actions File 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

Paylink Letter

**Default Overdue Period** Current  
**File Format for Email Attachments** Adobe PDF  
**Reply To Address From** Current Workstation  
**Default Email Subject** Fabrikam Subject  
**Invoice Folder**

☐ Append Customer ID ☐ Save Copy of Letter In Invoice Folder  
☐ Do Not Render Missing Documents

☐ Disable Daily Customer DSO Calculation ☐ Run Mark Completed Daily  
**Default Days for DSO** 365 ☐ Create Note When Customer Hold Status Changes

**Default Customer:**

**Contact Method** Letter  
**Time Zone** GMT - 12:00 - Eniwetok, Kwajalein  
**Credit Control Cycle** No Credit Cycle  
**Collection Plan**   
**Credit Manager**

**Customer Info. User-Defined Field Entry:**

List 1  → Checkbox 1   
List 2  → Checkbox 2   
Date Field 1   
Text Field 1  Text Field 2

Edit Formulas

## To set up Collections Management:

1. Open the Collections Management Setup window.  
(Microsoft Dynamics GP>> Tools>>Setup>>Sales>>Collection Setup)
2. Select whether the user normally prints invoices from Invoicing or Sales Order Processing so that the user can reprint invoices. Invoices will be displayed in the Collections Management Select Invoices window.
3. Mark the Save Note Revision History checkbox to keep track of note revisions.  
Note revisions allow the user to see all modifications to a note.
4. Mark the Write Selected Invoices to Note checkbox to automatically insert invoice information into the text body of collection notes.
5. Select an option to age documents before the user completes a query. Your choices are:  
Never Ask or Ask when last date aged is more than \_\_\_\_ days ago.

Never Ask - Select this option to complete queries in Collections Management without determining when the aging process was last completed.

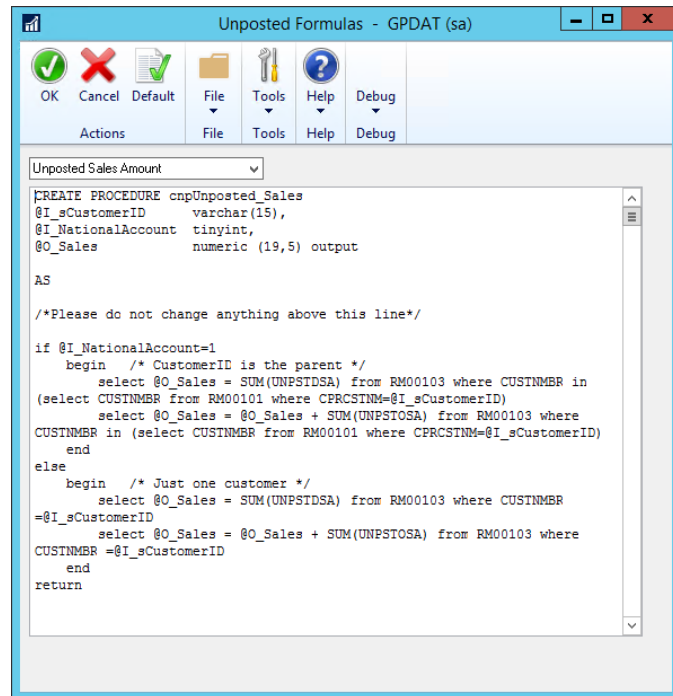
Ask when last date aged is more than \_\_\_\_ days ago. - Select this option, and enter a number for "days ago". When the user queries documents, if the last date an aging process was completed is more than that number of days prior to the user date, the user will have the option to complete an aging process.

For example, suppose the user enters 30 in the Days field and choose to query documents on 4/12/2007. If the last date the documents were aged is 3/1/2007, the user will have the option to complete the aging process again.

6. The user can mark the Use Reminder Levels checkbox to track reminder levels on individual invoices. The user can use reminder levels to indicate payments that are further past due. For more information, refer to Setting up Reminder Levels.  
When the user marks this checkbox, the Create Finance Charge Transactions checkbox will be available.
7. The user can mark the Create Finance Charge Transactions checkbox to create a finance charge transaction in Receivables Management for the fee for each reminder level. This fee is calculated when a document moves from one reminder level to the next level. Only invoices and debit documents will have calculated fees on reminder levels.
8. Select a Default Overdue Period to use to calculate an overdue amount for a customer. The overdue amount is used when creating queries without specifying a balance range.
9. Select a default PayLink letter for the Create PayLink button in the Collections Management Transaction Inquiry window. Read more about PayLink integration [here](#).
10. Select a File Format for Email Attachments for use when sending documents to customers by e-mail. To use Adobe PDF the user must have Adobe Acrobat 4.0 or later installed on the workstation that the user will be e-mailing the documents from.
11. Select an option for the "Reply To Address From" field. The option the user chooses will appear as the "From" address on collection letters that are sent by e-mail.

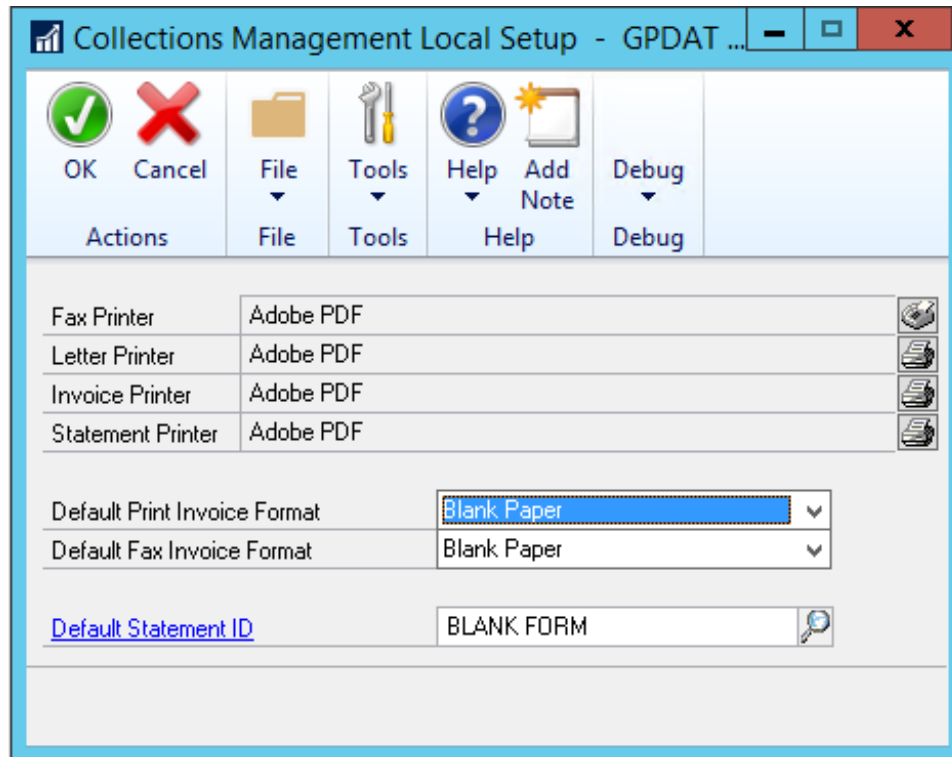
12. Select a Default Customer Contact Method, Default Time Zone, and a Default Credit Control Cycle.
13. Enter User-Defined Field labels for tracking additional information for customers. Information entered in the List and Date fields and the Text Field 1 field can be used for Collections Management queries. These fields will be displayed and can be modified in the Additional Customer Information window.
14. Click OK to save the information.
15. The Invoice Folder field is discussed in detail in the Collection Plans section [here](#).
16. Marking the Disable Daily Customer DSO Calculation will stop the Customer DSO procedure from executing.
17. Marking the 'Run Mark Completed Daily' checkbox will automate the Mark Completed process when a user logs in each day.
18. Marking the 'Create Note When Customer Hold Status Changes will cause a Collection Note to be created for that customer when the Hold status changes either from off to on, or from on to off.
19. Default Days for DSO allows to specify a default number of days used when calculating DSO. This will be utilized when DSO is calculated either automatically or manually through the windows where possible.
20. The "Edit Formulas" button opens the Unposted Formulas window, which allows the user to edit the SQL-powered formulas that calculate the displayed numbers for:

- Unposted Sales Amount
- Unposted Orders Amount
- Day Sales Outstanding



## Setting up fax printer and invoice formats

Use the Collections Management Local Setup window to enter default invoice, letter, statement, and fax printer information.



### To set up fax printer and invoice formats:

1. Open the Collections Management Local Setup window.
2. (Microsoft Dynamics GP>> Tools>>Setup>>Sales>>Collection Local Setup)
3. Choose the Fax Printer button to select a default printer to use when faxing information from Collections Management.
4. *Collections Management does not include fax server functionality. However, the user can select a printer that will function as a fax server.*
5. Choose the Letter Printer button to select a default printer to use when printing Letters from Collections Management.
6. Choose the Invoice Printer button to select a default printer to use when printing Invoices from Collections Management.
7. Choose the Statement Printer button to select a default printer to use when printing Statements from Collections Management.
8. Select a Default Print Invoice Format to use when the user reprints invoices from Collections Management.
9. Select a Default Fax Invoice Format to use when the user faxes invoices from Collections

Management.

10. Select the Default Statement ID for use when the user prints current statements for customers.
11. Click OK to save the information.

## Setting up a Collector ID

Use the Collections Management Collector Setup window to create a Collector ID and define individual settings for each ID. Users can only view information from Collections Management.

### To set up a Collector ID:

1. Open the Collections Management Collector Setup window. (Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collectors)
2. Enter a Collector ID.
3. Enter the collector's Position Name. This information will be displayed on Collections letters in the Legend 2 (Title) field.
4. Enter the Email Address as well as the User-Defined, Phone, and Fax information. The information in these fields can be included in Collections letters.
5. Within the Email Body field, a .rtf file can be specified. This will be inserted into the body of email generated using the Word Document Letter functionality.

- Note: This functionality is only available if using the MAPI server type, for emailing. This setting can be found in the System Preferences window (Dynamics GP – Tools – Setup – System – System Preferences).
- Note: The following message has been reported to cause an issue when using the .rtf file in the email body:
- ‘A program is trying to send an e-mail message on your behalf. If this is unexpected, click Deny and verify your antivirus software is up-to-date.’
- If you encounter this message when emailing from within Microsoft Dynamics GP, the KB listed below will provide the steps to resolve:

<https://www.profad.com/knowledge-base/collections-management/a-program-is-trying-to-send-an-e-mail-message-on-your-behalf-when-trying-to-send-a-template-via-e-mail/>

6. Mark the Collections Management checkbox to set up the user as a collector. Choose a User ID from the list of GP users available in the lookup.
7. There are several options the user can choose to have occur automatically when the user starts Microsoft Dynamics GP. Mark one or more of the following options.
  - Open Collections Management Main on Startup
  - Open the Collections Management Task on Startup
  - Open Collections Management Query on Startup
  - Refresh Collections Main with RM Transaction Entry Customer
  - Check For Collection Plans That are Due on Login
8. There are two options in the Default Action Assign To field.
  - Select the Collector ID radio button to display the current collector in the Action Assign To field for the collection note.
  - Select the Credit Manager radio button to display the customer's credit manager in the Action Assign To field for the collection note. If there is not a credit manager assigned to the customer, the current Collector ID will be displayed.

*Note: The option selected within the Collector Setup will be utilized as the default selection within all windows that allow for the Assignment of the resulting note (ie: Process Multiple Customers, Query Letters)*

9. Click Save.
10. The **Check For Collection Plans That Are Due On Login** field is detailed in the Collection Plans section [here](#).

*Note: After creating an associated Collector ID, a security role will need to be assigned to the GP user to provide access to Collections Management windows (if the user is not assigned the PowerUser role). Collections Management has 3 default roles:*

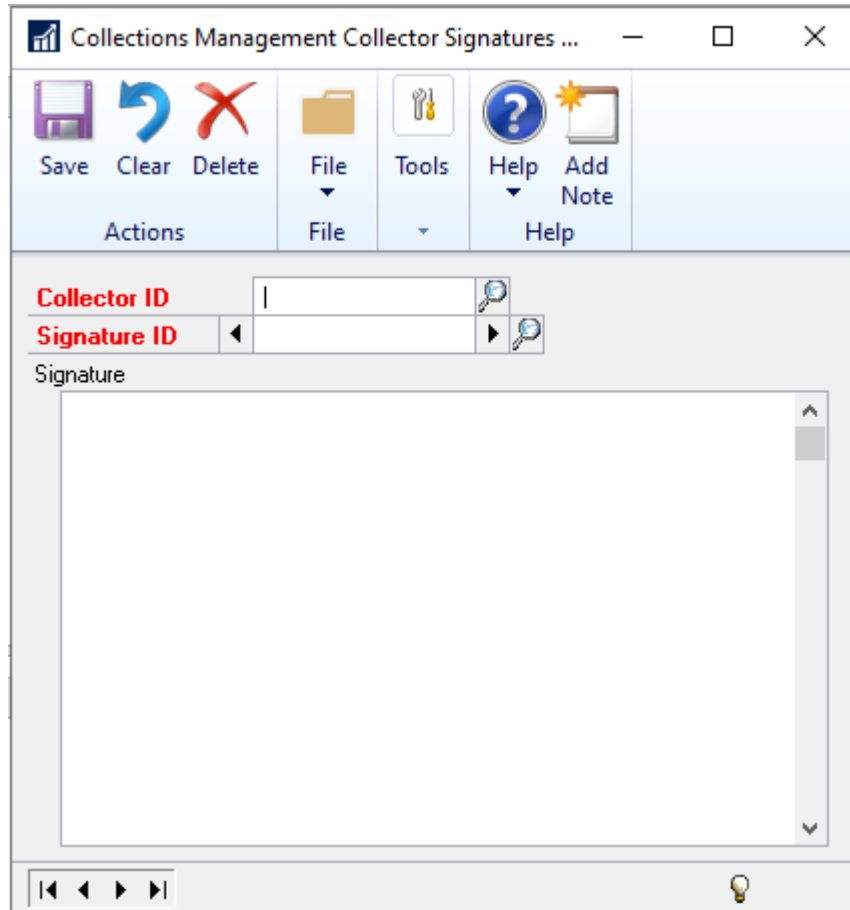
**Collector\*:** This will include access to primarily inquiry and transaction windows within Collections Management.

**CM MANAGER\*:** This will provide access to primarily setup and maintenance windows within Collections Management.

**CM All\*:** This will provide access to all recourses available within Collections Management.

## Setting up a Collector Signature

Use the Collections Management Collector Signatures Setup window to set up signatures that can be used when printing collection letters.



### To set up a Collector Signature:

1. Open the Collections Management Collector Signatures Setup window. (Microsoft Dynamics GP>> Tools>>Setup>>Sales>>Collector Signatures)
2. Enter or select a Collector ID.
3. Enter a Signature ID.
4. Enter the text to display as this collector's signature.
5. Click Save.

## Setting up collector security for notes and customer records

Use the Collections Management Security Setup window to define each collector's note security and customer security. The user can allow a collector to view a range of customers, and the user can restrict access to other collectors' notes.

**Collections Management Security Setup - GPDAT (sa)**

Save Clear File Tools Help Add Note Debug

Actions File Tools Help Debug

Collector ID

Name

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     | <input type="text"/> | <input type="text"/> |
| Customer Name   | <input type="text"/> | <input type="text"/> |
| Class ID        | <input type="text"/> | <input type="text"/> |
| Sales Territory | <input type="text"/> | <input type="text"/> |
| Salesperson ID  | <input type="text"/> | <input type="text"/> |
| Credit Rating   | <input type="text"/> | <input type="text"/> |
| Credit Manager  | <input type="text"/> | <input type="text"/> |

Navigation: < << >> >

### To set up collector security for notes and customer records:

1. Open the Collections Management Security Setup window.
2. (Microsoft Dynamics GP>> Tools>>Setup>>Sales>>Collection Security)
3. Enter or select a Collector ID.
4. Mark the Edit/Delete others notes option to prevent this collector from modifying or deleting notes created by another collector. The collector to last save the note is considered the owner of the note.
5. Mark the Edit/Delete own Notes option to prevent the collector from saving or deleting any notes that he or she has created.
6. Enter or select ranges in the View notes for only customers within ranges section. The collector can

view only the information that is within all the selected ranges. To allow a collector to view all information, leave the ranges blank.

7. Click Save to save the information.

## Setting up Reminder Levels

Use the Collections Management Reminder Level Setup window to set up reminder level codes and reminder level fees to be used with reminder letters. For example, the user could create a reminder level code with 3 levels and each level would have a larger fee as payments become further and further past due.

| Reminder Level | Description     | Code | Reminder Level Fee |
|----------------|-----------------|------|--------------------|
| 0              | Reminder Level0 |      | \$0.00             |
| 1              | Reminder Level1 |      | \$0.00             |
| 2              | Reminder Level2 |      | \$0.00             |
| 3              | Reminder Level3 |      | \$0.00             |
| 4              | Reminder Level4 |      | \$0.00             |
| 5              | Reminder Level5 |      | \$0.00             |

### To set up Reminder Levels:

1. Open the Collections Management Reminder Level Setup window. (Microsoft Dynamics GP>> Tools>>Setup>>Sales>>Collection Levels.)
2. Enter up to 6 reminder levels.
3. Enter descriptions, codes, and amounts for reminder fees for each level.
4. Click OK to save the user's changes.

## Chapter 3: Customers

Use this information to enter customer information, create a note template, create an action ID, and transfer customer accounts to different credit managers.

The following information is discussed:

- *Entering customer collection information*
- *Creating a Note Template*
- *Creating an Action ID*
- *Assigning customer accounts to a different Credit Manager*

### Entering customer collection information

Use the Collections Management Customer Information window to enter collection information about the user's customers including contact, credit manager, and user-defined information.

Much of the information that the user enters or select can be used to create customer queries such as credit manager, preferred contact method, time zone, and credit control cycle information.

### To enter customer collection information:

1. Open the Collections Management Customer Information window. (Cards>>Sales>>Collection Info)
2. Enter or select a Customer ID.
3. Enter or select a Credit Manager to assign the customer account to.
4. Enter or select a primary Collection Address ID, which will be used when the user prints letters to send to the customer.
5. Select a Preferred Contact Method for the customer or accept the default.
6. Select a Time Zone or accept the default.
7. Select a Credit Control Cycle, accept the default cycle, or select the No Credit Cycle option.
8. Mark the “Do Not Send Letters” checkbox if this customer should not receive letters that are generated from Collections Management.
9. The Collection Plan ID field displays which, if any, plan the customer is on.
10. The fields listed under Collection Plan Status include:

- a. The Collection Plan Step Action field displays the last Action ID that was processed.
  - b. The Oldest Document will list the most overdue invoice associated with the last action completed (ie: the document listed was the oldest document applicable for plan processing when the action was completed)
  - c. The View Note hyperlink can be used to drill into the associated note created when processing the 'Current Plan Step Action'.
  - d. The Reset Plan Status button can be used to remove the 'Current Plan Step Action' and 'Oldest Document' fields.
    - i. *Note: This function allows users to remove the information regarding the last action completed. After completion the customer will be available for any applicable action based on their most overdue document (the grace period from the last action completed will not be enforced).*
11. The Alert Message field can be used to enter a message that all collectors will encounter when selecting the Customer ID specified within the Collections Management Main window. The message window will need to be closed by the collector prior to any interaction with the Collection Main window.
12. Enter information in the user-defined fields as the user sees fit. For information about defining customer user-defined fields, refer to [Setting up Collections Management](#).

## Creating a Note Template

Use the Collection Note Templates window to enter Note Templates that later can be assigned to an Action ID. The template will be inserted into any note generated with the associated Action ID assigned.

Within the window, any text entered within the Template Text field will be inserted into the note generated from Collection Plans, Emails, Query Letters, Contacts, or manual note entry when the Action ID is selected within the appropriate windows.

For example, if a Collection Plan includes a 'Call' step, a Note Template can be assigned to the Action ID to insert a script to be utilized by the Collector when completing the call to the customer. If a Letter ID is also associated with the Action ID the contents of the letter will be included in the corresponding note below the Note Template text.

The screenshot shows the 'Collection Note Templates - GPDAT (sa)' window. The title bar is blue with standard window controls. The toolbar contains icons for Save, Clear, Delete, File, Tools, Help, Add Note, and Debug. Below the toolbar are three input fields: 'Template ID' (with a search icon), 'Description', and 'Template Text' (a large text area). At the bottom of the window are navigation buttons (back, forward, etc.) and a lightbulb icon.

## Creating an Action ID

Use the Collections Management Action Maintenance window to enter actions that later can be assigned to notes.

If the user marks the Collection Tasks Due checkbox in the Reminder Preferences window (Setup>>User Preferences>>Reminders button), the user can enter a number in the Follow-up Action Days field in the Collections Management Action Maintenance window. A collection task will be created when the number of days for the action has past.

For example, if a collection manager calls a customer regarding two outstanding invoices, and the customer promises to pay the invoices by the end of the week, the Collections manager can assign an Action ID named "Promised to Pay" to the invoice. That Action ID specifies that 10 days is the number of days allowed for the customer to make a payment before the collection manager takes additional action. After the 10 days, if the collection note is not marked as completed a collection task is created and assigned to the collection manager.

### To create an Action ID:

1. Open the Collections Management Action Maintenance window. (Cards>>Sales>>Collection Actions)
2. Enter an Action ID and an Action Description.
3. Select an Action Type from the following options:

- a. **Promised to Pay** - Transactions will be marked with a “P” in the Collections Management Transaction Inquiry Window if the actions will occur in the future.
  - b. **Dispute** - Transactions will be marked with a “D” in the Collections Management Transaction Inquiry window.
  - c. **Special** - Transactions will be marked with an “S” in the Collections Management Transaction Inquiry window.
  - d. **None** - Transactions will not have a symbol displayed.
    - A “B” might be displayed with transactions in the Collections Management Transaction Note Selection window if the action type for the transaction is Promise to Pay and the action is in the past.
4. Enter the number of days to follow up with the user’s customer in the Follow-up Action Days field. The action date will be updated with the current date plus the number of follow-up action days.
  5. Mark the Automatically Mark as Completed option for actions that do not require a follow-up procedure. For example, actions such as reprinting invoices or recording notes from a phone conversation might not require any additional action.
  6. The Letter ID field displays which, if any, letter is attached to the action. Go [here](#) for information explaining the attachment of a letter to an action.
  7. The Note Template ID assigned will add specific text to notes created when this Action ID is processed.
  8. Documents To Attach To Note – when creating a Collection Note with this Action ID, these are the documents that will be automatically attached to the note. The default is None. You can choose from
    - a. All Invoices and Credit Documents
    - b. All Invoices
    - c. Overdue Invoices.
    - d. Selected Documents – This will attach the documents designated to print/email when processing.
  9. Documents Already On A Note – this control is enabled if the Documents To Attach To Note is anything but None. You can choose to
    - a. Leave On Existing Note (the document does not move to the new note),
    - b. Always Move To New Note (document will be detached from its existing Note regardless of what type of Note it is currently on, and attached to the new note)
    - c. Only Move if Old Note is Action Type None (the document will only move if the current note has an action type of None. If the note has an Action Type of Special, Promise, or Dispute, it will stay).
  10. Click Save.

## Assigning customer accounts to a different Credit Manager

Use the Collections Management Transfer Credit Manager window to assign customers with the same credit manager to another credit manager. The user also can assign customers in a query to a selected credit manager.

Collections Management Transfer Credit Manager - TWO (sa)

OK Redisplay File Tools Help Add Note Debug

From: Credit Manager

To Credit Manager:

Notes To Transfer: ☒ Open Only ☐ All Notes

Customers

| Select                   | Customer ID | Customer Name | Credit Manager | Customer Class | Total Due | Balance Overdue |
|--------------------------|-------------|---------------|----------------|----------------|-----------|-----------------|
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |
| <input type="checkbox"/> |             |               |                |                |           |                 |

by Customer ID

### To assign customer accounts to a different Credit Manager:

1. Open the Collections Management Transfer Credit Manager window. (Cards>>Sales>>Transfer Credit Manager)
2. In the From field select Credit Manager or Current Query.
  - a. **Credit Manager** - The Credit Manager field will be displayed. Enter or select the credit manager to transfer accounts from. In the To Credit Manager field, enter or select the credit manager to transfer the accounts to.
  - b. **Current Query - Customers** will be displayed in the Current Query scrolling window. The user can assign customers to the credit manager that the user enters or select one from the To Credit Manager field. To remove a customer from the Current Query list, select the customer in the scrolling window. Choose Edit>>Delete Row. If the customer is not in the current query list, the customer's credit manager will not be updated.
3. Click Redisplay to update the information in the current query list.
4. For 'Notes To Transfer:', select Open Only to leave all notes in a status other than Open assigned to the current Collector. Select 'All Notes' to transfer all notes, regardless of the status.
5. Mark the customers you would like to transfer within the scrolling window, or utilize the checkbox next to Select to Mark/Unmark all customers.

6. Click OK. A message will be displayed. Choose to transfer the customers to a different credit manager. A message will be displayed.
7. Click Yes to assign all uncompleted notes for the selected customers to the new credit manager. The results of the updated query will be displayed when the transfer process is complete.
8. Click OK to close the window.

## Chapter 4: Daily Procedures

Use this information to help the user understand the various functions of the Collections Management Main Window, how to use the task list, how to enter and delete notes, build queries, create query actions, and create letters.

The following information is discussed:

- *Collection Main Window overview*
- *Viewing collection information*
- *Entering customer notes and tasks*
- *Working with collector tasks*
- *Deleting Collections notes*
- *Creating a customer query*
- *Calculating average sales per day*

## Collections Management Main Window overview

The user can use the Collections Management Main Window to complete most of the user's Collections tasks. The user can create notes, view financial information, and print letters, statements, and invoices or send them by e-mail.

The user can access any of the following windows directly from the Collections Management Main Window:

- Collections Management Notes window
- Collections Management Build Query window
- Collections Management Print Selection window
- Collections Management Task List window
- Collections Management E-Mail window
- Customer Payment Summary Inquiry window
- Collections Management Transaction Inquiry window
- Collections Management Customer Information window



## Viewing collection information

The user can view collection information in the Collections Management Main Window. The user can also open many other windows directly from this window to view additional information.

**Collections Management Main Window - TWO (sa)**

**Actions:** New Note, Query, Tasks, E-Mail, Extras, Redisplay, Options, History, File, Contact, Print, Tools, Help, Debug

**Customer ID:** AARONFIT0001

**View:** All (selected), Query: (QUERY)

**Customer Name:** Aaron Fitz Electrical

**Address ID:** PRIMARY

**Contact Person:** Bob Fitz

**Phone:** (425) 555-0101 Ext. 0000

**Fax:** (312) 555-0101 Ext. 0000

**Last Payment:** 04/29/2027 \$609.75

**Payment Terms:** Net 30

**Salesperson:** PAUL W.

**Territory ID:** TERRITORY 1

**Collection Plan ID:** ALL

**Parent ID:**

**Year to Date Sales:** \$59,567.47

**Last Year Sales:** \$0.00

**Life to Date Sales:** \$59,567.47

**Credit Limit:** \$35,000.00

**Unposted Sales:** \$6,963.95

**Unposted Orders:** \$930.20

**Unposted Cash:** \$2,280.00

**Total Outstanding:** \$32,166.21

**Available Credit:** \$2,833.79

**Credit Manager:** TONY

**Aging Periods:**

| Aging Periods    | Amount             |
|------------------|--------------------|
| Current          | \$4,373.02         |
| 31 - 60 Days     | \$0.00             |
| 61 - 90 Days     | \$0.00             |
| 91 - 120 Days    | \$0.00             |
| 121 - 150 Days   | \$0.00             |
| 151 - 180 Days   | \$0.00             |
| <b>Total Due</b> | <b>\$24,272.06</b> |

**Average Days to Pay:**

| Average Days to Pay | Value |
|---------------------|-------|
| Year to Date        | 0     |
| Last Year           | 0     |
| Life to Date        | 0     |

**DSO:** 786.56

**Sales/Day:** \$30.85

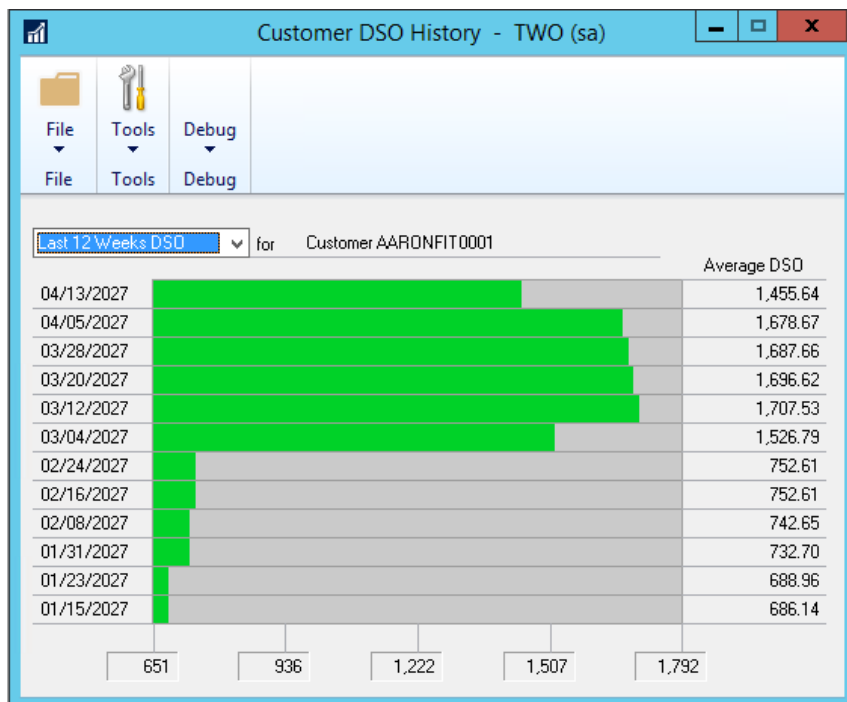
| Contact Date | Last Updated | Note/Comment                               | Action Assigned to | Action Date | Action Amount | Action Promised | Completed |
|--------------|--------------|--------------------------------------------|--------------------|-------------|---------------|-----------------|-----------|
| 08/27/2019   | 02/19/2020   | Documents Printed:                         |                    |             |               | SENT LETTER     |           |
| 09/19/2019   | 02/19/2020   | Letter1 sent to Norm                       |                    |             |               | SENT LETTER     |           |
| 09/19/2019   | 11/08/2019   | Total Action Amount: \$938.93***           |                    |             |               | SENT LETTER     |           |
| 09/19/2019   | 09/19/2019   | SENT LETTER: Letter1 - Collection Letter1  |                    |             |               | SENT LETTER     |           |
| 08/29/2019   | 01/13/2020   | Total Action Amount: \$833.33***           |                    |             |               | SENT LETTER     |           |
| 09/19/2019   | 02/19/2020   | Cover Letter: Letter1 - Collection Letter1 |                    |             |               | SENT LETTER     |           |
| 09/19/2019   | 09/19/2019   | SENT LETTER: Letter1 - Collection Letter1  |                    |             |               | SENT LETTER     |           |
| 09/19/2019   | 09/19/2019   | Cover Letter: Letter1 - Collection Letter1 |                    |             |               | SENT LETTER     |           |
| 01/13/2020   | 01/13/2020   | Cover Letter: No cover letter printed.     |                    |             |               | SENT LETTER     |           |
| 01/13/2020   | 01/13/2020   | SENT LETTER: -                             |                    |             |               | SENT LETTER     |           |

by Customer ID

### To view collection information:

1. Open the Collections Management Main Window. (Transactions>>Sales>>Collection Main)
2. Enter or select a Customer ID.
3. If the user is using National Accounts, the user can view aging period balances by choosing Options>>National Accounts>>Single or by pressing CTRL-N to view aging period balances for the selected customer.
4. To view all notes and the total period balance for the National Account, choose Options>>National Accounts>>Group or simply press CTRL-G.
5. Displaying notes for the customer
  - To display all notes for this customer, choose Options>>Note Status>>All or simply press CTRL-

- A.
- To display notes that have not been completed, choose Options>>Note Status>>Open Only or simply press CTRL-U.
  - 
  - To display notes that have been completed, choose Options>>Note Status>>Completed Only or simply press CTRL-C.
  - To display notes that have a status of Partial Payment, choose Options>>Note Status>>Partial Payment.
- Any note can be pinned to the top of the scrolling window by highlighting the desired note, and then clicking on the pin icon in the header row. Similarly, the note can be unpinned by completing the same process.
  - Click the Unposted Sales link to open a transaction inquiry window. From there, the user can view unposted transactions for the customer.
  - The DSO value will be displayed along with the Sales/Day value. The DSO link can be clicked to view all DSO values in detail or a graph representation of the average DSO from the last 12 days, weeks, or months.



- To view the details of a note, select a note and click the Note\Comment link.
- The user can view the current aging information for the customer in the Aging
- Amounts scrolling window.
- If the user is using Multicurrency Management, the user can view the aging amounts by currency in their originating currencies.
- If the user is using reminder levels, the user can display the sum of the amount due for each reminder level. Select a currency from the Amount list to view the reminder level amounts in the originating*

*currency.*

14. To see the transactions that equal the total due for the customer, click the Total Due link. This will open the Collections Management Transaction Inquiry window.
15. If the user is using National Accounts, the user can click the Parent ID link to view existing National Accounts information.
16. Click on the Extras button to go to Collections Management Product “Stats”, “Suggest a Feature”, sign up for a newsletter with “Stay Connected”, “View Upcoming Webinars”, or see “Other PA Products”.
17. To print a detailed report of all the customer’s notes, click Print.
18. The binocular button found in the upper right-hand corner of the Note Scrolling window can be used to search for a note by entering any invoice number. If a note exists with the invoice attached, the note window will open with the it selected. If no note exists with the invoice attached, a message stating this will be encountered.
19. The blue expansion arrow next to the Collection Notes scrolling window can be used to open the Collection Notes window, which will display all notes associated with the customer. Allowing the user to view more of the notes associated at one time.
20. Within both the expansion window and the Collection Main window, multiple headers can be clicked to change the sort option displayed. This option will be retained the next time that user opens either window

## Entering customer notes and tasks

Use the Collections Management Notes window to enter new customer notes and tasks.

For example, the user could enter the following information for a note: “Talked to Bob Fitz - He promised to send a check by April 30.”

If the user selected an invoice to attach to the note, the following information would be displayed in the note when the option to do so is selected in Collection Setup:

“Talked to Bob Fitz - He promised to send a check by April 30.

|                      |             |                       |
|----------------------|-------------|-----------------------|
| Total Action Amount: | \$833.33*** |                       |
| SLS11015             | \$833.33    | Due Date: 02/26/2017” |

### To enter customer notes and tasks:

1. Open the Collections Management Main window. (Transactions>>Sales>>Collection Main)
2. Enter or select a Customer ID, and choose the New Note button. This will open the Collections Management Notes window.

3. Enter a Contact Date, Contact Time, Caller ID, and Address or accept the default entries.
4. Enter the customer Contact Person or accept the default contact.
5. Select a priority to categorize the note. Choose from a Low, Normal, or High priority. The user can use these priorities when the user creates a query. These options are also color coded to be easily viewed from the Collections Main window:
  - a. High = Red
  - b. Normal = Green
  - c. Low = Grey
6. Enter or select an Action ID.
7. The user can change the action date or accept the default date. The action date is calculated by adding the current date to the number of follow-up action days from the Collections Management New Action window. This date determines when the note will be displayed in the collector's task list.
8. Enter or select a Collector ID or a Credit Manager in the Assigned To field or accept the default ID. This note will be displayed in the collector's task list if the task is not marked as completed.
9. Choose the Selected Invoices expansion button to open the Collections Management Transaction Note Selection window. From here, the user can select the invoices or documents for the note. Click Select.
10. The note will be marked complete when 1) all invoices have been paid and 2) the Mark Paid process has been performed in the Collections Management Task List window **or** the collector marks the Completed option for the note in the Collections Management Notes window.
11. In the Collections Management Notes window, the user can change the action amount or accept the default amount from the total of invoices that the user selected in the Collections Management Transaction Note Selection window.

12. Mark the Completed option when the action is complete. Completed notes can be excluded from the collector's task list. If the user marked the Automatically Mark as Completed option in the Collections Management Action Maintenance window, the completed option might already be marked.
13. The user can choose the Revision# expansion button to open the Collections Management Note Revisions window. This window allows the user to view revisions to this note.
14. If Document Attachment is enabled on the company level, the Attach button will appear in the Action Pane/Navigation Bar. This can be clicked to access the Document Attachment Management window, for the current Collections Management Note.
  - a. To enable Document Attachment, use the following steps:
    - i. Navigate to the Document Attachment Setup window (Microsoft Dynamics GP – Tools – Setup – Company – Document Attachment Setup)
    - ii. Mark the 'Allow Document Attachments' checkbox to enable the functionality
    - iii. A default location can be specified where the documents to be attached are commonly stored.
    - iv. Other setup functionality is available within the window. Further information regarding Document Attachment is detailed within the Microsoft Dynamics GP system manual or by accessing Help – About This Window from the Action Pane/Navigation Bar.
15. Click OK to close the Collections Management Note Revisions window.
16. Click Save in the Collections Management Notes window.

## Working with collector tasks

Use the Collections Management Task List to view tasks and see which user is assigned to the tasks. The user can mark tasks completed or paid and print a task list. The user also can use the tasks list to locate customer contact information.

This window can be opened from the Collections Management Main Window.

## To work with collector tasks:

The screenshot shows the 'Collections Management Task List - TWO (sa)' window. It features a toolbar with icons for OK, Redisplay, Collections Main, Mark Completed, File, Print, Tools, Help, Add Note, and Debug. Below the toolbar are search filters for Collector ID (SA), Action Date (00/00/0000 to 02/19/2030), and Action ID. A 'Show:' section has radio buttons for 'Open' and 'Completed', and a dropdown for 'Action Status' set to 'All Status's'. The main area is a table with columns: Action Date, Action ID, Note \ Description, Customer ID, Customer Name, Action Amount, and a Completed checkbox. The table lists four tasks for Aaron Fitz Electrical, all with a remaining balance of zero.

| Action Date | Action ID | Note \ Description | Customer ID  | Customer Name         | Action Amount | Completed                |
|-------------|-----------|--------------------|--------------|-----------------------|---------------|--------------------------|
| 04/18/2027  | PTP       | P                  | AARONFIT0001 | Aaron Fitz Electrical | \$833.33      | <input type="checkbox"/> |
| 04/16/2027  | DISPUTE   | D                  | AARONFIT0001 | Aaron Fitz Electrical | \$0.00        | <input type="checkbox"/> |
| 04/15/2027  | DISPUTE   | D                  | AARONFIT0001 | Aaron Fitz Electrical | \$26,548.70   | <input type="checkbox"/> |
| 04/17/2022  | PTP       | B                  | AARONFIT0001 | Aaron Fitz Electrical | \$6,002.09    | <input type="checkbox"/> |

1. Open the Collections Management Task List window. (Transactions>>Sales>>Collection Tasks)
2. Enter or select a Collector ID whose tasks the user wants to view.
3. Enter a range of Action Dates to view tasks that occur within those dates.
4. Enter a range of Action IDs to view tasks for a range of Action IDs.
5. To display notes that are completed, select Completed. Otherwise, select
6. Open.
7. The user can select the following options within the Action Status dropdown to display only notes with the associated Action Type:
  - a. None
  - b. Dispute
  - c. Promise to Pay
  - d. Special
8. The sort order can be changed by clicking on the desired header.
9. The user can mark/unmark the Completed checkbox to Complete or Open all notes currently displayed within the scrolling window. This will automatically mark the Open or Completed radio buttons to keep displaying the current notes displayed. For example, if the Show: Open radio button is marked, when marking the Completed checkbox, the Completed radio button will now be selected as the process would complete these notes.
10. If the scrolling window is expanded to include both detail entry lines, the Date Completed will be displayed.
11. The user can choose Mark Completed to automatically mark notes as completed if all documents assigned to an individual note have a remaining balance of zero.

*Notes will be marked complete for all collectors, not just for the collector ID selected in this window.*

12. Choose File>>Print to print the task list for the selected user.

*If the user leaves the Collect ID field blank in the window, the user can see all tasks for all Collectors the user has security permissions for. Refer to [Collector Security](#) for more information.*

## Deleting Collections notes

Use the Collections Management Purge Notes window to delete a group of notes from Collections Management. Be sure security is set up for this window so that only authorized users can delete notes from Collections Management. For more information, refer to [Setting up collector security for notes and customer records](#).

If the user didn't specify information to be removed, all Collections Management notes will be removed.

### To delete Collections notes:

1. Open the Collections Management Purge Notes window. (Microsoft Dynamics GP>>Tools>>Utilities>>Sales>>Collection Purge)
2. To create a range, enter or select information for any of the following fields:
  - Contact Date
  - Assigned To
  - Customer
  - Action Promised

*If no range is selected, all Collections Management notes will be removed.*

3. Mark the Remove Only Completed Notes option to remove only completed notes from the system. If this option is not marked, all notes within the selected ranges—completed and open—will be deleted.
4. Choose Purge Notes to delete the notes within the ranges that the user specified.

## Creating a customer query

Use the Collections Management Build Query window to create a list of customers that meet specific user-defined criteria. Query results are saved by collector ID. Each collector can run his or her own queries. Lists of customers that match the query criteria are saved so that each collector can work with a separate list of customers.

*To be included in query results, customers must have a Statement To address assigned in the Customer Maintenance window. The customer's primary address ID is used as the default Statement To address.*

The user can run the same saved query every day. For example, the user can run a query on Monday to generate a list of customers that have an overdue balance on that day. When the user runs the same query on Tuesday, customers who have made a payment will be removed from the list and other customers with newly overdue payments will be added to the list.

### To create a customer query:

1. Open the Collections Management Build Query window. (Transactions>>Sales>>Build Query)
2. Enter a Query ID or select one from the list. If the query is new, enter a description. To view additional query information, choose the Query ID information button.
3. There are two types of Queries; Standard and Advanced. When creating a Standard Query, choose a tab and enter information. To insert the range information into the query, click Insert.

- **Customer** - Select a customer field to query customer records by. The user can select Customer ID, Customer Name, Class ID, User Defined 1, Salesperson ID, or Sales Territory. For example, to view the customer records for a specific salesperson, select Salesperson ID and enter or select the Salesperson ID in the From and To fields.
- **Cust. Info.** - Select a customer information field to query customer records by. The user can select Credit Manager, Contact Method, Time Zone, List 1, List 2, Date Field 1, Text Field 1, and Credit Control Cycle. To view the customer records for a specific credit manager, select Credit Manager and enter or select the Collector ID in the From and To fields.
- **Balance** - Select Balance Due to query customer records based on what they owe. For example, to view the customers that owe less than \$500.00, enter \$0.00 in the From field and \$500.00 in the To field.
- **Period/Date** - Select the period or date the user wants to query customer records by. The user can select Aging Periods, Document Date, Due Date, or Last Letter Sent. If the user selects Aging Periods, the user can select aging buckets in the From and To fields. If the user selects Aging Period, the user can also select an aging bucket or a range of aging buckets. If the user selects Document Date or Due Date, the user can insert a range of many date options.

*If the user selects Last Letter Sent, the user can enter a date range or number of days since the last letter was sent. This option is available only if the user selects the Reminder Letters option.*

**Note** - Select a type of note to query customer records by. The user can select Caller ID, Contact Date, or Action Assigned To, Action ID, or Action Date, Action Completed, or Priority. Depending on the type of note that the user selects, the user can enter or select additional information. For example, if the user selects Action Date, the user can enter dates in the From and To fields. If the user selects Action Assigned To, the user can enter or select a collector ID in the From and To fields.

*If there is a note attached to a customer record with the type of note selected, that customer record will be displayed in the query.*

- **Action Type** - Select an Action Type to query records by. The user can select None, Dispute, Promise to Pay, or Special. If there is an open note attached to a customer record with the Action Type selected, that customer record will be displayed in the query.
- **Levels** - Select Reminder Level, and select a starting and ending level to query customer records by. To view the customer records for reminder levels 3 and 4, select Reminder Level and select 3 in the From field and 4 in the To field.

#### NOTE:

If the user is doing an Advanced Query, the window will change to display the SQL Query field. Inside of this field, the user can write a SQL statement that populates the Collection Query table with whatever customers the user wishes. A sample of the SQL to write is supplied as a comment in the SQL Query field. It is important to note that query results are stored per User. To allow for that, a tag must be part of the SQL that the user writes. When Collections processes the query, it will search for this tag, and replace it with the current User ID. The tag, @%UserID%@, must be enclosed in single quotes.

4. Select a note option. The user can select either Note Exists for Customer or Note Does Not Exist for Customer. This field is available only if a note restriction is inserted into the query.
5. Select the Exclude customers that have made a payment in option. Enter the number of days to exclude customer records from the query if a payment was made within the number of days that the user entered. This field is available only after the user selects Balance Due in the Balance field and choose Insert.
6. Select the Exclude Customers That Have an Older Positive Balance option to exclude customer

records from the query if a positive balance exists in a period earlier than the one the user selected in the balance query. This field is available only after the user selects Balance Due in the Balance tab and choose Insert.

7. Select the Exclude Customers That Have Not Made a Payment option to only include customer records that have payment/s, currently in an open status.
8. Select a Language. If the user has created a letter in a specific language, only customers of that language will receive the letter. If the user selects None, all customers will be included in the query.
9. Click Insert to add the range information to the query.
10. To clear range information, select an item from the Restrictions: field and click Remove.

When the query is complete, the user can view information in the Collections Management Main Window. Select the Query radio button in the View: field to display only customers matching the query criteria.

## Calculating Average Sales Per Day

Use the Collections Management Days Sales Outstanding window to calculate the average sales per day and the average number of days payments are outstanding in a rolling period. This information indicates how much the user is selling and how fast the user is receiving payments for sales.

**Collections Management Days Sales Outstanding**

OK File Tools Help Add Note Debug

Number Of Days: 360 From Date: 11/17/2018 To Date: 11/11/2019 Calculate

☐ Calculate DSO per Customer

Sales For Period  
Average Sales Per Day  
Sales Outstanding  
Days Sales Outstanding

Add To Log

| Date Calculated | From Date  | Days Sales Outstanding | Average Sales Per Day |
|-----------------|------------|------------------------|-----------------------|
| Number Of Days  | To Date    | Sales Outstanding      | Sales For Period      |
| 08/27/2019      | 08/27/2018 | 0.00000                | 0.00                  |
| 366             | 08/27/2019 | \$2,003,231.75         | \$0.00                |
| 08/29/2019      | 08/29/2018 | 0.00000                | 0.00                  |
| 366             | 08/29/2019 | \$2,003,231.75         | \$0.00                |
| 08/30/2019      | 08/30/2018 | 0.00000                | 0.00                  |
| 366             | 08/30/2019 | \$2,003,231.75         | \$0.00                |
| 09/16/2019      | 09/16/2018 | 0.00000                | 0.00                  |
| 366             | 09/16/2019 | \$2,003,231.75         | \$0.00                |

### To calculate Average Sales Per Day:

1. Open the Collections Management Days Sales Outstanding window. (Inquiry>>Sales>>Days Sales Outstanding)
2. Enter the number of days in the user's rolling period in the Number of Days field. The default is 360 days.
3. The default date in the To Date field is the current GP user date. The default date in the From Date field is calculated by subtracting value in the Number of Days from the date in the To Date field.
4. The option 'Calculate DSO per Customer' can be used to calculate all values for each customer based on the From and To Date specified. Note, this calculation will take a larger portion of time depending on the amount of Customers found in the system.
5. Choose Calculate to calculate information for the following fields:

- **Sales for Period** – This is the sum of the Original Document Amounts for the Invoice, Debit Memo, and Service Document types less the sum of the Original Document Amounts for the Credit Memo and Return Document types.
  - **Average Sales Per Day** – This is the Sales for Period amount divided by the value in the Number of Days field.
  - **Sales Outstanding** – This is the sum of the current amounts of each customer.
  - **Days Sales Outstanding** - This is the Sales Outstanding amount divided by the Average Sales Per Day amount.
6. Click the Add to Log button to save the calculations. Previous saved calculations will be displayed in the scrolling window. To remove entries in the log, choose the Delete Row option from the Edit menu.
  7. Click OK to close the window.

## Chapter 5: Collections Documents and Letters

Use this information to add descriptions to the pre-defined letters that are provided with Collections Management. The user also can create new Collections letters, such as reminder letters, and the user can send letters to customers using e-mail.

The following information is discussed:

- [Modifying Pre-Defined Collections Letters](#)
- [Creating New Collections Letters](#)
- [Creating Reminder Letters](#)
- [Printing Collections Letters](#)
- [Printing Collections Statements and Invoices](#)
- [Sending Letters to Customers by E-mail](#)
- [Printing Collections Reports](#)

### Modifying Pre-Defined Collections Letters

Use the Collections Management Letter Maintenance window to add descriptions to pre-defined letters within Collections Management. There are 25 standard letters included with Collections Management that can be customized using Report Writer. For more information about customizing reports, refer to the Report Writer documentation.

After the user adds descriptions to the letters, the user can print them from the Collections Management Print Selection window.

### To modify pre-defined Collections letters:

1. Open the Collections Management Letter Maintenance window. (Cards>>Sales>>Collection Letters)
2. Enter or select the Letter ID of the letter the user wants to modify.
3. The user can print the following pre-defined letters from the Collections Management Print Selection window:
  - CN\_Letter01 to CN\_Letter10 - addressed to the customer's primary address
  - CN\_AddressID\_Letter01 to CN\_AddressID\_Letter10 - addressed to a specific customer address. Select an address from the Address ID lookup.
    - a. These letters are printed for one customer at a time and can be modified using Report Writer.
    - b. The user can print the CN\_Mail\_Merge01 to CN\_Mail\_Merge05 pre-defined letters from the Collections Query Letters window. These letters are typically printed for more than one customer at a time and can be modified using Report Writer.
4. Enter a Letter Description for the letter.
5. Enter or select a Default Action ID to add an action to the user's To Do list for each letter printed.
6. Enter a Default Subject. If the letter is sent by e-mail, this subject will be displayed in the subject line of the e-mail message. For pre-defined letters, the Default Subject field is disabled.
7. The user can mark the Microsoft Word Document checkbox to create a template using Word. After the user saves the Word template, it will be available when the user chooses to build letters. Select the folder icon to choose the name and location of the Word document.
8. If the user is printing text or Microsoft Word letters, the user can mark the Letter Per Bill to Address

checkbox. This will generate a separate collection letter for each billing address ID for the selected customer.

- a. NOTE: This option is only available if using Sales Order Processing. If the Invoicing option is selected in Collections Management Setup, the option will not be available.
9. Go [here](#) for information explaining the Invoices to Attach field.
  10. Click Save to save the Letter ID.

## Creating New Collections Letters

Use the Collections Management Letter Maintenance to create new Collections letters. For more information about customizing reports, refer to the Report Writer documentation.

### To create a new Collections letter:

1. Open the Collections Management Letter Maintenance window. (Cards>>Sales>>Collection Letters)
2. Enter a Letter ID and Description.
3. Enter or select a Default Action ID. If this field is left blank, a follow-up action will not be created when the report is printed.
4. Enter a Default Subject. If the letter is sent by e-mail, this subject will be displayed in the subject line of the e-mail message.
5. The user can mark the Microsoft Word Document option to create a template using Word. After the user saves the Word template, it will be available when the user chooses to build letters. Select the folder icon to choose the name and location of the Word document.
6. Mark whether the user would like to CC, BCC, or leave as NO if the user would like the customer's salesperson registered on the Customer Card to be copied or blind copied in email correspondence.
7. Type in the text for the letters in the text box. The user can enter text and insert functions into this text box. Functions replace information that may be different for each customer, such as the total amount due. Functions also help the user to print the most accurate letters. Select the function(s) the user wants to include from the dropdown menu and click Insert.
  - Each letter function includes multiple variables that will modify the results returned. These are now available to specify within the Letter Maintenance window. The fields available will be based on the current function selected within the dropdown.
8. Click Save to save the Letter ID.

### To add fields from other SQL tables to letters:

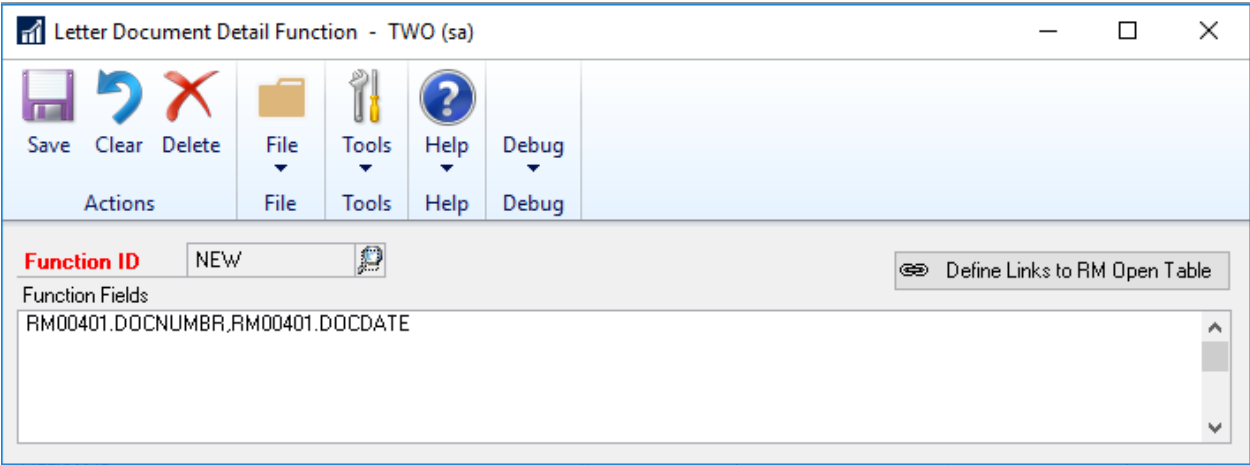
1. Open the Collections Management Letter Maintenance window. (Cards>>Sales>>Collection Letters)
2. Enter a Letter ID and Description.
3. Enter or select a Default Action ID. If this field is left blank, a follow-up action will not be created when

the report is printed.

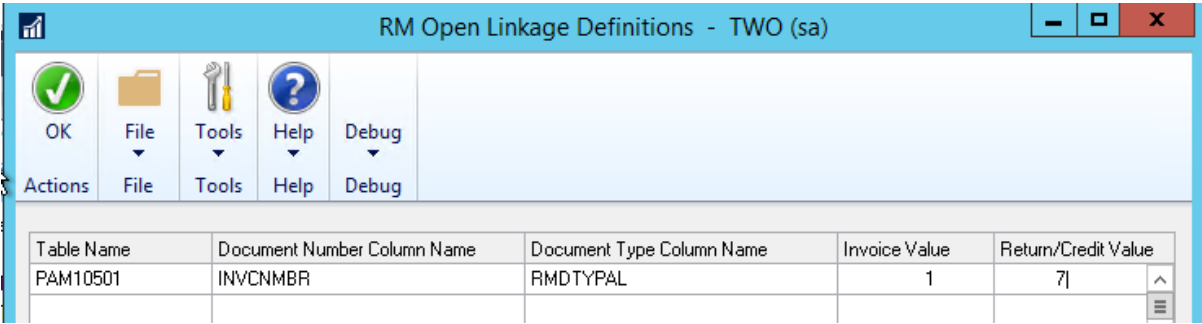
4. Enter a Default Subject. If the letter is sent by e-mail, this subject will be displayed in the subject line of the e-mail message.
5. On the Letter Document Detail Function window, the user can create a new function to define a series of fields by SQL table and column name. For letter functions that return a block of data (all the "Detail" functions), the user can add a parameter for the formula the user wants the function to use, as named by the Function ID on the Letter Document Detail Function window.
  - a. Select the blue expansion arrow button to open the Letter Document Detail Function window.

- b. Enter a value in the Function ID, such as NEW.
- c. Enter the columns and their respective tables that you want to add separated by a period. Make sure to separate each set by a comma. These will be the columns displayed instead of the default.

- i. For example: RM00401.DOCNUMBR, RM00401.DOCDATE



- 6. If the RMDTYPAL/DOCNUMBR columns differs between the tables specified in the Function Fields between the RMDTYPAL/DOCNUMBR in the RM Open table (RM20101), a link will need to be created. Click the Define Links to RM Open Table button.
  - a. Enter the table(s) from which the columns originate along with the document number, document type, invoice value, and return/credit value.
    - i. Note, this should only be used if the RMDTYPAL/DOCNUMBR for credits and debits differ between the table specified and the RM Open Table (RM20101)
  - b. For example: PAM10501 | INVCNMBR | RMDTYPAL | 1 | 7



| Table Name | Document Number Column Name | Document Type Column Name | Invoice Value | Return/Credit Value |
|------------|-----------------------------|---------------------------|---------------|---------------------|
| PAM10501   | INVCNMBR                    | RMDTYPAL                  | 1             | 7                   |

- 7. Once the Function ID is created, this can be utilized by adding the ID to an existing function.
  - a. As an example, the All Invoices Detail function includes the following functions.

|                                                                                                         |                                                                                                         |                                         |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------|
| <b>All Invoices Detail</b> - Returns all the outstanding invoices with the current amount and due date. | AllInvoicesDetail, Pad Length, Currency, IncludeCreditDocs, PayLink,N/A, N/A, Days Overdue, Function ID | @%AllInvoicesDetail,20,1,0,1,0,>30,ID%@ |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------|

- b. Adding the new Function ID will display the specified data when populating the

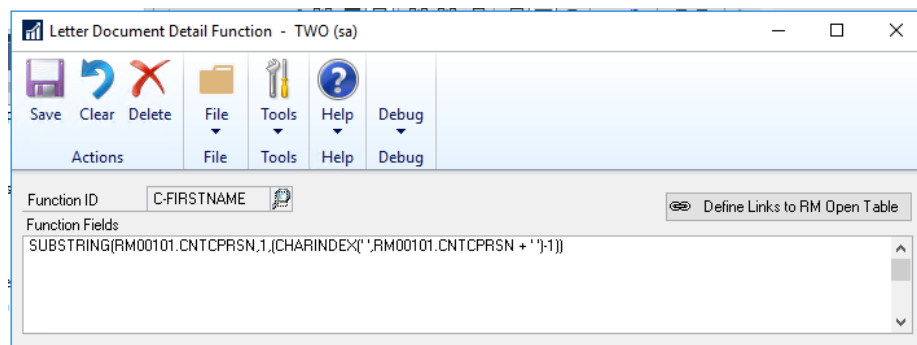
function

- i. (ie @%AllInvoicesDetail,20,1,0,1,0,>30,NEW%@)

## Advanced Letter Functions:

Use the Advanced Letter functions to retrieve/modify results returned that are specific to the customer. This can be a great way to make your automated letter, feel less automated. Using advanced Letter Functions, users can utilize SQL language to retrieve specific information or modified results. For example, if you would like to include a greeting, but do not want to retrieve the Contact Person's full name. The following steps can be used:

1. Navigate to the Letter Document Detail Function window again (Blue expansion arrow found in the Collection Letter Maintenance window)
2. For our example we have added a default ID available as soon as you upgrade to the latest Collections Management build (C-FIRSTNAME):



3. The SQL included in the Function Fields will retrieve all characters prior to the first space from the CNTCPRSN column found in the RM00101
  - a. **NOTE:** The tables specified within the function is not restricted, however the table must include the column CUSTNUMBR, and the function will retrieve only one result for the table/column specified, restricted on the CUSTNUMBR that is receiving the letter.
4. Once you have identified the Function ID that you would like to use, the function can be added to any note by inserting the 'Customer:' function:

|                                                                                                                                                                                                                                                                                                                                          |                                                                                        |                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Letter ID                                                                                                                                                                                                                                                                                                                                | Letter1                                                                                | <input type="checkbox"/> Hide In Look                                                                                  |
| Letter Description                                                                                                                                                                                                                                                                                                                       | Collection Letter1                                                                     | <input type="checkbox"/> Letter Per Bill                                                                               |
| Default Action ID                                                                                                                                                                                                                                                                                                                        |                                                                                        |                                                                                                                        |
| Default Subject                                                                                                                                                                                                                                                                                                                          | Status of your account.                                                                |                                                                                                                        |
| <input type="checkbox"/> Microsoft Word Document                                                                                                                                                                                                                                                                                         |                                                                                        |                                                                                                                        |
| Invoices To Attach To Email                                                                                                                                                                                                                                                                                                              | All Invoices Not Disputed                                                              |                                                                                                                        |
| When emailing, copy customer's salesperson:                                                                                                                                                                                                                                                                                              | <input checked="" type="radio"/> No <input type="radio"/> cc <input type="radio"/> bcc |                                                                                                                        |
| Function                                                                                                                                                                                                                                                                                                                                 | Customer Info                                                                          | ContactName                                                                                                            |
| Hi @%Customer:C-FIRSTNAME%<br>Your account with Fabrikam, Inc. is substantially overdue. We have contacted you a couple times before about resolving your past due account. As of today, your account has these outstanding invoices:<br>Document Number    Remaining Amount    PC Number<br>@%OverdueInvoicesDetail,15,1,0,1, Customer: |                                                                                        | CustomerName<br>CustomerAddr1<br>CustomerAddr2<br>CustomerAddr3<br>CustomerCity<br>CustomerState<br>CustomerPostalCode |

- This will insert the function as @%Customer:%@. You will then specify the Function ID desired after the colon (for our example: C-FIRSTNAME)
- Now when the function is substituted, your greeting will only include the Contact Person's first name:

Message

Hi Bob,

Your account with Fabrikam, Inc. is substantially overdue. We have contacted you a couple times before about resolving your past due account. As of today, your account has these outstanding invoices:

Document Number    Remaining Amount    PC Number

We have provided 4 different default Advanced Letter functions out of the box. These can give your users a jumping off point for the possibilities available within the function. The defaults are detailed below:

| Function ID         | Information retrieved                                                 | Function Fields                                                         |
|---------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>C-FIRSTNAME</b>  | Contact Person First Name                                             | SUBSTRING(RM00101.CNTCPRSN,1,(CHARINDEX(' ',RM00101.CNTCPRSN + ' ')-1)) |
| <b>C-COMMISSION</b> | Sum of all commissions on Open documents associated with the Customer | convert(varchar, cast(SUM(RM20101.COMDLRAM) as money),1)                |
| <b>C-AGEDAYSAGO</b> | How many days ago was Aging ran against the Customer                  | DATEDIFF(D,RM00103.LASTAGED,SYSDATETIME())                              |

|                    |                                                                               |                                                 |
|--------------------|-------------------------------------------------------------------------------|-------------------------------------------------|
| <b>C-LATESTDUE</b> | Returns the customer's document with the latest due date in the RM Open table | <code>convert(date,max(RM20101.DUEDATE))</code> |
|--------------------|-------------------------------------------------------------------------------|-------------------------------------------------|

## Creating Reminder Letters

Use the Collections Management Query Letters window to create a reminder letter, and assign a follow-up action to the customers in the last query that the user completed. This is useful to send many customers a letter. The user also can schedule follow-up actions.

### To create reminder letters:

1. Open the Collections Management Query Letters window. (Transactions>>Sales>>Query Letters)

- a. The last completed Query ID for the collector will be displayed.
2. The number of customer records that match the query restrictions in the last completed query will be displayed. Click the # Customers expansion button to open the Collections Management Query Results window. Here, the user can view a list of the customers in the query.
  - a. To print the list of customer records, choose File>>Print.
  - b. To remove a customer from the query, select the customer and choose Edit>>Delete Row.
  - c. Close the Collections Management Query Results window.
3. Mark the Collate Letters & Documents checkbox to collate the documents by customer when printing. If the user is collating the documents, all documents for a customer will be printed before the next customer's documents are printed.
  - a. If the user chooses not to collate, all cover letters will be printed for all customers before the statements and invoices are printed, and the collector must sort through the documents before sending them to the customers.
4. Mark the Ignore Do Not Send Letters Setting checkbox to print a letter for every customer in the query, even if the "Do Not Send Letters" option is marked in the Collections Management Additional Customer Information window.
5. The user can mark the Do Not Add Customer Note option to not add a note to the customer recording the printing activity. We recommend that the user does not mark this option so that activity is recorded for future reference.
6. Mark the Print Letters option to send a letter to the customers in the query. The user can also select the Increment Reminder Levels to use reminder letters if the Use Reminder Levels option is marked in the Collections Management Setup window.
7. If the user marks the Increment Reminder Levels option, the user can choose View Documents to open the Collections Management Reminder Letters window and view the invoices associated with the query.

*The View Documents button only appears if the user has marked the Use Reminder Levels option in the Collections Management Setup window.*

8. Click OK to close the Collections Management Reminder Letters window. The Collections Management Query Letters window will be displayed.
9. Select the letter to print in the Letter ID Send field.
10. *If the user has modified this letter, be sure the user has set security to the modified letter.*
11. The user can change the Legend 1 (From:) field or accept the default current user. The information in this field will be displayed on the collection letters as the name of the person sending the letter.
12. The user can change the Legend 2 (Title:) field or accept the default position name from the Collections Management User Setup window. If this field is left blank, "Accounts Receivable" will be displayed on the collection letters as the department of the person sending the letter.
13. Select a format for the letter in the Report Format field.
14. If the Letter ID selected is a letter that uses the letter functions, choose Build Letters.
15. Click View Letters to open the Collections Management View Letters window. From here, the user can

view or change the letters. If the user makes changes to the letters and then close the Collections Management View Letters window before the letters print, the changes are not saved. The user must open the Collections Management Print Selection window and build the letters again.

16. Mark the Print Statements option to print statements for each customer record in the query. Select a Statement ID to specify what should be printed on the Collections letter.
17. Mark the Print Documents option to print documents for each customer record in the query. Select a Document Format to use.
18. The Reprint Invoice From option in the Collections Management Setup window determines the invoices to be printed. If Sales Order Processing is selected, invoices created in Invoicing will not be printed. If invoices originate in Receivables Management, they will be printed. The Receivables Invoice format is determined by the Options menu settings.
19. Select to print the invoices in the Functional or Originating currency. Mark the "Include Kit Components" and "Include Tax Details" in the Document Options section, if applicable.
20. Click Print. The Collections Management Query Actions window will open.
21. Select a printer to print letters, statements, and invoices.
22. Click E-mail to send the documents to the customer by e-mail. An e-mail address for the customer must be defined in the Customer Maintenance Options window. If the letter selected is a customized letter, the body of the e-mail message will contain the letter text. If the letter selected is a pre-defined letter, the letter will be sent as an attachment.
  - a. The File Format determines the format of the attachment for e-mail attachments in the Collections Management Setup window. Each customer will receive one message per type of document that the user has selected. For example, if the user has selected to print letters, statements, and invoices, the customer will get three separate messages.
  - b. When the e-mail process is complete, a message will be sent to the e-mail address from the Status Recipient field in Receivables Setup. To send statements, the user also must mark the Send E-mail Statements option for the customer in the Customer Maintenance window.
23. Mark the Assign Follow up Action option to create a new note for each letter set. Enter the action to be completed in the Action ID field.
24. The user can accept the default Action Date or enter a different date.
25. Select an option in the Assign To field, and enter or select a user ID to assign the action to in the Assign to ID field. If the user selects Assigned Credit Manager in the Assign To field, all follow-up items will be assigned to the customer's credit manager.
26. Enter any description required for the follow-up action in the Follow-up Note field.
27. Choose Print, Fax, or Email to process the letters, statements, and invoices.

## Printing Collections Letters

Use the Collections Management Print Selection window to print letters for a customer. The user also can use this window to print statements and invoices with the letters. For more information, refer to [Printing Collections statements and invoices](#).

**Collections Management Print Selection - GPDAT (sa)**

**Actions:** Fax, Cancel, E-Mail

**Options:** Options

**File:** File, Print

**Tools:** Tools

**Help:** Help, Add Note

**Debug:** Debug

**Customer ID:** [Search Icon] [Text Field]

☐ Consolidate National Account Activity

☐ Print Letter

Letter ID: [Text Field]

Description: [Text Field]

Address ID: [Text Field]

Contact Person: [Text Field]

Fax: (000) 000-0000 Ext. 0000

Legend 1 (From:): [Text Field]

Legend 2 (Title:): [Text Field]

Report Format: [Dropdown]

**Build Letter** **View Letter**

☐ Print Statement

Statement ID: [Text Field]

☐ Print Documents

Select Documents: [Text Field]

Document Format: [Dropdown]

Currency to Print:

☐ Functional ☒ Originating

**Document Options:**

☐ Print Customer Item

☐ Include Kit Components

☐ Print Ship To Address with Lines

☐ Include Tax Details

☐ Print Dual Currencies

☒ Line Item and Summary Taxes

☐ Summary Taxes Only

**Action ID:** [Search Icon] [Text Field]

Action Date: [Calendar Icon] [Text Field]

Follow-up Note: [Text Area]

Assign To: [Dropdown]

Assign To ID: [Search Icon] [Text Field]

## To print Collections letters:

1. Open the Collections Management Print Selection window.
  - a. (Transactions>>Sales>>Collection Main>>Contact button)
2. Mark the Print Letter option to print a cover letter.
3. Enter or select the Letter ID of the letter the user wants to print.
4. If the user is printing the CN\_AddressID\_LetterXX series of letters, enter or select an Address ID.
5. The user can enter a fax number in the Fax field to be printed as Legend 4 on the cover letter.
6. The user can change the information in the Legend 1 field or accept the default current collector ID. This information is printed on the letter.
7. The user can change the information in the Legend 2 field or accept the default position name set up in the Collections Management Collector Setup window. If the field is left blank, Accounts Receivable will be displayed.
8. The user can mark the Increment Reminder Levels option if the Use Reminder Levels option is marked in the Collections Management Setup window.
9. If the Letter ID that the user selected is a letter that uses the letter functions, click Build Letter, and then choose View Letter to view or change the letter.
  - a. If the user makes changes to the letters and then close the Collections Management Print Selection window before the letters are printed, the changes are not saved. The user must choose Print to open the Collections Management Print Selection window and build the letters again.
10. To print statements or invoices, refer to [Printing Collections Statements and Invoices](#).
11. The Action ID and follow up information will default based upon the Letter ID selected (if a default Action ID is specified within Letter Maintenance). Alternatively, an Action ID and follow up information can be entered manually prior to sending. This will create an associated note including information on what was sent in the communication.

# Printing Collections Statements and Invoices

Use the Collections Management Print Selection window to print statements and invoices for a customer. The user also can use this window to print Collections letters. For more information, refer to [Printing Collections letters](#).

## To print Collections statements and invoices:

1. Open the Collections Management Print Selection window. (Transactions>>Sales>>Collection Main>>Contact button)
  - a. To print letters, refer to [Printing Collections letters](#).
2. Mark the Print Statement option to print statements. Enter or select a Statement ID to print.
3. Mark the Print Documents option, and click the Select Documents button to select the invoices to print. If the user selects Default in the Document Format field, the default invoice format selected in the Collections Management Local Setup window will be used.

- For invoices to be displayed in the Collections Management Select Documents window, the user must select a module in the Collections Management Setup window. For example, if the user selected Invoicing, and the selected customer has invoices created using Sales Order Processing only, no invoices will be displayed.

*The user cannot reprint invoices in Collections Management if Sales Order Processing or Invoicing is not used. If invoices originated in Receivables Management, the invoices will be printed. The format of the receivables invoice is determined by the Options menu settings.*

4. Choose Fax to send the selected documents to the default printer selected in the Collections Management Local Setup window.
5. To print to a fax printer, the fax printer must support the use of embedded codes in the document. Refer to the fax printer documentation for information about the required format of the embedded codes.
6. Choose E-Mail to send the selected documents to the e-mail address of the customer. The e-mail address used is the same one used for sending statements by e-mail.

## Sending Letters to Customers by E-mail

Use the Collections Management E-Mail window to send letters to customers by e-mail. The user must install and configure a MAPI compliant e-mail system such as Microsoft Outlook® to use Collections Management e-mail, if MAPI is selected within the System Preferences window (Dynamics GP – Tools – Setup – System – System Preferences). If Exchange is selected in this window, Exchange credentials will be required when sending an email the first time within every GP session.

**Collections Management E-Mail - GPDAT (sa)**

Send Clear Cancel Options File Tools Help Add Note Debug

Customer ID [Search Icon]

Address From: ☒ Address ID ☐ MAPI ☐ Manual

Address ID [Search Icon]

Contact Person [Search Icon]

E-Mail TO [Dropdown] [Add]

Send To: [Dropdown] [Remove]

Letter ID [Search Icon]

Subject [Search Icon]

Message [Text Area]

Select Documents Invoice Format Blank Paper Document Options

| Document Number | Document Date    | Due Date        | Document Amount |
|-----------------|------------------|-----------------|-----------------|
| Discount Amount | Write Off Amount | Original Amount | Address ID      |
|                 |                  |                 |                 |
|                 |                  |                 |                 |
|                 |                  |                 |                 |
|                 |                  |                 |                 |
|                 |                  |                 |                 |
|                 |                  |                 |                 |
|                 |                  |                 |                 |

Action ID [Search Icon] Action Date [Calendar Icon] Status [Dropdown]

Assign To [Search Icon] Priority Normal Attachments

### To send letters to customers by e-mail:

1. Open the Collections Management E-Mail window.
2. (Transactions>>Sales>>Collection Main>>E-mail button)
3. Enter or select a Customer ID and a Letter ID. If the Letter ID selected is a PayLink letter, the selected documents will have their respective link(s) generated after the refresh button is selected. Read more about PayLink integration [here](#).
4. Select an option in the Address From field.
  - **Address ID** - The address from Collections Management will be displayed on the letter. The e-mail address displayed is entered in the Internet Information window. Continue with step 4.
  - **MAPI** - The address book from a MAPI-compliant e-mail system will be displayed. Continue with step 7.
  - **Manual** - The user can enter the contact person, e-mail address, and send-to information. Continue with step 5.
5. Enter or select an Address ID.
6. Enter a Contact Person. If the contact person has an e-mail address defined in the Internet Information window, it will be displayed in the E-Mail field.
7. Enter or select TO, CC, or BCC. If the user selected Address ID in the Address From field, the e-mail address for the address ID that the user selected will be displayed.
8. If the user selected Manual in the Address From field, enter an e-mail address.
9. Enter an e-mail address in the E-Mail field. The user can choose the Add button to insert the e-mail address into the Send To list.
10. The user can change the Subject of the e-mail or accept the default subject from the Letter ID, if one is defined there.
11. To select an Action ID for the e-mail, enter one in the Action ID field or select one from the lookup. For more information about creating action IDs, refer to [Creating an action ID](#).
12. To attach a file to the message, click the Attachments button. This opens the Collection Management Email Attachments window. Click the folder icon, and select the file the user wants to attach. Click the + icon to add the file to the Attachment List. The user can attach multiple files by following these same steps each time.
13. Click the refresh icon above the scrolling bar in the Message section if the user wants to replace or change the functions in the scrolling window.
14. Click Send. A message will be displayed when the message has been sent.
15. Close the window.

## Printing Collections Reports

Use the Collections Management Reports window to print the Aging Amounts with Notes report and the Notes by Customer report.

The Aging Amounts with Notes report displays aging amount information and the notes listed. If the user selects the All radio button in the Credit Manager field, customer records that have not been assigned to a credit manager will be displayed on the first page.

The Notes by Customer report displays the notes for a specified group of customers that have a note attached.

**Collections Management Reports - GPDAT (sa)**

Save Clear Delete File Print Tools Help Add Note Debug

Report Name: Aging Amounts with Notes

Report Option: [Search Icon]

☐ Detailed Report Invoices In Aging Period: All Aging Periods

☒ All ☐ Query: (TEST3)

☒ All ☐ Credit Manager: [Search Icon]

Include Action Types:

☒ None ☒ Promise ☒ Dispute ☒ Special

Note Date Range:

Start Date: [Calendar Icon] End Date: [Calendar Icon]

☐ Print Full Note

Open Only [Dropdown Arrow]

Destination [Button]

[Navigation Icons] [Lightbulb Icon]

### To print Collections reports:

1. Open the Collections Management Reports window.
  - (Reports>>Sales>>Collection Reports)
2. Select a Report Name.
3. Mark the Detailed Report checkbox to display detailed note information on the report.
4. Mark the Query radio button to print reports that display only customers included in the last completed query. Mark the All radio button to include all customers.
5. Mark the Credit Manager radio button to print reports that display only customers assigned to the selected credit manager. Mark the All radio button to include all customers.
6. Mark the Print Full Note checkbox to view the full note and select the type of notes to print. Your choices are All Notes, Canceled by Plan Only, Canceled Only, Completed Only, or Incomplete Only. If the Print Full Note checkbox is unmarked, the first 70 characters of the note or a new line, whichever comes first, will be printed.
7. Mark the action types to view notes for in the Include Action Types section. The user can select None, Promise, Dispute, or Special.

8. Enter a Start Date and End Date to view notes entered between specific dates only.
9. Click Print.

## Chapter 6: Collections Inquiries

Use this information to view all open documents for a selected customer, Collections tasks, and the user assigned to each task. The user also can view customer receivables and payment information.

The following information is discussed:

- *Viewing Open Customer Documents*
- *Viewing Customer Payment Information*
- *Viewing Customer Receivables Information*
- *Viewing Collections Management information using SmartList*

### Viewing Open Customer Documents

Use the Collections Management Transaction Inquiry window to view all open documents for a selected customer.

The following table describes the visual cues for statuses and other information about invoices.

|   |                                                                                         |
|---|-----------------------------------------------------------------------------------------|
| i | Indicates a note is attached to that invoice                                            |
| D | Indicates the note on the invoice has a "Dispute" action type                           |
| S | Indicates the note on the invoice has a "Special" action type                           |
| P | Indicates a current payment promise is attached to the invoice                          |
| B | Indicates the action date has passed or the action promised has been marked as complete |

The user can use the Collections Management New Action window to set the action type. If All is displayed in the Aging Period field, the invoices displayed are from all aging periods. Otherwise, a specific period will be displayed, and only the invoices from that period will be displayed.

If the Show Fully Applied option is marked, all posted documents that have not been moved to history will be displayed. If this option is not marked, fully applied documents will not be displayed.

### Collections Management + Nodus® PayLink

Collections users generate on-the-fly emails that include PayLinks from the Collections Management Transaction Inquiry window. This can be accomplished using the steps below:

**Collections Management Transaction Inquiry - TWO (sa)**

☐ Select   ☐ Redisplay   ☐ Cancel   ☐ Create PayLink   ☐ Options   ☐ History   ☐ View   ☐ Additional   ☐ File   ☐ Print   ☐ Tools   ☐ Help   ☐ Add Note   ☐ Debug

Customer ID: AARONFIT0001   Aging Period: All  
 Customer Name: Aaron Fitz Electrical   Parent ID:  
 Order By: Document Number   ☐ Show Fully Applied   ☒ Mark All   ☐ Unmark All

Find Document:

| Info                          | A                        | Action Amt. | Document Number | Doc Date                | Due Date   | Original Amt | Current Amt | Level | PayLink                  |
|-------------------------------|--------------------------|-------------|-----------------|-------------------------|------------|--------------|-------------|-------|--------------------------|
| Customer ID                   | Type                     | Type ID     | PO Number       | Transaction Description |            | Check Number |             |       |                          |
| <u>Collections Date/ Note</u> |                          |             |                 |                         |            |              |             |       |                          |
| • ①                           | <input type="checkbox"/> | \$938.93    | INVS3008        | 09/06/2028              | 10/06/2028 | \$938.93     | \$938.93    | 0     | <input type="checkbox"/> |
| ① D                           | <input type="checkbox"/> | \$5,872.41  | SLS11012        | 01/21/2024              | 02/20/2024 | \$5,872.41   | \$2,243.70  | 0     | <input type="checkbox"/> |
| ① P                           | <input type="checkbox"/> | \$833.33    | SLS11015        | 01/27/2024              | 02/26/2024 | \$833.33     | \$833.33    | 0     | <input type="checkbox"/> |
| ① D                           | <input type="checkbox"/> | \$5,000.00  | SLS11016        | 01/30/2024              | 03/01/2024 | \$5,000.00   | \$5,000.00  | 0     | <input type="checkbox"/> |
| ① D                           | <input type="checkbox"/> | \$2,461.00  | SLS20000        | 01/27/2024              | 02/26/2024 | \$2,461.00   | \$2,461.00  | 0     | <input type="checkbox"/> |
| ① B                           | <input type="checkbox"/> | \$171.10    | STDINV2227      | 04/12/2027              | 05/12/2027 | \$171.10     | \$171.10    | 0     | <input type="checkbox"/> |
| ① B                           | <input type="checkbox"/> | \$128.30    | STDINV2228      | 04/12/2027              | 05/12/2027 | \$128.30     | \$128.30    | 0     | <input type="checkbox"/> |
| ① B                           | <input type="checkbox"/> | \$5,702.69  | STDINV2252      | 04/12/2027              | 05/12/2027 | \$5,702.69   | \$5,702.69  | 0     | <input type="checkbox"/> |
| ① D                           | <input type="checkbox"/> | \$2,500.00  | DM20005         | 01/27/2024              | 02/26/2024 | \$2,500.00   | \$2,500.00  | 0     | <input type="checkbox"/> |
|                               |                          |             |                 |                         |            |              | \$24,272.06 |       |                          |

Amounts Remaining:

|          |             |         |              |                 |            |
|----------|-------------|---------|--------------|-----------------|------------|
| Promised | \$0.00      | Special | \$0.00       | Broken Promises | \$6,835.42 |
| Disputed | \$19,065.71 | None    | (\$1,629.07) |                 |            |

### To view open customer documents:

- Open the Collections Management Transaction Inquiry window. (Transactions>>Sales>>Collections Main>>Display a Customer>>Display link OR Currency Total link)
- In the top bar, the user can click the View button>>Currency menu item to change the currency view. The user can view functional, originating, or reporting currencies. The user can also modify the reporting rate.
- Select a sorting option in the Order By field to view documents (alternatively, simply select Redisplay in the top bar). The user can choose from the following options.
  - Check Number
  - Current Transaction Amount by Transaction Amount
  - Current Transaction Amount by Transaction Type
  - Customer PO Number
  - Document Date
  - Document Number
  - Due Date
  - Transaction Description

- a. Information might not be displayed immediately, depending on the amount of information to be displayed.
4. The Find Document: field can be used to navigate to the appropriate document in the scrolling window. After entering a portion or the entire document number you are looking for, tab off of the Find Document field.
5. To view an individual invoice, select the invoice in the scrolling window, and click the Document Number link.
6. To print a transaction report for the customer, choose Print.
7. If you Utilize the 1Staff Back Office functionality, the Additional button can be used to drill to the Timesheet associated with the invoice selected, Print, or Email the selected 1Staff invoices. Note, the documents selected must be found within the assigned Invoice Folder, specified on the Collection Setup window.
8. To send the default PayLink letter (set in [Collections Management Setup](#) window), select the checkmarks for documents to be included in the letter with the PayLink column or simply select the Mark All button, then select the Create PayLink button in the top bar. If the user has not already since logging into GP, the user must now log in to an Exchange account for the letter to be sent from. After this the Compose window with a preview of the invoices to be listed and the link(s) to be sent

**Compose**

Send

Cancel

Reply To ->

To ->

Cc ->

Bcc ->

Subject:

Attachments:

These are the documents we discussed payment on:

|            |           |            |                                                                                                           |
|------------|-----------|------------|-----------------------------------------------------------------------------------------------------------|
| SVC11013   | 2/25/2014 | \$2,356.89 | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| SVC11004   | 2/11/2014 | \$1,859.63 | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| SVC1001    | 11/6/2013 | \$2,155.79 | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| SVC1000    | 7/12/2013 | \$420.70   | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2609 | 2/4/2016  | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2608 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2607 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2606 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2605 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2604 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2603 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2602 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2601 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2600 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2599 | 1/18/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2598 | 1/16/2016 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2593 | 5/12/2017 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2553 | 8/1/2015  | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2506 | 6/21/2015 | \$175.15   | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2492 | 6/18/2015 | \$39.95    | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |
| STDINV2461 | 4/10/2015 | \$135.20   | <a href="https://dev-us.payfabric.com:4443/V2/PayLink/">https://dev-us.payfabric.com:4443/V2/PayLink/</a> |

will be displayed (with the customer's email addresses from the Internet Information window>>Email

Addresses box defaulted in). From here, simply select the Send button.

9. To view additional information about payments applied to a document, select a document and click the Current Amt link. This opens the Applied from Credits window.
10. The user can select a document and click the Level link to open the Collections Management Edit Reminder Levels window, where the user can change the reminder level, the reminder level fees, and the last letter date.
11. Click Save to close the Collections Management Edit Reminder Levels window. The Collections Management Transaction Inquiry window will be displayed.
12. To view posted Receivables transactions, choose Inquiry>>Sales>>Transactions by Customer. This opens the Receivables Transaction Inquiry - Customer window.
  - To view posted Invoicing transactions, choose Inquiry>>Sales>>Invoice. This opens the Invoicing Document Inquiry window.
  - To view posted Sales Order Processing transactions, choose Inquiry>>Sales>>Sales Documents. This opens the Sales Order Processing Document Inquiry window.

## Viewing Customer Payment Information

Use the Customer Payment Summary Inquiry window to view payment information for a customer, including unpaid finance charges, payment terms, and the last payment date and amount.

**Customer Payment Summary Inquiry - TWO (sa)**

OK File Tools Help Add Note Debug

Actions File Tools Help Debug

Customer ID:

Name:  Aged As Of:

| Period         | Amount      |
|----------------|-------------|
| Current        | \$4,373.02  |
| 31 - 60 Days   | \$0.00      |
| 61 - 90 Days   | \$0.00      |
| 91 - 120 Days  | \$0.00      |
| 121 - 150 Days | \$0.00      |
| 151 - 180 Days | \$0.00      |
| Balance        | \$24,272.06 |

|                       |             |
|-----------------------|-------------|
| Unpaid Finance Chgs   | \$20.00     |
| Credit Limit          | \$35,000.00 |
| Min Payment Due       | \$0.00      |
| Unposted Sales        | \$53.50     |
| Trade Discount        | 0.00%       |
| Payment Terms         | Net 30      |
| Discount Grace Period | 0           |
| Due Date Grace Period | 0           |
| Deposits Received     |             |

NSF: Number Amount

|              |  |  |
|--------------|--|--|
| Year-to-Date |  |  |
| Life-to-Date |  |  |

Last Check Date:

|                | Date            | Amount      |
|----------------|-----------------|-------------|
| Year-to-Date   | Highest Balance | Avg. Days   |
| Year-to-Date   | \$33,024.56     |             |
| Life-to-Date   | \$33,024.56     |             |
| Last Invoice   | 09/06/2028      | \$938.93    |
| Last Payment   | 04/29/2027      | \$609.75    |
| Last Statement | 02/15/2027      | \$26,552.06 |

by Customer ID

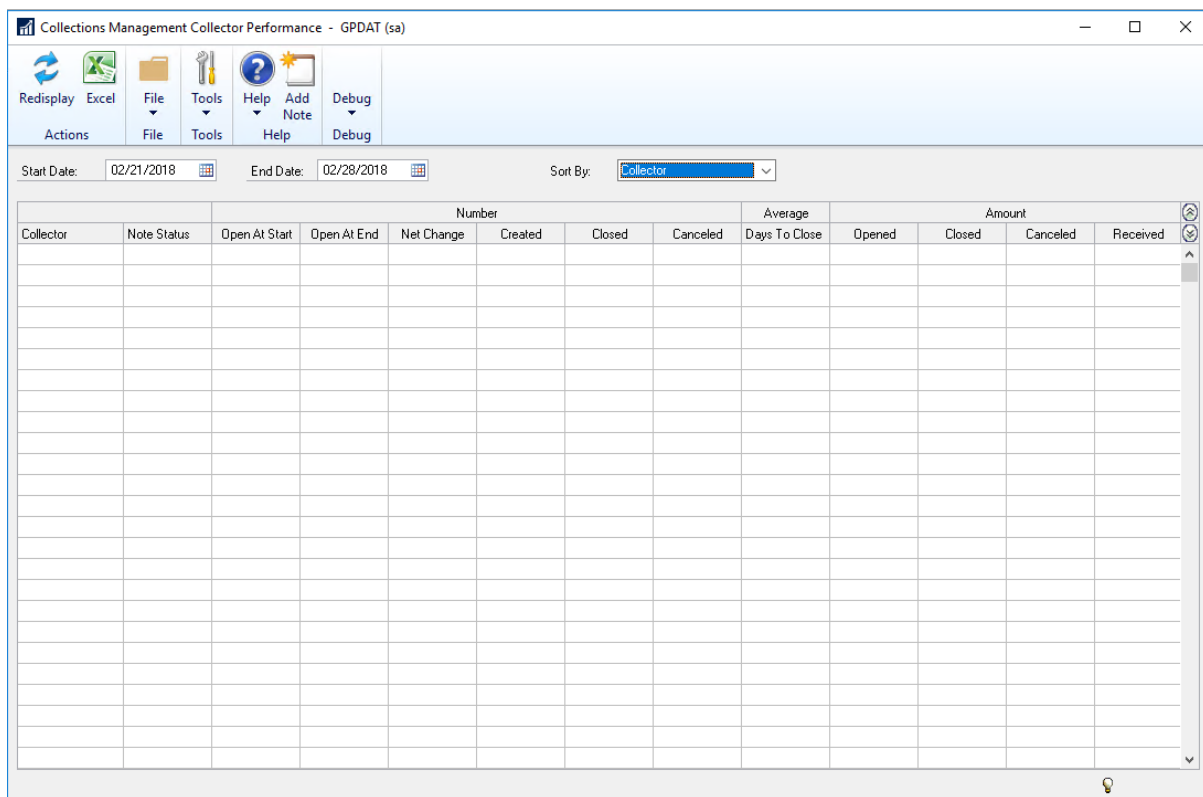
### To view customer payment information:

1. Open the Customer Payment Summary Inquiry window.
  - a. (Transactions>>Sales>>Collection Main>>Extras button>>Stats)
2. The following options can be used to restrict the customers that will be reported on:

- a. Credit Manager: All customers assigned the Collector ID specified as their Credit Manager will be reported.
    - i. The Average DSO link can be used to display a graph representation of the average DSO for the last 12 days, weeks, or months when Credit Manager is specified
  - b. Current Query: All customers returned within the current Query will be reported.
  - c. Parent Company: The Parent company along with all children companies for that parent will be reported.
3. Click Calculate
4. Information about customers sales and payment history will be displayed based on the customer.
5. Click OK to close the window.

## Viewing Collector Performance

Use the Collections Management Collector Performance window to view the efficiency and rate of processing collection notes by each Collector.



**To view Collector Performance information:**

1. Open the Collections Management Collector Performance Inquiry window.  
(Inquiry>>Sales>>Collections Collector Performance)
2. Enter a note creation and completion date to select a time range

- a. Click Redisplay to show Collector Performance based on the number of notes created and closed/canceled during a period. Amounts displayed are calculated by totaling any apply records associated with documents attached to notes for the collector specified.

Once the results have populated the window, the user can click the Excel button to export the results of this window to a Microsoft Excel spreadsheet for further analysis.

## Viewing Customer Receivables Information

Use the Collections Management Receivables Summary Inquiry window to view summarized information that can be filtered by a credit manager, current query, or parent company.

**Collections Management Receivables Summary Inquiry - TWO (sa)**

OK File Print Tools Help Add Note Debug

Selection:  Calculate For:

| Number  | Type               | Original Amount | Unapplied Amount |
|---------|--------------------|-----------------|------------------|
| 37      | Sales / Invoices   | \$35,090.79     | \$17,479.05      |
| 0       | Scheduled Payments | \$0.00          | \$0.00           |
| 1       | Debit Memos        | \$2,500.00      | \$2,500.00       |
| 1       | Finance Charges    | \$20.00         | \$20.00          |
| 4       | Service / Repairs  | \$10,695.29     | \$6,841.01       |
| 0       | Warranties         | \$0.00          | \$0.00           |
| 0       | Credit Memos       | \$0.00          | \$0.00           |
| 1       | Returns            | \$2,568.00      | \$2,568.00       |
| 28      | Cash Receipts      | \$13,983.03     | \$0.00           |
| Totals: |                    | \$31,755.05     | \$24,272.06      |

Action Amount

|   |                                            |             |
|---|--------------------------------------------|-------------|
| 2 | <a href="#">Disputed Notes</a>             | \$26,548.70 |
| 1 | <a href="#">Promise To Pay Notes</a>       | \$833.33    |
| 1 | <a href="#">Broken Promise Notes</a>       | \$6,002.09  |
| 0 | <a href="#">Special Notes</a>              | \$0.00      |
| 0 | <a href="#">None Type Notes</a>            | \$0.00      |
| 2 | <a href="#">Notes Past Contact Date</a>    | \$833.33    |
| 0 | <a href="#">Overdue Docs Not On A Note</a> | \$0.00      |

Open Item as last aged:

| Period         | Amount     | Percent |
|----------------|------------|---------|
| Current        | \$4,373.02 | 18.02%  |
| 31 - 60 Days   | \$0.00     | 0.00%   |
| 61 - 90 Days   | \$0.00     | 0.00%   |
| 91 - 120 Days  | \$0.00     | 0.00%   |
| 121 - 150 Days | \$0.00     | 0.00%   |

Balance forward as last consolidated:

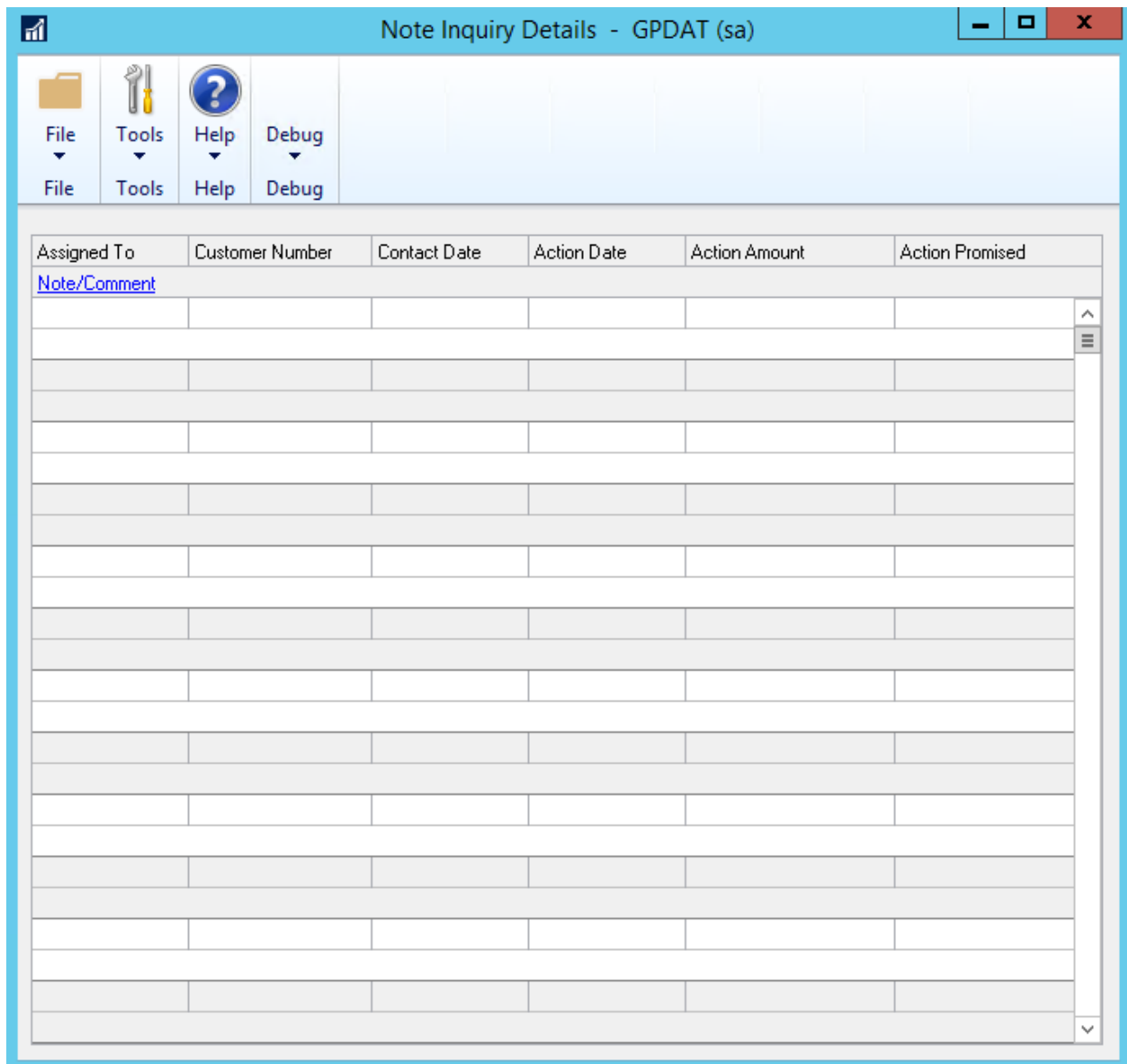
| Period                      | Amount   |
|-----------------------------|----------|
| Current                     | \$0.00   |
| Non-Current                 | \$0.00   |
| All Customers DSO           | 1,990.33 |
| <a href="#">Average DSO</a> | 0.00     |

Calculate

### To view customer receivables information:

1. Open the Collections Management Receivables Summary Inquiry window.  
(Inquiry>>Sales>>Collection Summary)
2. Select to view the information by credit manager, current query, or parent company. If the user selected Credit Manager, in the Calculate For field the user can type a credit manager or select one from the lookup.
3. Choose Calculate to display the balances of customers who are assigned to the selected credit manager. The same process applies if the user were to select Current Query or Parent Company.
4. Click OK to close the window.

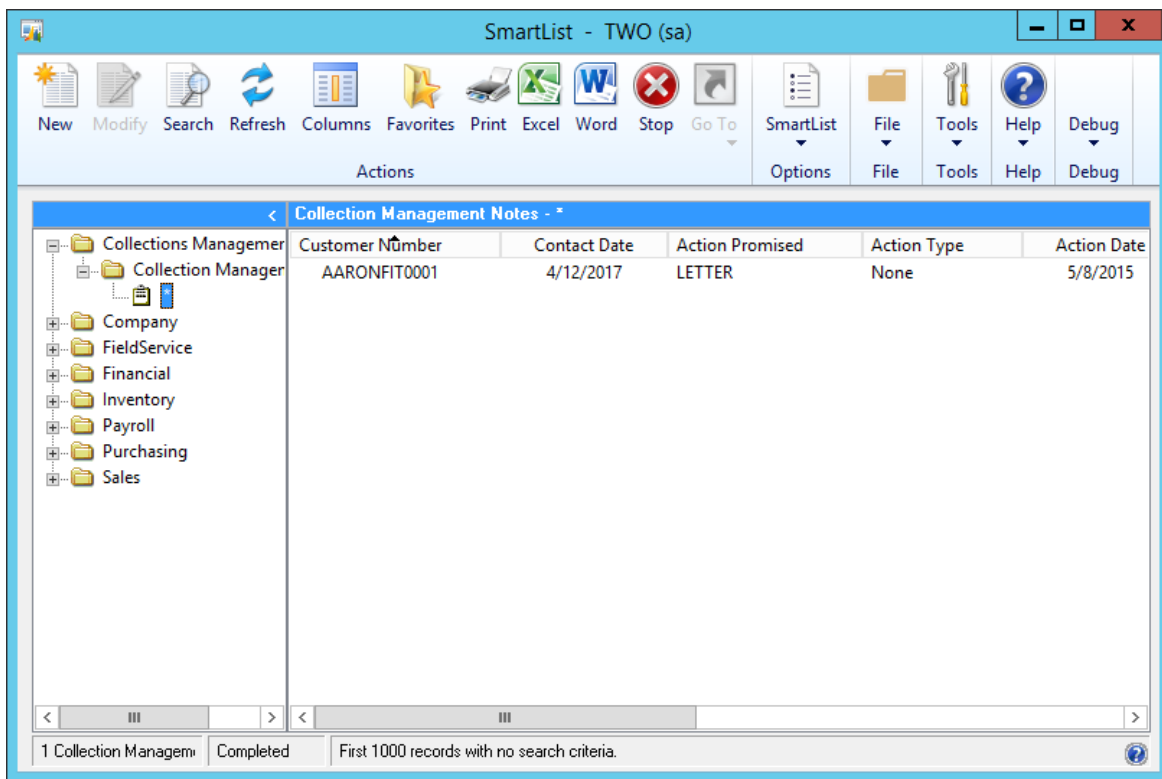
- The mid-section of the window includes several different hyperlinked categories:
- Disputed Notes: Click to open a list of all the notes with an action type assigned which is the disputed status.
- Promise to Pay Notes: Click to open a list of all the notes with an action type of Promise To Pay and an action date that is in the future.
- Broken Promise Notes: Click to open a list of all the notes with an action type of Promise To Pay and an action date that is prior to today's date.
- Special Notes: Click to open a list of all the notes with an action type assigned which is the Special status.
- None Type Notes: Click to open a list of all the notes with an action type assigned which is the None status.
- Notes Past Contact Date: Click to open a list of all the notes with a Contact Date prior to the current system date.
- Overdue Docs Not on A Note: Click to open a list of all the documents which are overdue and do not yet have a note assigned to them. The user can then either create a note for those documents, or change the customer's Collector assignment.



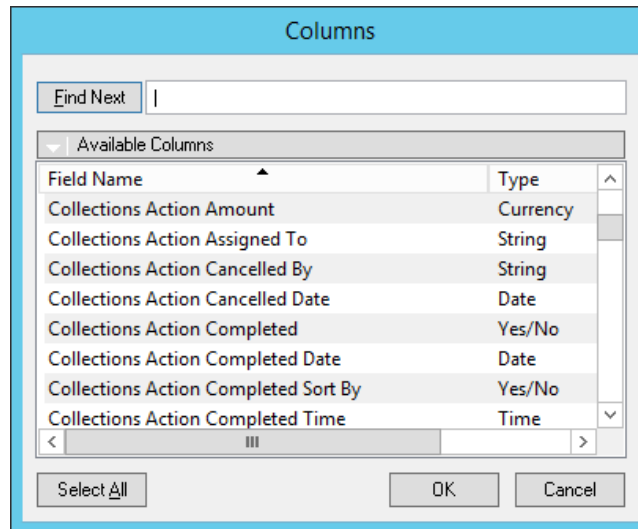
## Viewing Collections Management information using SmartList

There are two areas that Collections Management information can be accessed using SmartList.  
(Microsoft Dynamics GP>>SmartList)

To use the SmartList features, the user will need to install and upgrade the SmartList options as described in [Installation and Registration of Collections Management](#)



The default SmartList for Collections Management is the Collection Management Notes. It includes the columns Customer Number, Contact Date, Action Promised, Action Type, Action Date, Action Assigned To, Amount Promised, Collector, Note Display String, and Note Status by default, however further edits and changes can be made in the columns settings. Refer to the SmartList manual for more information.



The second area Collection Notes can be viewed in SmartList is in Sales>>Receivables Transactions. Click on Columns, Add... and select from the assortment of Collections items to include in the SmartList. Refer to the SmartList manual for more information.

## Chapter 7: Collection Plans

The idea of a collection plan is to define a set of actions. The user can have multiple collection plans, and the user can assign each customer to a specific plan that represents how the user wants to handle that customer from a Collections perspective. The user may have a collection plan for small volume customers, one for large volume customers, customers the user has had problems with in the past, etc. Each step of the plan is based on how many days past due the customer's oldest document is. A customer may have some documents that are 10 days past due and some that are 90 days past due. If this is the case, the 1<sup>st</sup> step in the plan would be based on 90 days past due. The idea is that even though only some of the documents are at least 90 days old, the user still wants to collect on all the customer's overdue documents. The user can use standard Collections Management functionality to handle some documents (for example, documents in dispute) separately if the user wants. The user can always put them back on a plan in the future.

The following information is discussed:

- [Attaching a Collection Letter to an Action](#)
- [Using the Invoices To Attach Field](#)
- [Setting up Collection Plans](#)
- [Using Collection Plans](#)
- [Collection Plan Processing](#)
- [Using the Invoice Folder Field](#)
- [Using the Check For Collection Plans That Are Due On Login Field](#)
- [Using the Collections Create Sample Data Window](#)

### Attaching a Collection Letter to an Action

An action can have a collection letter attached to it. This way the user can create an action that will send a specific collection letter tailored to a specific action.

**Collections Management Action Maintenance - ...**

Save Clear Delete Export File Tools Help Add Note

Actions File Tools Help

**Action ID** [lookup icon]

**Action Description**

Action Type: None

Follow-up Action Days

Letter ID [lookup icon]

Note Template ID [lookup icon]

Documents To Attach To Note: None

Documents Already On A Note: Leave On Existing Note

☐ Automatically Mark as Completed

[Navigation arrows] [lightbulb icon]

### To attach a collection letter to an action:

1. Open the Collections Management Action Maintenance window. (Cards>>Sales>>Collection Actions)
2. Type in an Action ID or select one from the lookup.
3. In the Letter ID field, either type in a Letter ID or select one from the lookup. If a PayLink letter is selected, know that PayLinks will be generated every time the action is called. Read more about PayLink integration [here](#).
4. In the Note Template ID field, either type in a Note Template ID or select one from the lookup. The text defined in the Note Template will be inserted into any note generated using the Action ID.
5. Click Save.

## Using the Invoices to Attach Field

With Collection Plans, the user can relate the text of a letter with any e-mail attachments that may be sent out.

**Collections Management Letter Maintenance - TWO (sa)**

Save Clear Delete Export File Tools Help Add Note Debug

Letter ID: Letter1

Letter Description: Collection Letter1

Default Action ID: [Search Icon]

Default Subject: Status of your account.

☐ Hide In Lookups

☐ Letter Per Bill To Address

☐ Microsoft Word Document

Invoices To Attach To Email: Overdue Invoices

When emailing, copy customer's sales history: [Search Icon]

Function: Invoices

Hi @%ContactName%,

Your account with Fabrik...

contacted you a couple t...

As of today, your account has these outstanding invoices:

@%OverdueInvoicesDetail,3%.

Prompt payment of @%OverdueInvoicesTotal% will prevent changes in your account status with us. We would like to serve you in the future, but your continued past due status could make that difficult.

Please attend to this matter as soon as possible.

**Invoices to Attach:** This field works with the various windows that Letters appear on to control the default invoices that are selected to be attached to e-mails. In the example, above, the text of the letter refers to Overdue Invoices, so the user would likely want to attach reprints of all the overdue invoices to the e-mail.

# Setting up Collection Plans

Open the Collections Management Plan Setup window. (Cards>>Sales>>Collection Plans)

Collections Management Plan Setup - GP...

Save

Clear

Delete

Copy

Export

File

Tools

Help

Debug

ActionsFileToolsHelpDebug

Collection Plan ID

Description

At Last Step

Keep Repeating Last Step

Minimum Amount Due

\$0.00

☐ Allow Steps To Be Skipped

| Step | Days Overdue | Assign Action | Grace Period |
|------|--------------|---------------|--------------|
| 1.   |              |               |              |
| 2.   |              |               |              |
| 3.   |              |               |              |
| 4.   |              |               |              |
| 5.   |              |               |              |
| 6.   |              |               |              |
| 7.   |              |               |              |
| 8.   |              |               |              |
| 9.   |              |               |              |
| 10.  |              |               |              |
| 11.  |              |               |              |
| 12.  |              |               |              |
| 13.  |              |               |              |
| 14.  |              |               |              |
| 15.  |              |               |              |
| 16.  |              |               |              |
| 17.  |              |               |              |
| 18.  |              |               |              |
| 19.  |              |               |              |
| 20.  |              |               |              |

Navigation icons

Lightbulb icon

The Collection plan setup window lets the user define the action steps the user wants to take and when the user wants to perform them. The user can even put in a negative number of days overdue so the user can send out notices before they are overdue. The user cannot use the same action in more than one step. The action will be performed when a document is at least the number of days overdue for that step. For example, if a customer's oldest document is 45 days old, the suggested step will be Step 3 – LETTER2. If it was 60 days, it would be Step 4 – FAX.

**At Last Step** - When a customer reaches the last step, what should happen? Stop Suggesting means the customer will no longer appear on the Collection Plan Inquiry window when the user has processed the last step of the plan. Keep Repeating Last Step means Collections Management will keep suggesting the last step defined in the plan.

**Minimum Amount Due** – Enter a value in the Minimum Amount Due field. If a customer only owes the user \$5, the user might not want that customer to show up. Once the amount due is over the minimum, the customer will appear. The amount due refers to the customer's balance.

**Allow Steps To Be Skipped** - If the customer is currently on Step 3, but it has been 150 days since the customer was processed, the customer should now be on Step 6. If the Allow Steps To Be Skipped option is marked, the plan will suggest Step 6 for the customer. If this option is not marked, the plan will suggest the next step, Step 4.

**Grace Period** - This is the number of days that have to pass since the customer was last contacted before the customer will be eligible for this step. Say the user's Grace Period for a step is set to 10 days. If it is the 5<sup>th</sup> of the month, and the user contacted the customer on the 3<sup>rd</sup>, the step which the user entered the grace period for would not start since it has only been two days.

**Copy Button** - After entering a new Collection Plan ID, the user can select the Copy button. The user can then select an existing Collection Plan. That plan's settings will be copied into the window. This lets the user quickly create Collection Plans that are like one another but also allows the user to make changes as the user sees fit. After making the user's changes, click Save.

## Using Collection Plans

The first thing the user should consider is how many different plans the user wants. Then map out the criteria the user wants to set for each plan. Does the user want to call customers a couple of times before e-mailing them? Would the user rather e-mail them before calling? Maybe a combination of both is ideal for a specific set of the user's customers. The user will want to create the user's letters with the text the user wants but also with the documents the user wants to attach to the email.

Once the user has this rough map, the user should:

- Create letters.
- Create actions, and assign letters to them if they are not calls.
- Create collection plans. Assign days overdue that will trigger the action, the action the user has created for each step, and any grace period the user wants to allow. Enter other properties for the plan to best fit the user's needs.

After the user has created the user's collection plans, the user need to assign them to Customers.

Open the Assign Customers to Collection Plan window. (Cards>>Sales>>Assign Customers to A Collection Plan)

[illegible]

This window allows the user to assign customers to a Collection plan based on ranges and criteria. The dropdown menu at the top lets the user select a range of customers based on: Customer Number, (Customer) Class, Payment Terms, Credit Limit, Priority, Collection Query, or either of the two user defined fields. After selecting a range, click Redisplay. The window will populate with the customers that meet the criteria selected. The user can then select the Collection Plan the user would like to assign these customers to. Use the Mark All or Unmark All button to select the customers the user wants to assign the Collection Plan to. The Display Only Customers Not on A Plan checkbox, if marked, will only assign the new plan to a customer if the customer is not already on a plan. If the user wants to reassign customers to the selected plan, leave this option unmarked.

The Exclude Inactive Customers, selected by default, when checked will assess the Sales Customer Card and only include those customers with the inactive button unchecked.

Once the user has selected the customers the user wants to assign to the plan, click the Assign button. This places the selected customers on the selected Collection Plan.

Choosing Collection Query from the dropdown lets the user use the powerful restriction capability of the Collection Query Builder window to select customers that meet very specific criteria.

**Collections Management Customer Information - GPD...**

Save Clear File Tools Help Add Note Debug

Actions File Tools Help Debug

**Customer ID** [ ] [ ] Parent [ ] Child

Customer Name [ ]

[Credit Manager](#) [ ] [ ] Do Not Send Letters

[Collection Address ID](#) [ ] [ ]

Preferred Contact Method: Letter [ ]

Time Zone: GMT - 12:00 - Eniwetok, Kwajalein [ ]

Credit Control Cycle: No Credit Cycle [ ]

[Collection Plan ID](#) [ ] [ ]

Collection Plan Status

[Current Plan Step Action](#) [ ] [Reset Plan Status]

[Oldest Document](#) [ ] [View Note]

Alert Message:

[ ]

Customer User-Defined Fields:

List 1 [ ] [ ] Checkbox 1

List 2 [ ] [ ] Checkbox 2

Date Field 1 [ ]

Text Field 1 [ ]

Text Field 2 [ ] [National Accounts]

[ ] [ ] [ ] [ ] by Customer ID [ ]

If the user should need to change an individual customer's Collection Plan, the user can do it on the Collections Customer Information window.

On this window, the Current Plan Step Action is displayed. This is the action ID of the last step performed on that customer. The user may want to change this to override the customer's place in the plan, either to an action that is earlier or later in the plan to reflect special circumstances or arrangements.

## Collection Plan Processing

Open the Collection Management Plan Processing window. (Transactions>>Sales>>Collection Plan Processing)

Collection Management Plan Processing - TWO (sa)

View Documents Customers File Tools Help Add Note

Options File Help

Customers: [Dropdown] Sort By: Customer Number [Dropdown] [Show Only Eligible For Action]

| Customer Number | Name | Collection Plan | Last Action | Done On | Next Action | Action Due On | Most Overdue |
|-----------------|------|-----------------|-------------|---------|-------------|---------------|--------------|
|                 |      |                 |             |         |             |               |              |
|                 |      |                 |             |         |             |               |              |
|                 |      |                 |             |         |             |               |              |
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|                 |      |                 |             |         |             |               |              |

[Unapplied Credits] [Lesser Action] [End Of Plan] [Under Plan Min.] Invoice Format: Default [Dropdown]

| Select | Current Action | Document | Current Amount | Document Amount | Document Date | Due Date | Days Overdue | Contacted Date |
|--------|----------------|----------|----------------|-----------------|---------------|----------|--------------|----------------|
|        |                |          |                |                 |               |          |              |                |
|        |                |          |                |                 |               |          |              |                |
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|        |                |          |                |                 |               |          |              |                |
|        |                |          |                |                 |               |          |              |                |

[Off Plan] [Not On A Plan] [In Grace Period] [Custom Action]

Action ID [Text] Assign To [Selected User] Assign To ID [SA] Date [4/12/2027] Letter [Text] Email Address [Text] Subject [Text]

[Print Statement ID] [When Sending Letters] [Note Text] [Letter Text] [Document Options] [Process This Customer] [Process All Customers]

This window is central to the Collection Plan process. The top portion of the window is focused on the set of customers the user wants to work with. The sort order of the Customers returned can be selected in the upper right-hand corner. In the middle are all the outstanding invoices for the selected customer. This section populates for each customer when the user clicks on the customer's customer number. At the bottom are options for handling the customer, as well as some general options. The window shows what action step a customer is on (Current Action) and what the suggested action steps are based on the plan the customer is on.

**Customers:** - The options for this field are: All with A Balance, Overdue, For Collector, From Query, and At End of Plan.

- All with A Balance – shows all customers with a balance, even if they are not overdue
- Overdue – shows all customers with an overdue invoice
- For Collector – shows all customers for a specific collector that are on a plan, even if they are not overdue
- From Query – shows all customers in the results of a Collection Query that are on a plan, even if they are not overdue
- At End of Plan – shows all customers who are currently at the last step of their respective plans

**Sort By** – This dropdown gives the user the ability to change the sort order of the Customers displayed (Customer Number, Name, Done On, Action Due On, and Most Overdue).

**Show Only Eligible for Action** - This option filters out customers who are currently on the suggested step or who have been contacted within the grace period defined for the step. With this option unmarked, customers that would be available for an action but do not meet the minimum amount due specified on the Collection Plan ID will appear with a down arrow next to the Most Overdue value.

**Collection Plan** – displays the plan the customer is on

**Current Action** – displays the last action performed for this customer - This is determined either from the Collections Management Customer Information window or by going through the notes for a customer and finding an action that is part of the plan the customer is on. It then displays the latest action for the plan that it finds.

**Done On** – displays the last time the customer was contacted

**Suggested Action** – This displays the correct step in the plan based on how far overdue the customer is.

**Action Due On** – This indicates when the suggested action could be performed. This date is based on grace period of the step shown in the Current Action field. For example, if the current action has a 5-day grace period, the Action Due Date will be 5 days after the date the current action was done.

**Most Overdue** – This displays the number of days the most overdue document is overdue by. To be counted as an overdue document, a document must have an outstanding balance.

**Icons for the Customer window –**

 =Unapplied Credits     =Lesser Action     = End Of Plan     = Under Plan Min.

**Unapplied Credits** – The customer has credits that have not been applied. If they were applied, that may impact the most overdue number of days. Before doing something with this customer, the user may want to consider these unapplied credits.

**Lesser Action** – The action being suggested is for a step that is before the last action performed. This may be because the customer has paid some old documents. Now that the most overdue document is not as old, the customer should be on an earlier step.

**End of Plan** – The customers are on the last step of the collection plan. These customers are most likely extremely overdue and need special attention. If the user has many customers on the last step for a period, the user may want to look at adding more steps to the collection plan.

**Under Plan Min.** – The customers that would be available for an action but the applicable documents are under the minimum amount specified within the plan setup. This will give you an at a glance view of customers that have applicable documents but will not be processed because the overdue amount doesn't exceed the minimum set.

Clicking on a customer in the Customer Number field displays all the overdue documents for that customer in the bottom half of the window. It also fills in the letter (if there is one associated with the suggested action), the e-mail address of the customer, and other information. All e-mail addresses come from the Dynamics GP Internet Information Window Email Address To field. This window stores an e-mail address per customer per address ID. The address ID Collections uses to find the e-mail address is determined in this order: First it looks at the Collection Customer Information window. If no address ID is on that window, or the e-mail address for that ID is empty, it looks to the Statement ID in Customer Maintenance. If there is no Statement ID there, then it looks to the Bill to Address ID, also on Customer Maintenance. If that is also blank, then it uses the main address ID. If there is no e-mail address for any of these, an e-mail will not be sent.

The document section of the window is used to select which documents the user wants to reprint and e-mail to the customer. The Select column heading is a drop down that lists some quick ways to select all documents that meet specific criteria. The user can then manually mark or unmark individual documents as the user sees fit.

If the document is attached to a note, the action associated with that note is displayed.

**Documents in Query Date/Type ID Restriction** – Mark this box to only display and include those documents which fall under the results of the current Collections query. These can include Aging Buckets, SOP Document Type ID's, Due Date range, and others.

**Current Action** – This is the action ID of the note that this invoice is attached to. If the invoice is not attached to a note, it will be blank.

**Document** – This can be a debit or a credit document.

**Current Amount** – This is the amount remaining to be paid on an invoice.

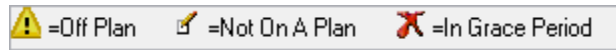
**Document Amount** – This is the original amount of the document.

**Due Date** – This is the date the document was due to be paid.

**Days Overdue** – This is the number of days overdue based on the current user date. Documents that are not overdue will display with a value in parentheses indicating the number of days until the due date.

**Contact Date** – This is the date of the last contact regarding this document. This is the contact date from the note the document is attached to.

**Icons for the Document window:**



- **Off Plan** – This document is assigned to an action that is not part of the collection plan. Typically, this would be for special cases like disputed invoices or other special circumstances.
- **Not on A Plan** – This is a document that is not attached to a note but probably should be. These are typically documents that are newly overdue.
- **In Grace Period** – These are documents that are part of a note that has been acted on recently. The date that action happened was fewer days ago than the grace period for that action step for the plan. This is so the user does not over-contact a customer.

**Invoice Format** – This is the format to use when reprinting invoices. Default indicates that it will use the default document format that has been selected in Collections Management Local Setup.

The user can click on the not icon in the Current Action heading to open the note the document is attached to. Clicking on the Document heading will open the appropriate document inquiry window for that document.

**Action ID** – This is the action ID recommended by the plan.

**Assign To** – This allows the user to specify who the note is to be assigned to. Assigned Credit Manager will assign the note to the customer's credit manager. Selected Collector will enable the user to select a different Collections collector via the Collector ID field.

**Collector ID** – This is the collector the note will be assigned to.

**Date** – This is the contact date of the note.

**Letter** – If the action has a letter assigned to it, that letter will default.

**Email Address** – This is the e-mail address found for the customer using the rules outlined above.

**Subject** – This is the text that will appear in the subject line of the email. This will default from the letter. If the letter does not have a default subject, it will come from the Collections Setup window.

**Custom Action** – Checking this box indicates that the user wants to modify some of the settings for this customer. This will enable the Action ID and Letter fields. Custom Actions are only completed against the current customer selected. *Marking the Custom Action checkbox will disable the Process All Customers button.*

**Print Statement ID** – Checking this box indicates that the user wants to generate and send a copy of the customer's statement with the e-mail. The user then must select a Statement ID. This statement ID will be used for all customers.

**When Sending Letters** – The output option for Collection Letters generated. The default is Email Only, but you can select Email, Print What Doesn't Email, or Print Only. Selecting Email, Print What Doesn't Email will print letters for customers that an email address could not be found. Print Only will print the letters – no emails will be sent.

**Note Text or Letter Text** (and the text box below) – This radio button controls what will be displayed in the text box below. If a letter is selected, and it is not a Word Letter, this will be set to Letter Text, and the text box will display the text of the letter to be sent for the selected customer. The user can customize this text for this customer, and that customization will be sent if the user clicks Process This Customer. It cannot be used with the Process All Customers button. Setting the option to Note Text allows the user to enter text that will be saved as part of the note when the user clicks Process This Customer. This text will not be used if the user selects Process All Customers.

**Note Text or Letter Text Blue Expansion Arrow** → – Click the Blue Expansion Arrow to open a larger, expanded view of the Note Text or Letter Text preview box, making it easier to examine and make any necessary edits to the body text.

The **Document Options** button will open a window where the user can set what kind of options the user wants to use when printing the document.

**Invoice Print Options**

☒ Print Customer Item

☐ Print Kit Components

☐ Print ShipTo Address with Lines

☐ Include Tax Details

☐ Print Dual Currencies

☒ Line Item and Summary Taxes

☐ Summary Taxes Only

Which Currency To Print:

☐ Functional

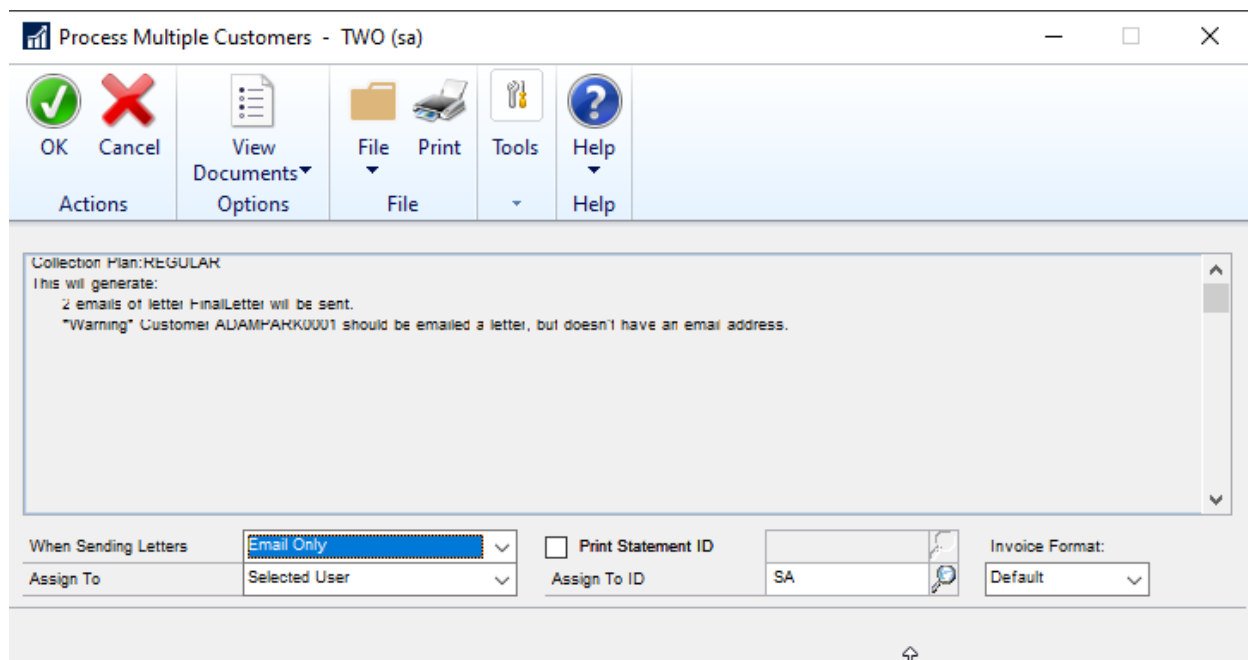
☒ Originating

OK Cancel

**View Documents** – Within the Action Pane/Menu Bar, the View Documents Options can be used to display all documents within the scrolling window in the Functional or Originating Currency.

**Process This Customer** – This button performs the selected actions for the selected customer only. Selected documents are generated including an RM Statement and possibly a Letter. A note will be created or modified as selected. Once complete, the window will redisplay.

**Process All Customers** – This button will perform whatever suggested action is displaying for all customers in the scrolling window. The user can use the filters to limit which customers the user wants to process. After clicking the button, the user will get a dialog telling the user what Collections Management is about to do.



The top portion indicates for each plan, what actions will be done. If a customer is missing an e-mail, it will tell the user that. The options on the bottom of the window have the same purpose as the main window.

**When Sending Letters** – The output option for Collection Letters generated. The default is Email Only, but you can select Email, Print What Doesn't Email, or Print Only. Selecting Email, Print What Doesn't Email will print letters for customers that an email address could not be found. Print Only will print the letters – no emails will be sent.

**Assign To** can be used to assign the resulting notes created to either the Credit Manager for each customer processed, or a Collector ID specified within the **Assign To ID** field.

With **Print Statement ID** marked all customers processed will also generate a Statement either attached to the email or printed. The lookup field can be used to select the desired Statement ID.

**Invoice Format** can be specified and will be utilized for all report generated for the plans set to process.

# Using the Invoice Folder Field

## Collections Management Setup

**Collections Management Setup - TWO (sa)**

OK Cancel File Tools Help Add Note

Actions File 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

Paylink Letter

**Default Overdue Period** Current  
**File Format for Email Attachments** Adobe PDF  
**Reply To Address From** Current Workstation  
**Default Email Subject** Fabrikam Subject  
**Invoice Folder**

☐ Append Customer ID ☐ Save Copy of Letter In Invoice Folder  
☐ Do Not Render Missing Documents

☐ Disable Daily Customer DSO Calculation ☐ Run Mark Completed Daily  
**Default Days for DSO** 365 ☐ Create Note When Customer Hold Status Changes

Default Customer:  
**Contact Method** Letter  
**Time Zone** GMT - 12:00 - Eniwetok, Kwajalein  
**Credit Control Cycle** No Credit Cycle  
**Collection Plan**   
**Credit Manager**

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



The **Invoice Folder** field is used to specify a network share folder where document images can be found. This is useful if the user is using another product that performs its own invoicing like Project or Service, and the user wants to be able to send those invoices instead of RM ones. Use these other products to reprint these invoices to a file, each one with a name of the RM document that it created in Receivables. Some products (like 1Staff Back Office) already have this functionality but create the files inside of the folder that is the Customer Number. The Append Customer ID checkbox allows for this option. If marked, Collections will take the root folder specified and add on the customer number of the invoice that it is looking for when emailing. This functionality is not utilized when printing.

Example: \\NETSHARE\\Invoices\\ is the user's Invoice folder. If Collections is trying to generate document INVC1234 for customer AARONFITZ, it will look in \\NETSHARE\\Invoices\\AARONFITZ for a file called INVC1234.txt. The extension that Collections uses is based on the File Format for Email Attachments dropdown menu.

**Default Customer: section, Collection Plan** – This field contains the default Collection Plan to assign to new customers when they are created.

## Using the Check for Collection Plans That Are Due on Login Field

## Collector Setup

**Collections Management Collector Setup - GPDAT (sa)**

Save Clear Delete File Tools Help Add Note Debug

Actions File Tools Help Add Note Debug

**Collector ID** [ ] [ ]

**Collector Name** [ ]

Position Name [ ] Phone 1 [ ]

Email Address [ ] Phone 2 [ ]

Email Body [ ] Fax [ ]

User Defined 1 [ ] [Signature ID](#) [ ]

User Defined 2 [ ]

Collector Access: [ ]

☐ Collections Management

User ID [ ]

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

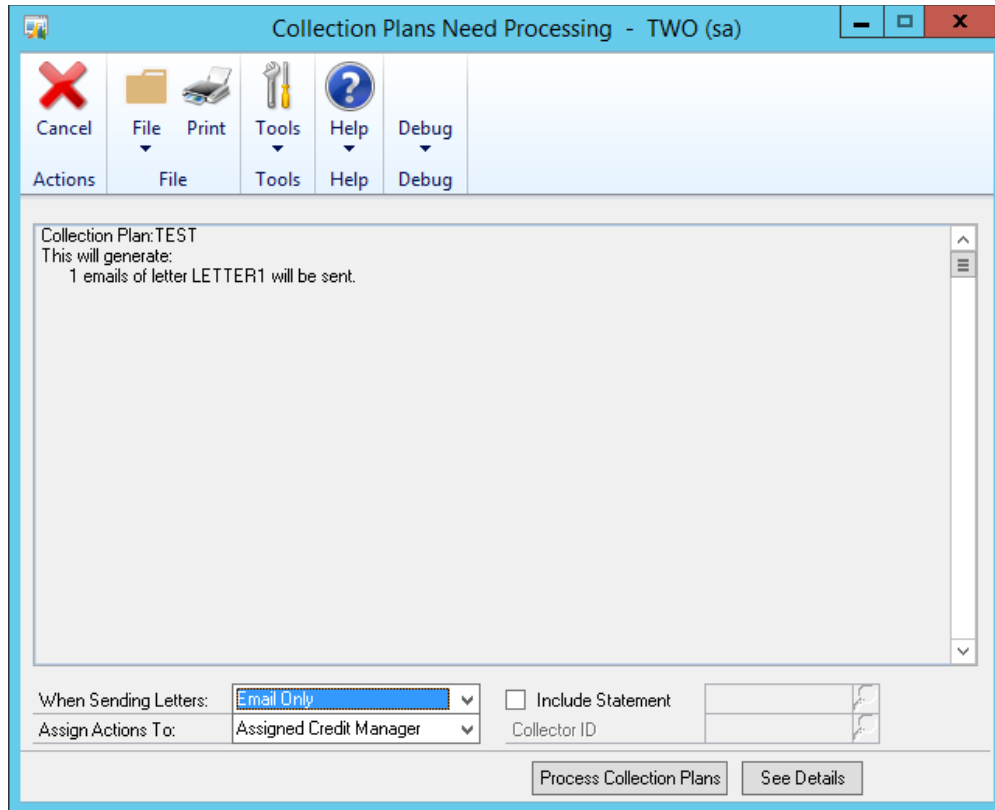
☐ Check For Collection Plans That Are Due On Login

Default Action Assign To: [ ]

☒ Collector ID

☐ Credit Manager

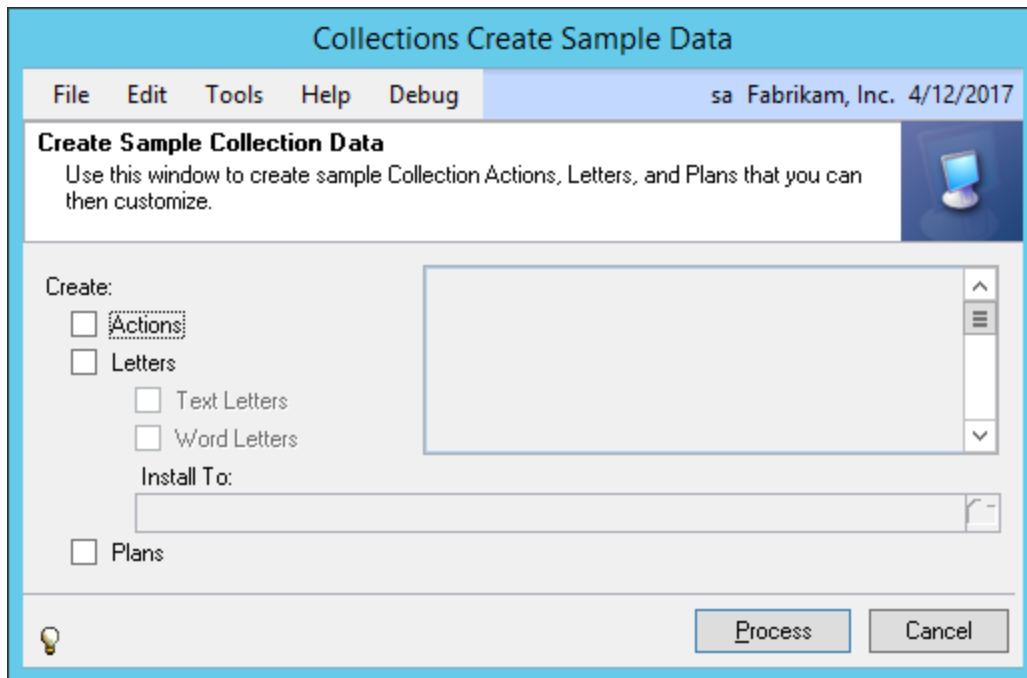
New on this window is the **Check for Collection Plans That Are Due on Login** field. If the user marks this checkbox, when the collector logs in, it will check to see if there are any plans that need to be processed. If there are, a dialog will appear:



This will display all the plans and the actions for those plans that need to occur. This window is very like the Process All Customers feature on the Collection Plan window. The user can make the user's selections, click Process Collection Plans, and it will perform everything that is listed. If the user clicks See Details, the Collection Plan Processing window will open, and the user can further refine what the user wants to do. Click the Cancel button to close the window without carrying out any actions.

## Using the Collections Create Sample Data Window

Open the Collections Create Sample Data window. (Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Sample Data)



This window allows the user to rapidly install sample Actions and Letters (both regular text letters and Word documents) in a supported language. The user can also select to install sample plans based on the sample actions and letters. If the user chooses to install the sample plans, the Actions and Letters checkboxes will automatically be selected, and the user will need to select Text Letters and/or Word Letters. If the user selects to install Word letters, the user needs to also specify where the user wants the letters to be stored, typically on a shared network drive. Use the folder icon lookup button to select where the user wants the letters to be saved. Once the user has made their selections, click Process.

## Chapter 8: Letter Functions

Use this information to add functions to Collections letters in Microsoft Dynamics GP. The user can use a set of pre-defined fields, such as Customer Name, Customer Outstanding Balance, or Outstanding Document Number to add information to new letters. The user also can use this information to understand table maintenance procedures, including using Check Links and recreating stored procedures.

The following information is discussed:

- Invoice Functions
- Aging Period Functions
- Customer Information Functions
- Collector Information Functions
- Reminder Letters Functions

### Invoice Functions

The following invoice functions can be used to create invoice documents in Collections Management. Functions include the parameters where indicated:

**Aging Bucket** – An integer indicating which aging bucket or period the user would like to pull values from. These coincide with the Receivables Setup window and must be between 1 and 7.

**Currency** – This is an integer indicating either Functional Currency (0) or Originating Currency (1).

**IncludeCreditDocs** - An integer indicating whether to provide or include in total documents with a credit balance (credit memos, payments, returns) as Do Not Include (0) or Include (1).

**IncludeUnappliedDocs** - An integer indicating either only partially unapplied credit documents (including payments) (0) or all partially unapplied credit documents (including payments) (1).

**Pad Length** – This is an integer indicating the length of the field. Spaces will be added in front of the returned amount until the length equals the number the user enters.

**PayLink** – An integer indicating whether (1) or not (0) to add a PayLink for customers to pay invoices that do not have applied credit. The invoice functions with the PayLink parameter will add a link for each document indicated. One may also use the “PayLinkForMultipleDocuments” function. Read more about PayLink integration [here](#).

**Days Overdue** – This is a qualifier followed by an integer indicating how many days overdue that invoices need to be so that the invoices display. Negative numbers are not accepted. These qualifiers are:

**= Equals**

Example: “=30” will only display invoices that are exactly 30 days past due

**> Greater Than**

Example: “>30” will display invoices that are more than 30 days past due

**<**                      **Less Than**

Example:            "<30" will display invoices that are less than 30 days past due

**>=**                    **Greater Than or Equal To**

Example:            ">=30" will display invoices that are overdue by 30 days or more invoices

**<=**                    **Less Than or Equal To**

Example:            "<=30" will display invoices that are 30 or less days past due

| Function/Description                                                                                                                                   | Syntax                                                                                                  | Sample                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| <b>All Invoices</b> - Returns all the outstanding invoices.                                                                                            | AllInvoices, Pad Length, Currency, IncludeCreditDocs, PayLink, N/A, Days Overdue                        | @%AllInvoices,20,1,0,1,,<45%@                   |
| <b>All Invoices Detail</b> - Returns all the outstanding invoices with the current amount and due date.                                                | AllInvoicesDetail, Pad Length, Currency, IncludeCreditDocs, PayLink,N/A, N/A, Days Overdue, Function ID | @%AllInvoicesDetail,20,1,0,1,0,,<45,ID%@        |
| <b>All Invoices Total</b> - Returns the total of all outstanding invoices.                                                                             | AllInvoicesTotal, Pad Length, Currency, IncludeCreditDocs, PayLink                                      | @%AllInvoicesTotal,20,0,0,1%@                   |
| <b>All Invoices Not Disputed</b> - Returns all the invoices that are not assigned to a note of the Dispute action type.                                | AllInvoicesNotDisputed, Pad Length, N/A, N/A, PayLink                                                   | @%AllInvoicesNotDisputed,20,0,0,1%@             |
| <b>All Invoices Not Disputed Detail</b> - Returns all non-disputed invoices for a customer, and the current amount, and due date for each transaction. | AllInvoicesNotDisputedDetail, Pad Length, Currency, N/A, PayLink, N/A, N/A, Function ID                 | @%AllInvoicesNotDisputedDetail,20,1,0,1,0,,ID%@ |
| <b>All Invoices Not Disputed Total</b> - Returns the total of all outstanding invoices which are not disputed.                                         | AllInvoicesNotDisputedTotal, Pad Length, Currency, IncludeCreditDocs, PayLink                           | @%AllInvoicesNotDisputedTotal,20,0,0,1%@        |
| <b>Overdue Invoices</b> - Returns all overdue invoices.                                                                                                | OverdueInvoices, Pad Length, N/A, N/A, PayLink, N/A, Days Overdue                                       | @%OverdueInvoices,20,0,0,1,,>45%@               |
| <b>Overdue Invoices Detail</b> - Returns all overdue invoices for a customer, and the current amount and due date for each transaction.                | OverdueInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID               | @%OverdueInvoicesDetail,20,1,0,1,,>45,ID%@      |
| <b>Overdue Invoices Total</b> - Returns the total of all overdue invoices.                                                                             | OverdueInvoicesTotal, Pad Length, Currency, IncludeCreditDocs, PayLink,                                 | @%OverdueInvoicesTotal,20,0,0,1,,>45%@          |

|                                                                                                                                               |                                                                                                      |                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| <b>Overdue Invoices Not Disputed</b> - Returns all overdue invoices that are not assigned to a note of the Dispute action type.               | OverdueInvoicesNotDisputed, Pad Length, N/A, N/A, PayLink, N/A, Days Overdue                         | @%OverdueInvoicesNotDisputed,20,0,0,1,,>45%@           |
| <b>Overdue Invoices Not Disputed Detail</b> - Returns all non-disputed, overdue invoices for a customer, and the current amount,              | OverdueInvoicesNotDisputedDetail, Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID | @%OverdueInvoicesNotDisputedDetail,20,1,0,1,,>45, ID%@ |
| <b>Overdue Invoices Not Disputed Total</b> - Returns the total of all overdue invoices which are not disputed.                                | OverdueInvoicesNotDisputedTotal, Pad Length, Currency, IncludeCreditDocs, PayLink, N/A, Days Overdue | @%OverdueInvoicesNotDisputedTotal,20,0,0,1,,>45, ID%@  |
| <b>Disputed Invoices</b> - Returns all the invoices that are assigned to a note of the Dispute action type.                                   | DisputedInvoices, Pad Length, Currency                                                               | @%DisputedInvoices,20,1,%@                             |
| <b>Disputed Invoices Detail</b> - Returns all disputed invoices, and the current amount and due date for a customer.                          | DisputedInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, N/A, Function ID                    | @%DisputedInvoicesDetail,20,1,0,1,,,ID%@               |
| <b>Disputed Invoices Total</b> - Returns the total of all outstanding, disputed invoices.                                                     | DisputedInvoicesDetail, Pad Length, Currency, IncludeCreditDocs                                      | @%DisputedInvoicesDetail,20,1,0,%@                     |
| <b>Promised Invoices</b> - Returns all invoices that have a promised payment note attached.                                                   | PromisedInvoices, Pad Length, Currency, N/A, PayLink                                                 | @%PromisedInvoices,20,1,0,1,%@                         |
| <b>Promised Invoices Detail</b> - Returns all invoices that have a promised payment note attached along with the current amount and due date. | PromisedInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, N/A, Function ID                    | @%PromisedInvoicesDetail,20,1,0,1,,,ID%@               |
| <b>Promised Invoices Total</b> - Returns the total of all outstanding invoices that have a promised payment note attached.                    | PromisedInvoicesTotal, Pad Length, Currency, IncludeCreditDocs, PayLink                              | @%PromisedInvoicesTotal,20,0,0,1,%@                    |
| <b>Special Invoices</b> - Returns all invoices that have a Special action note attached.                                                      | SpecialInvoices, Pad Length, Currency, N/A, PayLink                                                  | @%SpecialInvoices,20,1,0,1,%@                          |

|                                                                                                                                                                                                                               |                                                                                                |                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------------------|
| <b>Special Invoices Detail</b> - Returns all invoices that have a note of a Special action type attached, along with the current amount and due date.                                                                         | SpecialInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, N/A, Function ID               | @%SpecialInvoicesDetail,20,1,0,1,,,ID%@     |
| <b>Special Invoices Total</b> - Returns the total of all invoices that have a Special action note attached.                                                                                                                   | SpecialInvoicesTotal, Pad Length, Currency, IncludeCreditDocs, PayLink                         | @%SpecialInvoicesTotal,20,0,0,1%@           |
| <b>Total Balance</b> - Returns the total of all outstanding invoices.                                                                                                                                                         | TotalBalance, IncludeCreditDocs                                                                | @%TotalBalance,1%@                          |
| <b>All Invoices in Aging Period</b> - Returns all outstanding invoices from an aging bucket, which is specified by a parameter with a default of Current.                                                                     | AllInvoicesInAgingPeriodDetail, Pad Length, N/A, IncludeCreditDocs , N/A, Fiscal Period Number | @%AllInvoicesInAgingPeriodDetail,10,,1,,1%@ |
| <b>All Invoices in Aging Period Detail</b> - Returns all outstanding invoices, with the current amount and due date, from an aging bucket which is specified by a parameter with a default of Current.                        | AllInvoicesInAgingPeriodDetail, Pad Length, N/A, IncludeCreditDocs , N/A, Fiscal Period Number | @%AllInvoicesInAgingPeriodDetail,10,,1,,1%@ |
| <b>All Partially Applied Credit Documents</b> - Returns all partially applied credit documents.                                                                                                                               | AllPartiallyAppliedCreditDocuments, Pad Length, Include Unapplied Docs                         | @%AllPartiallyAppliedCreditDocuments,20,1%@ |
| <b>Selected Documents</b> - Returns the total of all outstanding invoices.                                                                                                                                                    | SelectedDocuments, N/A, N/A, N/A, PayLink                                                      | @%SelectedDocuments,0,0,0,1%@               |
| <b>PayLink for Multiple Documents</b> - Returns a single PayLink for all invoices indicated in previous functions in the current text field. Can be used in conjunction with "SelectedDocuments" function with no parameters. | PayLinkForMultipleDocuments                                                                    | @%PayLinkForMultipleDocuments%@             |

|                                                                                                                                                                                                                            |                                                                                                   |                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <b>All Invoices Not Overdue Detail –</b><br>Returns all invoices that are not overdue for a customer, includes the document number, current amount, and due date for each transaction.                                     | AllInvoicesNotOverdueDetail, Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID   | @%AllInvoicesNotOverdueDetail,20,1,0,1,,>=-30,ID%@ |
| <b>Overdue Disputed Invoices Detail –</b><br>Returns all overdue invoices that are selected on a dispute type note for a customer, includes the document number, current amount, and due date for each transaction.        | OverdueDisputedInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID | @%OverdueDisputedInvoicesDetail,20,1,0,1,,>45,ID%@ |
| <b>Overdue Promised Invoices Detail –</b><br>Returns all overdue invoices that are selected on a Promise To Pay type note for a customer, includes the document number, current amount, and due date for each transaction. | OverduePromisedInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID | @%OverduePromisedInvoicesDetail,20,1,0,1,,>45,ID%@ |
| <b>Overdue Special Invoices Detail –</b><br>Returns all overdue invoices that are selected on a Special type note for a customer, includes the document number, current amount, and due date for each transaction.         | OverdueSpecialInvoicesDetail, Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID  | @%OverdueSpecialInvoicesDetail,20,1,0,1,,>45,ID%@  |
| <b>Credit Documents Detail –</b><br>Returns all credit documents for a customer, includes document number, current amount, and due date for each transaction.                                                              | CreditDocumentsDetail Pad Length, Currency, N/A, PayLink, N/A, Days Overdue, Function ID          | @%CreditDocumentsDetail,20,1,0,1,,>45,ID%@         |
| <b>SelectedDocumentsTotal –</b> Returns the total amount of the Documents Selected in the functional currency.                                                                                                             | SelectedDocumentsTotal, Pad Length                                                                | @%SelectedDocumentsTotal,10%@                      |

|                                                                                                              |                                                                        |                                              |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------|
| <b>AllPartiallyPaidInvoicesDetail</b> – Returns Invoices that have some, but not all of the amount due paid. | AllPartiallyPaidInvoicesDetail, Pad Length, Currency, 0, Days Overdue, | @%AllPartiallyPaidInvoicesDetail,0,1,,0,,,%@ |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------|

## Aging Period Functions

The following aging period functions can be used to create aging period reports in Collections Management. Functions with two asterisks (\*\*) include the following parameters:

**Period Number** -An integer indicating which aging period name is to be displayed

**Pad Length** – This is an integer indicating the length of the field. Spaces will be added in front of the returned amount until the length equals the number the user enters.

| Function/Description                                                                              | Syntax                                                           | Sample                         |
|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------|--------------------------------|
| <b>**Aging Period Name</b> - Returns the aging period description.                                | AgingPeriodName, Period Number, N/A, N/A , N/A, Pad Length       | @%AgingPeriodName,10,,,1%@     |
| <b>**Aging Period Amount</b> - Returns the amount of the specified aging period for the customer. | AgingPeriodAmount, Period Number, N/A, Currency, N/A, Pad Length | @%AgingPeriodAmount,10,,1,,1%@ |

## Customer Information Functions

The following customer information functions can be used to create customer reports in Collections Management.

| Function/Description                                                                                                                                                                                                                                                 | Syntax             | Sample                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------|
| <b>Contact Name</b> - Returns the full name of the contact for the customer.                                                                                                                                                                                         | ContactName        | @%ContactName%@        |
| <b>Customer ID</b> - Returns the customer ID.                                                                                                                                                                                                                        | CustomerID         | @%CustomerID%@         |
| <b>Customer Fax</b> - Returns the customer fax number. Includes a parameter for the number of characters, with a default of 14.                                                                                                                                      | CustomerFax,Fax1   | @%CustomerFax,14%@     |
| <b>Last Payment Date</b> - Returns the date of the last payment made by the customer.                                                                                                                                                                                | LastPaymentDate    | @%LastPaymentDate%@    |
| <b>Last Payment Amount</b> - Returns the amount of the last payment made by the customer.                                                                                                                                                                            | LastPaymentAmount  | @%LastPaymentAmount%@  |
| <b>Total Balance</b> - Returns the total of all the customer's outstanding invoices.                                                                                                                                                                                 | TotalBalance       | @%TotalBalance%@       |
| <b>Customer Name</b> – Returns the name for the Customer.                                                                                                                                                                                                            | CustomerName       | @%CustomerName%@       |
| <b>Customer Address 1</b> – Returns the first address line for the Address ID specified.                                                                                                                                                                             | CustomerAddr1      | @%CustomerAddr1%@      |
| <b>Customer Address 2</b> – Returns the second address line for the Address ID specified.                                                                                                                                                                            | CustomerAddr2      | @%CustomerAddr2%@      |
| <b>Customer Address 3</b> – Returns the third address line for the Address ID specified.                                                                                                                                                                             | CustomerAddr3      | @%CustomerAddr3%@      |
| <b>Customer City</b> – Returns the city for the Address ID specified.                                                                                                                                                                                                | CustomerCity       | @%CustomerCity%@       |
| <b>Customer State</b> – Returns the state for the Address ID specified.                                                                                                                                                                                              | CustomerState      | @%CustomerState%@      |
| <b>Customer Postal Code</b> – Returns the Postal Code for the Address ID specified.                                                                                                                                                                                  | CustomerPostalCode | @%CustomerPostalCode%@ |
| <b>Customer:</b> - Returns any field from any table where CUSTNMBR is a unique key. For example, if the Salesperson ID is desired, put RM00101.SLPRSNID after the colon. If the table/column name does not return a unique value, only the first result will display | Customer:          | @%Customer:%@          |

## Collector Information Functions

The following collector information functions can be used to create collector reports in Collections Management. The following parameters are available for Collector Functions:

**Current Collector:** The first variable can be used to specify either the Credit Manager assigned to the customer (0) or the Current Collector completing the process within GP.

**Signature ID:** This is only used within the Collector Signature function and allows for specifying any Signature ID available for the Collector retrieved. Note: It is important to ensure that all Collectors that could be retrieved have the Signature ID specified within the function.

| Function/Description                                                                                                                                                                                                     | Syntax                                  | Sample                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------|
| <b>Collector Name</b> - Returns the name in the Collector Name field of the Collections Management Collector Setup window.                                                                                               | CollectorName                           | @%CollectorName,0%@                       |
| <b>Collector Phone 1</b> - Returns the number in the Phone1 field of the Collections Management Collector Setup window.                                                                                                  | CollectorPhone1                         | @%CollectorPhone1,0%@                     |
| <b>Collector Phone 2</b> - Returns the number in the Phone2 field of the Collections Management Collector Setup window.                                                                                                  | CollectorPhone2                         | @%CollectorPhone2,0%@                     |
| <b>Collector Fax</b> - Returns the number in the Fax field of the Collections Management Collector Setup window.                                                                                                         | Collectorfax                            | @%Collectorfax,0%@                        |
| <b>Collector User Defined 1</b> - Returns the information in the User Defined 1 field of the Collections Management Collector Setup window.                                                                              | CollectorUserDefined1                   | @%CollectorUserDefined1,0%@               |
| <b>Collector User Defined 2</b> - Returns the information in the User Defined 2 field of the Collections Management Collector Setup window.                                                                              | CollectorUserDefined2                   | @%CollectorUserDefined2,0%@               |
| <b>Collector Position</b> - Returns the information in the Position Name field of the Collections Management Collector Setup window.                                                                                     | CollectorPosition                       | @%CollectorPosition,0%@                   |
| <b>Collector Email Address</b> - Returns the information in the E-mail Address field of the Collections Management Collector Setup window.                                                                               | CollectorEmailAddress                   | @%CollectorEmailAddress,0%@               |
| <b>Collector Signature</b> - Returns the collector signature specified for the Collector generating the letter. If the signature ID does not exist, or is not supplied, the default signature for the collector is used. | CollectorSignature,,,,,<br>Signature ID | @%CollectorSignature,0,,,,,Signature ID%@ |

# Reminder Letters Functions

The following reminder letter functions can be used to create reminder letter documents in Collections Management.

Functions with an asterisk (\*) include the following parameters.

**Pad Length** - This is an integer indicating the length of the field. Spaces will be added in front of the returned amount until the length equals the number the user enters.

**Currency** – This is an integer indicating either functional currency (0) or originating currency (1).

**Days Overdue** – This is a qualifier followed by an integer indicating how many days overdue that invoices need to be to display. Negative numbers are acceptable. These qualifiers are:

**= Equals**

Example: “=30” will only display invoices that are exactly 30 days past due

**> Greater Than**

Example: “>30” will display invoices that are more than 30 days past due

**< Less Than**

Example: “<30” will display invoices that are less than 30 days past due

**>= Greater Than or Equal To**

Example: “>=-30” will display invoices that are coming due in 30 days or less, and all overdue invoices

**<= Less Than or Equal To**

Example: “<=30” will display invoices that are 30 or less days past due

| Function/Description                                                                                                              | Syntax                                                         | Sample                           |
|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------|
| <b>*All Documents</b> - Returns all the outstanding documents, returns, and payments.                                             | AllDocuments, Pad Length, Currency                             | @%AllDocuments,10,1%@            |
| <b>*All Documents Detail</b> - Returns all the outstanding documents, returns, and payments with the current amount and due date. | AllDocumentsDetail, Pad Length, Currency, Paylink, Function ID | @%AllDocumentsDetail,10,1,0,ID%@ |
| <b>All Documents Total</b> - Returns the total of all outstanding documents, return documents, and payments.                      | AllDocumentsTotal                                              | @%AllDocumentsTotal%@            |
| <b>All Documents Charges</b> - Returns the total reminder level fees for all outstanding documents.                               | AllDocumentsCharges                                            | @%AllDocumentsCharges%@          |

|                                                                                                                                                                                        |                                                                                    |                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------|
| <b>All Documents Total + Charges -</b><br>Returns the total amount of the outstanding documents and the reminder level charges.                                                        | AllDocumentsTotal+Charges                                                          | @%AllDocumentsTotal+Charges%@                      |
| <b>*All Documents Not Disputed -</b><br>Returns all documents, return documents, and payments that do not have a note with a Dispute action type.                                      | AllDocumentsNotDisputed, Pad Length, Currency                                      | @%AllDocumentsNotDisputed,10,1%<br>@               |
| <b>All Documents Not Disputed Detail -</b> Returns all non-disputed invoices, return documents, and payments for a customer, and the current amount and due date for each transaction. | AllDocumentsNotDisputedDetail, Pad Length, Currency, Paylink, Function ID          | @%AllDocumentsNotDisputedDetail,10,1,0,ID%<br>@    |
| <b>*Overdue Documents -</b> Returns all overdue documents.                                                                                                                             | OverdueDocuments, Pad Length, Currency, Days Overdue                               | @%OverdueDocuments,10,1,>45%<br>@                  |
| <b>*Overdue Documents Detail -</b> Returns all overdue documents for a customer, and the current amount and due date for each transaction.                                             | OverdueDocumentsDetail, Pad Length, Currency, Days Overdue, Function ID            | @%OverdueDocumentsDetail,10,1,>45,%<br>@           |
| <b>Overdue Documents Total -</b><br>Returns the total of all overdue documents.                                                                                                        | OverdueDocumentsTotal                                                              | @%OverdueDocumentsTotal%<br>@                      |
| <b>Overdue Documents Charges -</b><br>Returns the total reminder level charges for the overdue documents.                                                                              | OverdueDocumentsCharges                                                            | @%OverdueDocumentsCharges%<br>@                    |
| <b>Overdue Documents Total + Charges -</b> Returns the total number of overdue documents and the reminder level charges for those overdue documents.                                   | OverdueDocumentsTotal+Charges                                                      | @%OverdueDocumentsTotal+Charges%<br>@              |
| <b>*Overdue Documents Not Disputed -</b> Returns all documents that do not have a note with a Dispute action type.                                                                     | OverdueDocumentsNotDisputed, Pad Length, Currency, Days Overdue                    | @%OverdueDocumentsNotDisputed,10,1,>45%<br>@       |
| <b>Overdue Documents Not Disputed Detail -</b> Returns all non-disputed documents for a customer, and the current amount and due date for each transaction.                            | OverdueDocumentsNotDisputedDetail, Pad Length, Currency, Days Overdue, Function ID | @%OverdueDocumentsNotDisputedDetail,5,1,>45,%<br>@ |
| <b>Overdue Documents Not Disputed Total -</b> Returns the total of all outstanding documents which are not disputed.                                                                   | OverdueDocumentsNotDisputedTotal                                                   | @%OverdueDocumentsNotDisputedTotal%<br>@           |

|                                                                                                                                                                 |                                                            |                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------------------|
| <b>*Overdue Documents Not Disputed Charges</b> - Returns the total reminder level charges for the overdue documents which are not disputed.                     | OverdueDocumentsNotDisputedCharges                         | @%OverdueDocumentsNotDisputedCharges%@       |
| <b>Overdue Documents Not Disputed Total + Charges</b> - Returns the total amount of overdue, non-disputed documents and their reminder level charges.           | OverdueDocumentsNotDisputedTotal+Charges                   | @%OverdueDocumentsNotDisputedTotal+Charges%@ |
| <b>*Disputed Documents</b> - Returns all the Documents that are assigned to a note of the Dispute action type.                                                  | DisputedDocuments, Pad Length, Currency                    | @%DisputedDocuments,10,1%@                   |
| <b>*Disputed Documents Detail</b> - Returns all disputed documents, the current amount, and due date for a customer.                                            | DisputedDocumentsDetail, Pad Length, Currency, Function ID | @%DisputedDocumentsDetail,10,1,%@            |
| <b>Disputed Documents Total</b> - Returns the total of all outstanding documents which are not disputed.                                                        | OverdueDocumentsNotDisputedTotal, Pad Length, Currency     | @%OverdueDocumentsNotDisputedTotal%@         |
| <b>*Disputed Documents Charges</b> - Returns the total reminder level charges for the disputed documents.                                                       | DisputedDocumentsCharges                                   | @%DisputedDocumentsCharges%@                 |
| <b>Disputed Documents Total + Charges</b> - Returns the total number of disputed documents and their reminder level charges.                                    | DisputedDocumentsTotal+Charges                             | @%DisputedDocumentsTotal+Charges%@           |
| <b>*Promised Documents</b> - Returns all documents that are assigned to a note of the promised payment type.                                                    | PromisedDocuments, Pad Length, Currency                    | @%PromisedDocuments,10,1%@                   |
| <b>*Promised Documents Detail</b> - Returns all documents that are assigned to a note of the promised payment type, along with the current amount and due date. | PromisedDocumentsDetail, Pad Length, Currency, Function ID | @%PromisedDocumentsDetail,10,1,%@            |
| <b>Promised Documents Total</b> - Returns the total of all outstanding documents that are assigned to a note of the promised payment type.                      | PromisedDocumentsTotal                                     | @%PromisedDocumentsTotal%@                   |
| <b>*Promised Documents Charges</b> - Returns the total reminder level charges for the documents that are assigned to a note of the promised type.               | PromisedDocumentsCharges                                   | @%PromisedDocumentsCharges%@                 |

|                                                                                                                                                                                                                                                      |                                                             |                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------|
| <b>Promised Documents Total + Charges</b> - Returns the total amount for documents that are assigned to a note of the promised type and their reminder level charges.                                                                                | PromisedDocumentsTotal+Charges                              | @%PromisedDocumentsTotal+Charges%@          |
| <b>*Special Documents Detail</b> - Returns all documents that are assigned to a note of the special type, along with the current amount and due date.                                                                                                | SpecialDocumentsDetail, Pad Length, Currency, Function ID   | @%SpecialDocumentsDetail,10,1,%@            |
| <b>Special Invoices Total</b> - Returns the total of all outstanding invoices assigned to a note of the special type.                                                                                                                                | SpecialInvoicesTotal                                        | @%SpecialInvoicesTotal%@                    |
| <b>*Special Document Charges</b> - Returns the total reminder level charges for the documents assigned to a note of the special type.                                                                                                                | SpecialDocumentsCharges                                     | @%SpecialDocumentsCharges%@                 |
| <b>Special Document Total + Charges</b> - Returns the total number of documents assigned to a note of the special type and their reminder level charges.                                                                                             | SpecialDocumentsTotal+Charges                               | @%SpecialDocumentsTotal+Charges%@           |
| <b>Total Balance</b> - Returns the total of all outstanding documents.                                                                                                                                                                               | TotalBalance                                                | @%TotalBalance%@                            |
| <b>*All Non-Zero Reminder Level Documents</b> - Returns the document number, document date, amount, and reminder level for all documents that have a non-zero reminder level assigned to them, sorted from the highest reminder level to the lowest. | AllNonZeroReminderLevelDocuments, Pad Length, Currency      | @%AllNonZeroReminderLevelDocuments,10,1%@   |
| <b>The All Non-Zero Reminder Level Documents Total</b> - Returns the total amount of all documents that have a non-zero reminder level assigned to them.                                                                                             | AllNonZeroReminderLevelDocumentsTotal, Pad Length, Currency | @%AllNonZeroReminderLevelDocumentsTotal,5%@ |
| <b>*All Reminder Level Zero Documents</b> - Returns the document number, document date, and amount for all documents that have a reminder level of zero assigned to them.                                                                            | AllReminderLevelZeroDocuments, Pad Length, Currency         | @%AllReminderLevelZeroDocuments,10,1%@      |
| <b>All Reminder Level Zero Documents Total</b> - Returns the total amount of all documents that have a reminder level of zero assigned to them.                                                                                                      | AllReminderLevelZeroDocumentsTotal, Pad Length, Currency    | @%AllReminderLevelZeroDocuments,10,1%@      |

|                                                                                                                                                                        |                                                           |                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------|
| <b>All Reminder Level One Documents</b> - Returns the document number, document date, and amount for all documents that have a reminder level of 1 assigned to them.   | AllReminderLevelOneDocuments, Pad Length, Currency        | @%AllReminderLevelOneDocuments,10,1%@      |
| <b>All Reminder Level One Documents Total</b> - Returns the total amount of all documents that have a reminder level of 1 assigned to them.                            | AllReminderLevelOneDocumentsTotal, Pad Length, Currency   | @%AllReminderLevelOneDocumentsTotal,10,1%@ |
| <b>All Reminder Level Two Documents</b> - Returns the document number, document date, and amount for all documents that have a reminder level of 2 assigned to them.   | AllReminderLevelTwoDocuments, Pad Length, Currency        | @%AllReminderLevelTwoDocuments,10,1%@      |
| <b>All Reminder Level Two Documents Total</b> - Returns the total amount of all documents that have a reminder level of 2 assigned to them.                            | AllReminderLevelTwoDocumentsTotal, Pad Length, Currency   | @%AllReminderLevelTwoDocumentsTotal,10,1%@ |
| <b>All Reminder Level Three Documents</b> - Returns the document number, document date, and amount for all documents that have a reminder level of 3 assigned to them. | AllReminderLevelThreeDocuments, Pad Length, Currency      | @%AllReminderLevelThreeDocuments,10,1%@    |
| <b>All Reminder Level Three Documents Total</b><br>- Returns the total amount of all documents that have a reminder level of 3 assigned to them.                       | AllReminderLevelThreeDocumentsTotal, Pad Length, Currency | @%AllReminderLevelThreeDocumentsTotal%@    |
| <b>All Reminder Level Four Documents</b> - Returns the document number, document date, and amount for all documents that have a reminder level of 4 assigned to them.  | AllReminderLevelFourDocuments, Pad Length, Currency       | @%AllReminderLevelFourDocuments%@          |
| <b>All Reminder Level Four Documents Total</b> - Returns the total amount of all documents that have a reminder level of 4 assigned to them.                           | AllReminderLevelFourDocumentsTotal, Pad Length, Currency  | @%AllReminderLevelFourDocumentsTotal%@     |

|                                                                                                                                                                       |                                                          |                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------|
| <b>All Reminder Level Five Documents</b> - Returns the document number, document date, and amount for all documents that have a reminder level of 5 assigned to them. | AllReminderLevelFiveDocuments, Pad Length, Currency      | @%AllReminderLevelFiveDocuments%@      |
| <b>All Reminder Level Five Documents Total</b> - Returns the total amount of all documents that have a reminder level of 5 assigned to them.                          | AllReminderLevelFiveDocumentsTotal, Pad Length, Currency | @%AllReminderLevelFiveDocumentsTotal%@ |

# Chapter 9: Collections Management Windows

Click a link for more information about a window.

- [Assign Customers to Collection Plan window](#)
- [Collection Management Plan Processing window](#)
- [Collections Create Sample Data window](#)
- [Collections Management About Box window](#)
- [Collections Management Action Maintenance window](#)
- [Collections Management Build Query window](#)
- [Collection Plans Need Processing](#)
- [Collections Management Collector Performance window](#)
- [Collections Management Collector Setup window](#)
- [Collections Management Collector Signatures Setup window](#)
- [Collections Management Credit Limit window](#)
- [Collections Management Customer Information window](#)
- [Collections Management Days Sales Outstanding window](#)
- [Collections Management Edit Reminder Levels window](#)
- [Collections Management E-mail window](#)
- [Collections Management E-mail Action window](#)
- [Collections Management Installation and Registration window](#)
- [Collections Management Letter Maintenance window](#)
- [Collections Management Letter Note View window](#)
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- [Collections Management Main Window](#)
- [Collections Management Note Inquiry Details](#)
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- [Collections Management Print Invoice Options window](#)
- [Collections Management Print Selection window](#)
- [Collections Management Purge Notes window](#)
- [Collections Management Query Actions window](#)
- [Collections Management Query Letters window](#)
- [Collections Management Query Results List window](#)
- [Collections Management Receivable Documents window](#)

- Collections Management Receivables Summary Inquiry window
- Collections Management Reminder Letters window
- Collections Management Reminder Level Setup window
- Collections Management Reports window
- Collections Management Security Setup window
- Collections Management Select Date window
- Collections Management Setup window
- Collections Management Task List window
- Collections Management Transaction Inquiry window
- Collections Management Transaction Note Selection window
- Collections Management Transfer Credit Manager window
- Collections Management User Defined Setup window
- Collections Management View Letters window

## Assign Customers to Collection Plan window

Cards>>Sales>>Assign Customers to A Collection Plan

Refer to the Using Collection Plans section for information about this window.

## Collection Management Plan Processing window

Transactions>>Sales>>Collection Plan Processing

Refer to the Collection Plan Processing section for information about this window.

## Collections Create Sample Data window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Sample Data

Refer to the Using the Collections Create Sample Data Window section for information about this window.

## Collections Management About Box window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection About

Use the Collections Management About Box window to view the Collections Management version as well as the contact details for support.

## Collections Management Action Maintenance window

Cards>>Sales>>Collection Actions

Use the Collections Management Action Maintenance window to enter actions that the user can assign to notes. For example, the user can create action IDs to track actions, such as calls to customers, sent documents, and promised checks.

Related  
item:

- [Creating an action ID](#)

## Collections Management Action Maintenance window: Fields

### Action ID

Enter an identification for the action.

### Action Description

Enter a detailed description for the action ID.

### Action Type

Select an action type. The user can select None, Dispute, Promise to Pay, or Special. In the [Collections Management Transaction Inquiry window](#), transactions will be marked as shown in the following table.

| <u>Action Type</u>      | <u>Letter</u> |
|-------------------------|---------------|
| None                    | N/A           |
| Dispute                 | D             |
| Promise to Pay          | P             |
| Special                 | S             |
| Past due promise to pay | B             |

### Automatically Mark as Completed

Mark this option for those actions that do not require a follow-up procedure. Examples of actions that might require additional actions include reprinting invoices or recording notes from a phone conversation.

### Follow-up Action Days

Enter the number of days to follow up with the user's customer.

## Collections Management Action Maintenance window: Buttons

### Clear

Clears the entries the user has made and allows the user to continue working in this window

### Delete

Deletes the entries the user has made in this window

### Save

Saves the entries the user has made in this window

## Collections Management Build Query window

Transactions>>Sales>>Build Query

Use the Collections Management Build Query window to create a list of customers that meet specific user-defined criteria. Query results are saved by collector ID, so each collector can run queries. Lists of customers matching the query criteria are saved so that each user can work with a separate list of customers.

To be included in query results, customers must have a Statement To address assigned in the Customer Maintenance window. The customer's primary address ID is used as the default Statement To address.

The user can run the same saved query every day. For example, the user can run a query on Monday to generate a list of customers that have an overdue balance on that day. When the user runs the same query on Tuesday, customers who have made payments will be removed from the list, and other customers with newly overdue payments will be added to the list.

After the user has created the query, the user can use the [Collections Management Main Window](#) to complete tasks using the results from the query. Choose the Customer ID lookup button to display the customer records matching the query. Each user can store results for one query at a time.

### Related item:

- [Creating a customer query](#)

## Collections Management Build Query window: Fields

### Query ID

Enter a name for the query in the Query ID Field. Queries can be saved and used later. After a query has been saved, the user can click the information button next to the Query ID field to view when the query was run.

### Description

Enter a description of the query.

## Query Type

Standard lets the user select many common ranges and options quickly. If the user has complicated requirements, and are familiar with writing SQL statements, Advanced enables the user to find customers that meet complicated criteria, possibly using custom tables and/or tables from other installed products.

### Document Type ID

Select a SOP Document Type ID to filter on just those customers with those documents.

### Customer

Select a customer field to query customer records by. The user can select Customer ID, Customer Name, Class ID, User Defined 1, Salesperson ID, or Sales Territory. To view the customer records for a specific salesperson, select Salesperson ID, and enter or select the salesperson ID in the From and To fields.

### Cust. Info.

Select a customer information field to query customer records by. The user can select Credit Manager, Contact Method, Time Zone, List 1, List 2, Date Field 1, Text Field 1, and Credit Control Cycle. To view the customer records for a specific credit manager, select Credit Manager, and enter or select the collector ID in the From and To fields.

### Balance

Select Balance Due, and enter a dollar amount range to query records by. To view the customers that owe less than \$500.00, enter \$0.00 in the From field and \$500.00 in the To Field.

### Period/Date

Select the period or date to query customer records by. The user can select Aging Periods, Document Date, Due Date, or Last Letter Sent.

If the user selects Aging Periods, the user can select aging buckets in the From and To fields.

If the user selects Document Date, Due Date, or Last Letter Sent, the user can select an option in the From and To fields and enter a date range or number of days to query information by. The user can select the following:

- Number of Days
- Enter Date
- Current Date
- Beginning of Month
- End of Month
- Beginning of Period
- End of Period
- Beginning of Previous Month
- End of Previous Month
- Beginning of Previous Period
- End of Previous Period
- Beginning of Calendar Year
- End of Calendar Year
- Beginning of Fiscal Year
- End of Fiscal Year

## Notes

Select a type of note to query customer records by. The user can select Caller ID, Contact Date, and Action Assigned To, Action ID, and Action Date, Action Status, and Priority. Depending on the type of note the user selects, the user can enter or select additional information. For example, if the user selects Action Date, the user can enter dates in the From and To field. If the user selects Action Assigned To, the user can enter or select a collector ID in the From and To fields.

If there is a note attached to a customer record with the type of note selected, that customer record will be displayed in the query.

## Action Type

Select an action type to query records by. The user can select None, Dispute, Promise to Pay, or Special. If there is an open note attached to a customer record with the action type selected, that customer record will be displayed in the query.

## Levels

Select Reminder Level and select a starting and ending level to query customer records by. To view the customer records for reminder levels 3 and 4, select Reminder Level and select 3 in the From field and 4 in the To field.

## Exclude Customers That Have Made a Payment In

Select this option, and enter the number of days to exclude customer records from the query if a payment was made within the number of days that the user entered. This field is available only after the user selects Balance Due in the Balance field and choose Insert.

## Exclude Customers That Have an Older Balance

Select this option to exclude customer records from the query if a balance exists in a period earlier than the one the user selected in the balance query. This field is available only after the user selects Balance Due in the Balance field and choose Insert.

## Exclude Customers That Have Not Made a Payment

Select this option to exclude customer records from the query if no payment has been made.

## Note

Select the Note Exists for Customer option or the Note Does Not Exist for Customer option. This field is available only after the user selects a note type in the Notes field and choose Insert.

## Balance Returned

Select a balance returned option to query customer records by. Select Customer Balance to display the total balance for all customers in the query. Select Selected Range to display the amount in the specified range.

This field is available only after the user selects balance due in the Balance field and choose Insert.

## Consolidate National Account Activity

Mark this option to combine activity information for customers that use National Accounts.

## Collections Management Build Query window: Buttons

### Clear

Clears the entries the user has made and allows the user to continue working in this window

### Delete

Deletes the entries the user has made in this window

### Insert

Inserts the options the user has selected in the Restrictions list

### Query

Completes the query process, displays information such as records searched, records found, total balance of query customers, and query/overdue balance, and opens the [Collections Management Main Window](#)

### Remove

Removes the selected options from the Restrictions list

### Save

Saves the entries the user has made in this window

## Collections Management Collector Performance window

Inquiry>>Sales>>Collections Collector Performance

Use the Collections Management Collector Performance window to view the efficiency and rate of processing collection notes by each Collector.

## Collections Management Collection Plans Need Processing window: Fields

### Start Date

Enter a note creation date to begin a selected range.

### End Date

Enter a note completion date to end a selected range.

### Sort By

Choose an option for the dropdown to sort each collector by Collector ID (default), Amount Canceled, Amount Closed, Amount Opened, Net Change, Number Canceled, Number Closed, Number Created, Number Open at End, or Number Open at Start.

### Collector

Displays the Collector IDs.

### Note Status

Displays the Action Type assigned to the note category (None, Dispute, Promise to Pay, or Special).  
Displays Totals: where indicated.

### Number - Open at Start

Displays the quantity of notes in open status at the beginning of the selected time range.

### Number - Open at End

Displays the quantity of notes in open status at the end of the selected time range.

### Number - Net Change

Displays if more notes were created during the time range (number preceded by a +) or closed/canceled during the time range (number preceded by a -).

### Number - Created

Displays the number of notes created during the selected time range.

### Number - Closed

Displays the number of notes closed during the selected time range.

### Number - Canceled

Displays the number of notes canceled during the selected time range.

### Average - Days to Close

Only available when showing detail by Action type assigned to a note, this displays the mean value the category took to close or cancel a note.

### Amount - Opened

Displays the currency sum of the invoice value attached to the note of invoices created during the selected time range.

### Amount - Closed

Displays the currency sum of the invoice value attached to the note of invoices closed during the selected time range.

### Amount - Canceled

Displays the currency sum of the invoice value attached to the note of invoices canceled during the selected time range.

## Collections Management Collection Plans Need Processing window: Buttons

Clear

Clears the entries the user has made and allows the user to continue working in this window.

Delete

Deletes the entries the user has made in this window.

Save

Saves the entries the user has made in this window.

## Collections Management Collection Plans Need Processing window

Transactions>>Sales>>Collection Plan Processing>>Process All Customers

Use the Collections Management Collection Plans Need Processing window to review the actions that will be taken on each of the displayed Customers before the final processing occurs.

## Collections Management Collection Plans Need Processing window: Fields

When Sending Letters:

Choose to either Email Only, or Email, Print what doesn't. Whether to email or print is determined if an email address is assigned to that customer id on their internet information card.

Assign Actions To:

Choose Assigned Credit Manager to assign any newly created open Collection notes and tasks to the credit manager assigned to the customer ID, or choose Select Collector and enter the Collector ID the user would like to assign the Collection tasks to when running this instance.

Include Statement

Check this box and choose the Receivables Statement form the user would like included as an attachment to the email or printed out (if the Collection letter is printed).

## Collections Management Build Query window: Buttons

Process Collection Plans

Click to initialize the processing of the customers as displayed in the top portion of the window.

See Details

Click to go to the Collection Plan Processing window where the user can see details on a customer level.

Cancel

Click to cancel Collection Plan processing.

# Collections Management Collector Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collectors

Use the Collections Management Collector Setup window to define individual settings for each collector.

Related item:

- [Setting up a Collector ID](#)

## Collections Management Collector Setup window: Fields

Collector ID

Enter or select an ID for the collector.

Collector Name

Enter the name of the collector.

Position Name

Enter the collector's position name. This information can be used for Collections letters. This information will be displayed in the Legend 2 (Title) field on the Collections letters.

Email Address

Enter the e-mail address for the collector.

User Defined 1/ User Defined 2

Enter user-defined information. The user can use this information for Collections letters.

Phone 1

Enter the phone number for the collector. The user can use this information for Collections letters.

Phone 2

Enter an additional phone number for the collector. The user can use this information for Collections letters.

Fax

Enter the fax number for the collector. The user can use this information for Collections letters.

Signature ID

Enter or select a signature ID for the collector.

Collections Management

Select this option to associate a GP User ID to the Collector ID.

User ID

Enter or select a user ID for the collector. This field is available only if the user marks the Collections Management option.

Default Action Assign To

Select the default user to assign actions to—Collector ID or Credit Manager. When the user creates a note for a customer, the credit manager or collector will be displayed in the Action Assign To field in the [Collections Management Main Window](#). If the user selects Credit Manager, and no credit manager has been assigned to the customer, the Collector ID will be displayed.

This field is available only if the user marks the Collections Management option.

Open Collections Main on Startup

Select this option to open the [Collections Management Main Window](#) when the user starts Microsoft Dynamics GP. This field is available only if the user marks the Collections Management option.

Open Collections Tasks on Startup

Select this option to open the [Collections Management Task List window](#) when the user starts Microsoft Dynamics GP. This field is available only if the user marks the Collections Management option.

Open Collections Management Query on Startup

Select this option to open the [Collections Management Build Query window](#) when the user starts Microsoft Dynamics GP. This field is available only if the user marks the Collections Management option.

Refresh Collections Main with RM Transaction Entry Customer

Select this option to update information in the Collections Management Main Window with information that the user changes in the Receivables Transaction Entry window. This field is available only if the user marks the Collections Management option.

## Collections Management Collector Setup window: Buttons

Clear

Clears the entries the user has made and allows the user to continue working in this window

Delete

Deletes the entries the user has made in this window

Save

Saves the entries the user has made in this window

## Collections Management Collector Signatures Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collector Signatures

Use the Collections Management Collector Signatures Setup window to set up signatures for each collector. These signatures can be used when printing collection letters.

Related item:

- [Setting up a collector signature](#)

## Collections Management Collector Signatures Setup window: Fields

Collector ID

Enter or select a collector ID.

Signature ID

Enter or select a signature ID.

Signature

Enter the text to display as this collector's signature on collection letters.

## Collections Management Collector Signatures Setup window: Buttons

Clear

Clears the entries the user has made and allows the user to continue working in this window

**Delete**

Deletes the entries the user has made in this window

**Save**

Saves the entries the user has made in this window

## Collections Management Credit Limit window

Transactions>>Sales>>Collection Main>>enter or select a customer ID>>Credit Limit expansion button

Use the Collections Management Credit Limit window to view the credit limit information for a customer.

### Collections Management Credit Limit window: Fields

If Total Balance Due Exceeds:

Displays the customer's credit limit entered in the Display Credit Limit Warning window

Or If the Sum Of

Displays the aging period selected in the Display Credit Limit Warning window

And Beyond Exceeds

Displays the credit limit for the aging period selected in the Or If the Sum Of field in the Display Credit Limit Warning window.

## Collections Management Customer Information window

Cards>>Sales>>Collection Info

Use the Collections Management Customer Information window to enter collection information about the user's customers, such as a collection address ID, a credit manager, and user-defined information.

Related item:

- [Entering customer collection information](#)

### Collections Management Customer Information window: Fields

**Child**

This checkbox is selected if the customer is defined as a child of a parent customer in the National Accounts window.

**Collection Address ID**

Enter or select an address ID. This ID will be displayed in the [Collections Management Main Window](#) when the user selects this customer. The user can use this information for mail merges.

**Credit Control Cycle**

Displays the credit control cycle from the [Collections Management Setup window](#) - The user can also select a different cycle. The user can use this information for creating queries.

**Credit Manager**

Enter or select a credit manager to assign to the customer account. The user can use this information for creating queries. For example, the user can create a query to display all customers for a specific credit manager.

### Customer Name

Displays the customer name

### Customer User-Defined Fields:

Enter customer user-defined information.

### Do Not Send Letters

Select this option to prevent the customer from receiving letters generated with Collections Management mail merges.

### Parent

This checkbox is selected if the customer is defined as a parent customer in the National Accounts window.

### Preferred Contact Method

Displays the preferred contact method for the customer from the [Collections Management Setup window](#) - The user can also select a different method. The user can use this information for creating queries.

### Time Zone

Displays the time zone for the customer from the [Collections Management Setup window](#) - The user can also select a different time zone. The user can use this information for creating queries.

### Alert Message

The Alert Message field can be used to enter a message that all collectors will encounter when selecting the Customer ID specified within the Collections Management Main window. The message window will need to be closed by the collector prior to any interaction with the Collection Main window.

## Collections Management Customer Information window: Buttons

### Clear

Clears the entries the user has made and allows the user to continue working in this window

### National Accounts

Opens the National Accounts Maintenance window, where the user can select options for a national account, such as the ability to enter cash receipts for child customers, apply credit checking, apply holds, and assess finance charges

### Save

Saves the entries the user has made in this window

## Collections Management Days Sales Outstanding window

### Inquiry>>Sales>>Days Sales Outstanding

Use the Collections Management Days Sales Outstanding window to calculate the average sales per day and average days outstanding in a rolling period. This information indicates how much the user is selling and how fast the user is receiving payment for sales.

### Related item:

- [Calculating average sales per day](#)

## Collections Management Days Sales Outstanding window: Fields

### Average Sales Per Day

Displays an amount calculated by dividing the Sales for Period amount by the number of days

### Average Sales Per Day (scrolling window)

Displays the average sales per day for each calculation

### Date Calculated

Displays the date the information was calculated

### Days Sales Outstanding (scrolling window)

Displays an amount calculated by dividing the Sales Outstanding field by the Average Sales Per Day.

### Days Sales Outstanding (scrolling window)

Displays the days sales outstanding that was calculated

### From Date

Enter the date to begin calculating information or accept the default date—the number of days prior to the date in the To Date field.

### From Date (scrolling window)

Displays the beginning date for each calculation

### Number of Days

Enter a number of days in the user's rolling period, or accept the default number of 360 days.

### Number of Days (scrolling window)

Displays the number of days the user entered for each calculation

### Sales for Period

Displays the sum of the original document amount for Invoice, Debit Memo, and Service document types in the Receivables Open and Receivables History table for the range of dates, less the sum of the original document amount for Credit Memo and Return document types in the Receivables Open and Receivables History tables

### Sales for Period (scrolling window)

Displays the sales for the period for each calculation

### Sales Outstanding

Displays the sum of the current amount for each customer

### Sales Outstanding (scrolling window)

Displays the current amount of sales outstanding for each calculation

### To Date

Enter the date to calculate information to or accept the default date, which is the current user date

### To Date (scrolling window)

Displays the ending date for each calculation

## Collections Management Days Sales Outstanding window: Buttons

Add to Log

Saves the calculations and displays them in the scrolling window - To delete entries in the log, select a row and choose Edit>>Delete Row.

Calculate

Calculates the sales for period, average sales per day, sales outstanding, and days sales outstanding

OK

Saves the user's changes and closes the window

## Collections Management Edit Reminder Levels window

Transactions>>Sales>>Collection Main>>click the Display link>>click the Level link

Use the Collections Management Edit Reminder Levels window to view and change the reminder level, the reminder level fees, and the last letter date for a document. The user also can change the settings that are updated when collection letters are printed, such as the Reminder Level field. If there was a paper jam when the user printed collection letters, and the user needs to reprint the letters, the user can change the reminder level as needed.

To view this window, the Use Reminder Levels option in the Collections Management Setup window must be selected.

Related item:

- [Viewing open customer documents](#)

### Collections Management Edit Reminder Levels window: Fields

Check Number

Displays the check number if the document the user selected was a payment - This field is available only if the user selects a payment document type.

Currency ID

Displays the currency ID for the document

Customer ID

Enter or select a customer ID to change reminder level information for.

Document Date

Displays the document date

Document Type

Select the document type. The user can choose from Sales/Invoices, Debit Memo, Finance Charge, Service/Repairs, Warranty, Credit Memo, Return, and Cash Receipts.

Last Letter Date

Displays the last date that a letter was sent to the customer - The user can change this date.

Name

Displays the customer name

Number

Select the document number the user wants to change reminder level information for.

#### Original Amount

Displays the original amount of the document

#### Reminder Level

Displays the reminder level—0 through 5—for the document for the customer - The user can select a different level.

#### Reminder Level Fee

Displays the reminder level fee, such as a finance charge, for the customer - The user can change this amount.

## Collections Management Edit Reminder Levels window: Buttons

#### Clear

Clears the entries the user has made and allows the user to continue working in this window

#### Save

Saves the entries the user has made in this window

## Collections Management E-mail window

Transactions>>Sales>>Collection Main>>E-mail Button

Use this window to send documents by e-mail from the user's Microsoft Dynamics GP system. The user must have a MAPI compliant e-mail system, such as Microsoft Outlook, installed and configured properly.

#### Related item:

- *[Sending letters to customers by e-mail](#)*

## Collections Management E-mail window: Fields

### Action ID

Enter or select an action ID for the customer.

### Action Date

The action date field auto populates per the Follow-up Action Days field for that action ID in Collections Management Action Maintenance. If the user's GP system date is 01/01/2014, and Follow-up Action Days is 5, the user's action date will be 01/06/2014.

The user can change the action date as the user sees fit.

### Address From

Select the type of address the user wants to use. Mark Address ID, MAPI, or Manual in the Address From field.

- Select Address ID to use the address from the Customer Address Maintenance window.
- Select MAPI to open the address book from a MAPI compliant e-mail program, such as Outlook.
- Select Manual to enter a contact person, an e-mail address, and select Send To information.

### Address ID

Enter or select an address ID for the customer.

This field is not available if the user selected MAPI or Manual in the Address From field.

### Assign To

The user can assign the follow up task to another user. The note will be displayed on the task list of the user that it is assigned to if the note has not been marked as completed.

### Contact Person

Displays the contact person for the address ID if the user selected Address ID in the Address From field - The user can change this information.

Enter the contact person if the user selected Manual in the Address From field. This field is not available if the user selected MAPI in the Address From field.

### Customer ID

Enter or select a customer ID. If the user entered or selected a customer ID in the [Collections Management Main Window](#), that customer ID will be displayed.

### Discount Amount

Displays the discount amount of the document

### Document Amount

Displays the total amount of the document that still needs to be paid

### Document Date

Displays the Document Date from the Receivables Transaction Inquiry Zoom

### Document Number

Displays the name of the document

### Due Date

Displays the date the document is due to be paid

#### E-mail

Displays the e-mail address for the address ID selected - If the user selected Address ID in the Address From field, the e- mail address for the address ID that the user selected is displayed.

The user can enter an e-mail address if the user selected Manual in the Address From field. Select TO, CC, or BCC.

- If the user selects TO and enter an address, the message is sent to that recipient.
- CC is an abbreviation for carbon copy. If the user selects CC and enter an address, a copy of the message is sent to that recipient, and the recipient's name is visible to other recipients of the message.
- BCC is an abbreviation for blind carbon copy. If the user selects BCC and enter an address, a copy of the message is sent to that recipient, and the recipient's name is not visible to other recipients of the message.

This field is not available if the user selected MAPI in the Address From field.

#### Invoice Format

Select an invoice format. Your choices are Blank Paper, Short Form, Long Form, and Other Form.

#### Letter ID

Enter or select a letter ID to use for the letter template. The user can create letter templates in the [Collections Management Letter Maintenance window](#). Also, see the [Letter Functions](#) and associated parameters.

#### Original Amount

Displays the total amount of the document

#### Print

Marking this checkbox will mark all the documents displayed in the filtered list for printing.

#### Priority

Select a priority level. Your choices are Low, Normal, or High.

#### Send To

Select an e-mail address. To add an e-mail address to this list, enter it in the E-Mail field and choose Add.

#### Status

When the user selects an action ID, the status field will populate based on the state of that action ID. The user can change the status as the user sees fit.

#### Subject

Displays the subject from the letter ID - The user can change the subject.

#### Write Off Amount

Displays the amount of the document that has been written off

## Collections Management E-mail window: Buttons

### Add

Adds the address in the E-Mail field to the Send To field

### Attachments

Click Attachments button to open the Collection Management Email Attachments window. Click the folder icon, and select a file to attach. When the user has selected the file the user wants to attach, click the + icon. Your file will be added to the Attachment List. Click the – icon to remove an attachment. The user can attach multiple files.

### Create Action button

Opens the [Collections Management E-mail Action window](#), where the user can create a follow-up action for the e-mail.

## Collections Management E-mail Action window

Transactions>>Sales>>Collection Main>>E-mail Button>>Create Action

## Collections Management E-mail Action: Buttons

### Clear

Clears the entries the user has made and allows the user to continue working in this window

### Cancel

Closes the window without saving changes

### Document Options

Opens the Print Document Options window

### Remove

Removes the address displayed in the Send To field

### Select Documents dropdown

This button contains options for filtering the customer's documents. The filtered list below this button will redisplay based on which option the user selects from the dropdown.

### Substitute

This button resembles a refresh icon and is located at the top right corner of the Message field. Clicking it replaces the functions with the correct information. Suppose the letter template included the All Invoices function. If the user clicks the Substitute button, the invoices for the customer will be displayed.

For information about functions, see [Invoice functions](#), [Aging period functions](#), [Customer information functions](#), [Collector information functions](#), and [Reminder letters functions](#).

Send

Sends the e-mail message - A message will be displayed after the message is sent.

## Collections Management Installation and Registration window

Microsoft Dynamics GP>>Tools>>Utilities>>Sales>>Collection Installation and Registration

Use the Collections Management Installation and Registration window to install Collections Management for the first time or to upgrade Collections Management to a newer version.

### Collections Management Installation and Registration window: Fields

Create/Upgrade Tables

Select this option to create (1<sup>st</sup> time use) or upgrade the Collections Management tables.

Install Stored Procedures

Select this option to install Microsoft SQL Server<sup>®</sup> stored procedures.

If the stored procedures are not in the Data folder of the user's GP client, when the user clicks the Install Stored Procedures button the user will receive a message prompting the user to put them there.

Site Name

Displays the name of the company Collections Management will be installed into and registered for

Registration Key

Displays the registration key used to validate Collections Management

Update and Support Expiration Date

Displays the date the user's registration key will expire

### Collections Management Installation and Registration window: Buttons

Validate

Shows the user whether the user's Registration Key and Update and Support Expiration Date fields are valid – "Valid" or "Invalid" will be displayed to the right of the Registration Key field.

OK

Saves the user's changes and closes the window

Cancel

Closes the window without saving the user's changes

## Collections Management Letter Maintenance window

Cards>>Sales>>Collection Letters

Use the Collections Management Letter Maintenance window to create the user's own letters, add descriptions to pre-defined letters, and create new Collections letters. There are 25 standard letters included with Collections Management that the user can customize using Report Writer.

*To insert functions into the letters and use them with text, select a function and choose Insert. For information about each function, see [Invoice functions](#), [Aging period functions](#), [Customer information functions](#), [Collector information functions](#), and [Reminder letters functions](#).*

Related items:

- [Modifying pre-defined Collections letters](#)

## Collections Management Letter Maintenance window: Fields

### Default Action ID

Enter or select a default action ID to create a note.

### Default Subject

Enter subject information for the letter ID.

### Function

Select function information to use in the letter. For information about each function, [see Invoice functions](#), [Aging period functions](#), [Customer information functions](#), [Collector information functions](#), and [Reminder letters functions](#).

### Hide in Lookups

Select this option to hide the letter ID in lookup windows in the Print Selection and Query Letter windows.

### Invoices to Attach to Email

Select which types of invoices the user wants to attach to the user's e-mail.

### Letter Description

Enter a description for the letter ID.

### Letter ID

Enter or select an ID to use for the letter. The user can create letter templates in the [Collections Management Letter Maintenance window](#). Also, see the [Letter Functions](#) and associated parameters.

### Letter Per Bill to Address

Select this option to generate a separate collection letter for each billing address ID for the selected customer. The letter contains invoice details, so only the invoices associated with the address ID are included. If the user does not select this option, one collection letter that covers invoices for all billing addresses is generated.

### Microsoft Word Document

Select this option to use Microsoft Word to create a template. After the user saves the Word template, it will be available when the user chooses to build letters. Select the folder to choose the name and location of the Word document.

### Microsoft Word Document expansion button

Opens the Word document that the user selected

### When emailing, copy customer's salesperson: radio button

Select from No, cc, or bcc to either not copy the salesperson, cc them, or bcc them whenever this letter is sent to the customer as an email. The salesperson is defined from the Customer Maintenance Card.

## Collections Management Letter Maintenance window: Buttons

### Clear

Clears the entries the user has made and allows the user to continue working in this window

### Delete

Deletes the entries the user has made in this window

### Export

Allows the user to export the letter to a specified location

### Insert

Inserts the functions the user has selected into the list

### Save

Saves the entries the user has made in this window.

## Collections Management Letter Note View window

Transactions>>Sales>>Collection Plan Processing>>Letter Text blue expansion arrow

This window allows the user to view the contents of the letter/note preview window much larger. Once satisfied with the user's changes, click save to close the window, or cancel to close the window without saving.

## Collections Management Local Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Local Setup

Use this window to enter default invoice, letter, statement, and fax printer information.

Related item:

- *[Setting up fax printer and invoice formats](#)*

## Collections Management Local Setup window: Fields

### Default Print Invoice Format

Select a format to be used to print invoices from the [Collections Management Print Selection window](#) and the [Collections Management Query Letters window](#).

### Default Print Letter Format

Select a format to be used to print letters from the [Collections Management Print Selection window](#) and the [Collections Management Query Letters window](#).

### Default Print Statement Format

Select a format to be used to print statements from the [Collections Management Print Selection window](#) and the [Collections Management Query Letters window](#).

### Default Fax Invoice Format

Select a format to be used to print invoices from the [Collections Management Print Selection window](#).

### Default Statement ID

Select a statement ID to be used when printing statements in the [Collections Management Print Selection window](#) and the [Collections Management Query Letters window](#).

This information must be set up before the user can open the [Collections Management Print Selection window](#).

#### Fax Printer

Select a default fax printer driver to be used to print documents in the [Collections Management Print Selection window](#).

## Collections Management Local Setup window: Buttons

#### Cancel

Closes the window without saving changes

#### OK

Saves the user's changes and closes the window

## Collections Management Main Window

Transactions>>Sales>>Collection Main

The user can use the Collections Management Main Window to view collection information and to open most of the key windows in Collections Management.

The user can open the following windows from the Collections Management Main Window.

- *Collections Management Notes window*
- *Collections Management Build Query window*
- *Collections Management Print Selection window*
- *Collections Management Task List window*
- *Collections Management E-mail window*
- *Collections Management Transaction Inquiry window*
- *Collections Management Customer Information window*

#### Related items:

- *Collection Management Main Window overview*
- *Viewing collection information*

## Collections Management Main Window: Fields

#### Action Amount

Displays the action amount for each note for the customer

#### Action Assigned To

Displays the user ID that each note is assigned to for the customer

#### Action Date

Displays the action date for each note for the customer

#### Action Promised

Displays the action ID for each note for the customer

#### Address ID

The Address ID field defaults from the Collections Management Additional Customer Information window. This information may be edited by zooming in on the looking glass. Use the browse button to view the different contacts belonging to the current customer.

#### Collection Notes Expansion

Displays all Collection Notes associated with the customer in an expanded window to allow for more notes to be visible at one time.

#### Collection Plan ID

Displays the Collection Plan assigned to the customer.

#### Completed

This option is marked when the note has been completed.

#### Contact Person

Displays the contact person for the customer

#### Credit Limit

Displays the credit limit for the customer

#### Credit Limit expansion button

Opens the [Collections Management Credit Limit window](#), where the user can view the credit limit information for a customer.

#### Customer ID

Enter or select a customer ID. When Query is selected in the View field, the Customer ID lookup button opens the [Collections Management Query Results List window](#), where the user can view all customers or view a list of customers by customer ID, customer name, total due, and balance overdue.

#### Customer expansion button

Opens the [Collections Management Customer Information window](#), where the user can enter and view collection information about the customer, such as a collection address ID, a credit manager, and user-defined information

#### Customer ID (scrolling window)

Displays the customer ID

#### Customer Name

Displays the customer name

#### Date (scrolling window)

Displays the date for each note for the customer

#### Display

Select Aging Periods to display the current aging information. Table Aging must be performed for this information to be correct. If the user is using Multicurrency Management, the user can choose currencies that exist on open records and view the aging amounts by currency. The aging amounts also can be displayed in the originating currency. The user can select a currency from the Amount field.

Select Reminder Levels to view the reminder levels set up in the [Collections Management Reminder Level Setup window](#).

Click the Display link to open the [Collections Management Transaction Inquiry window](#), where the user can view posted Receivables Management transactions, Invoicing transactions, or Sales Order Processing transactions for the customer.

## DSO

Displays the DSO value for the customer as of today's date. The refresh button can be used to calculate the daily DSO value, which will then be stored and will be displayed when any user pulls up that customer for the day calculated. As well, clicking on the DSO hyperlink will give the ability to view all DSO values calculated in detail or a graph representation of the average DSO values for the last 12 days, weeks, or months.

## Fax

Displays the fax number for the customer

## Hold

Mark this checkbox if the user wants to put the customer on hold. The user can use customer holds to prevent any further sales to a customer if, for example, the customer has an unpaid balance. The user can receive payments from customers on hold.

When a customer is put on Hold, a note will be created automatically. The note created will include the date and the user that applied the status to the customer. This will be done when taking the customer off Hold as well.

## Last Payment

Displays the date and the amount of the last payment from the customer

Opens the [Collections Management Notes window](#), where the user can enter new notes and tasks

## Contact

Opens the [Collections Management Print Selection window](#), where the user can print the documents most commonly requested for a customer

## Query

Opens the [Collections Management Build Query window](#), where the user can create a list of customers that meet specific user-defined criteria

## Redisplay.

Updates the window and displays information that has been added or changed since the user opened the window

## Extras

Opens a drop down, where the user can select the product "Stats", "Suggest a Feature", sign up for a newsletter with "Stay Connected", "View Upcoming Webinars", or see "Other PA Products".

## Tasks

Opens the [Collections Management Task List window](#), where the user can view items assigned to the selected user that need to be completed within a specified date range.

## Note Expansion

Opens the Note Expansion window box to show notes. This window box can be resized vertically to show notes as desired.

## Collections Management Main Window: Menus

### Options >>

Contains options for changing the information that is shown in the window - The options available in the menu depend on the window that the user is working in, and in some cases, the field the pointer is located in.

#### National Accounts

The user can select either Single (CTRL-N) or Group (CTRL-G). If the user selects Single, only the customer ID's notes and aging period balances will appear. If Group is selected, all notes and the total aging period balances for the National Account will be displayed. National Accounts must be registered.

#### Note Status

The user can select a Note Status. To display all notes, select all (CTRL-A). To display notes that have not been completed, select Open Only (CTRL-U). To display notes that have been completed, select Completed Only (CTRL-C).

### History>>Transactions

The user can view transactions that have been moved to history. If the user selects Receivables (CTRL-R), the Receivables Transaction Inquiry —Customer window opens. If the user selects Invoicing (CTRL-I), the Invoicing Document Inquiry window opens. If the user selects Sales Order Processing (CTRL-S), the Sales Order Processing Document Inquiry window opens.

## Collections Management Note Inquiry Details

### Inquiry>>Sales>>Collection Summary>>Notes Hyperlink

Use the Collections Management Note Inquiry Details window to view a list of the notes that apply to the hyperlinked category the user clicked from: Disputed Notes, Promise to Pay Notes, Special Notes, None Type Notes, Notes Past Contact Date.

The user can select a record and then click on the Note/Comment hyperlink to open the Notes window for that note.

## Collections Management Notes window

### Transactions>>Sales>>Collection Main>>enter or select a customer ID>>New Note button

Use the Collections Management Notes window to enter new notes and tasks. The user can enter all contact notes for customers in this window.

#### Related item:

- [Entering customer notes and tasks](#)

## Collections Management Notes window: Fields

### Action Amount

Enter the amount for the action ID that is displayed.

### Action Date

Displays the date calculated from the follow-up action days in the [Collections Management Action Maintenance window](#) - The user can accept or modify the date. This date will determine when this note will be displayed on the task list.

**Action ID**

Enter or select an action ID.

**Action Type**

Displays the action type for the action ID that the user selected

**Address**

Displays the customer address entered in the [Collections Management Main Window](#)

**Assigned To**

Displays the current Microsoft Dynamics GP user - The user can assign the note to another user. The note will be displayed on the task list of the user that it is assigned to if the note has not been marked as completed.

**Caller ID**

Enter or select a user ID.

**Contact Date**

Displays the date the note was created

**Contact Person**

Displays the contact person entered in the [Collections Management Main Window](#)

**Contact Time**

Displays the time the note was created

**Customer ID**

Displays the customer ID from the [Collections Management Main Window](#)

**Priority**

Select a priority for the action. The user can choose Low, Normal, or High.

**Revision#**

Displays the revision number for each note

**Revision# expansion button**

Opens the [Collections Management Note Revisions window](#), where the user can view multiple notes for the customer

**Selected Documents**

Displays the number of invoices attached to the note

**Selected Documents expansion button**

Opens the Collections Management Transaction Note Selection window, where the user can select invoices to include with the note

**Status**

Defaults based on which action ID is selected – The user also can change this field to fit the user's needs.

## Collections Management Notes window: Buttons

**Cancel**

Closes the window without saving changes

**Delete**

Deletes the entries the user has made in this window

Save

Saves the entries the user has made in this window

## Collections Management Note Revisions window

Transactions>>Sales>>Collection Main>>enter or select a customer ID>>New Note button>>Revision # expansion button

Use the Collections Management Note Revisions window to view revisions saved to the note.

Related item:

- [Entering customer notes and tasks](#)

### Collections Management Note Revisions window: Fields

Action Amount

Displays the amount for the action for each document

Action Date

Displays the date calculated from the follow-up action days in the [Collections Management Action Maintenance window](#). This date will determine when the note is displayed on the task list. The user can change the date.

Action ID

Enter or select an action ID.

Action Type

Displays the action type for the action ID that the user selected

Action Type (scrolling window)

Displays the action type for each document

Address

Displays the customer address that was entered in the [Collections Management Main Window](#)

Assigned To

Displays the current user

Caller ID

Displays the user ID

Contact Person

Displays the contact person that was entered in the [Collections Management Main Window](#)

Customer ID

Displays the customer ID from the [Collections Management Main Window](#)

Customer ID (scrolling window)

Displays the customer ID for each document

**Priority**

Displays the priority for the action

**Revision Collector ID**

Displays the ID of the user that changed the note

**Revision Date**

Displays the revision date for the revision that is displayed

**Revision No.**

Displays the revision number for each note

**Type**

Displays the action type for each document

**Collections Management Note Revisions window: Buttons****Cancel**

Closes the window

**OK**

Closes the window

**Collection Note Templates window**

Cards>>Sales>>Collection Note Templates

Refer to the Creating a Note Template section for information about this window.

**Collections Management Plan Setup window**

Cards>>Sales>>Collection Plans

Refer to the Setting up Collection Plans section for information about this window.

**Collections Management Invoice Print Options window**

Transactions>>Sales>>Collection Plan Processing>>Document Options

Use the Collections Management Invoice Print Options window to include additional information from SOP, Inventory, and Multicurrency.

**Collections Management Invoice Print Options window: Fields****Print Customer Item**

Select this checkbox to print the customer item on the invoices.

**Print Kit Components**

Select this checkbox to include the components of the kit on the invoices.

**Print Ship to Address with Lines**

Select this checkbox to print the ship to address with each of the invoice lines.

#### Include Tax Details

Select this checkbox and either Line Item and Summary or Summary Taxes Only to have the tax details that were used to calculate the tax will be printed directly beneath the item on the document.

#### Print Dual Currencies

If the user is using multiple currencies, select this option to print summary tax information in both functional and originating currencies on a sales document. If the user selects to print dual currencies, the following information will be printed on each invoice:

- The exchange rate used for the transaction.
- The total net value of goods and services at each rate of tax in the functional currency and originating currency.
- The amount of tax at each rate of tax in the functional currency and originating currency.

## Collections Management Invoice Print Options window: Buttons

Which Currency to Print:

Select the Radio button next to either Functional or Originating to choose the currency ID to use in the Collection Letter.

## Collections Management Print Selection window

Transactions>>Sales>>Collection Main>>Contact Button

Use the Collections Management Print Selection window to print the documents from one window that are most commonly requested for a customer.

Related items:

- [Printing Collections letters](#)
- [Printing Collections statements and invoices](#)

## Collections Management Print Selection window: Fields

Address  
ID

Enter or select an address ID to be printed on the Collections letter. This field is available only when the user selects the Print Letter option and the CN\_AddressID\_LetterXX series of letters is being used.

Consolidate National Account Activity

Select this option to include child records with parent records.

Contact Person

Displays the contact person for the address ID that the user selected - This field is available only when the user selects the Print Letter option.

Currency to Print

Select to print functional currency or originating currency on the letter. This field is available only when the user selects the Print Documents option.

Customer ID

Enter or select a customer ID.

Description

Displays a description of the letter ID - This field is available only when the user selects the Print Letter option.

#### Document Format

Select the document format to use. If the user selects Default, the default invoice selected in the [Collections Management Local Setup window](#) will be used. This field is available only when the user selects the Print Documents option.

#### Fax

Enter a fax number to be printed as Legend 4 on the cover letter. This field is available only when the user selects the Print Letter option.

#### Include Kit Components

Select this option to print the components of the kit on the invoices. This field is available only when the user selects the Print Documents option.

#### Include Tax Details

Select this option and select either Line Item and Summary or Summary Taxes Only. The tax details that were used to calculate the tax will be printed directly beneath the item on the document. This field is available only when the user selects the Print Documents option.

#### Increment Reminder Levels

This option is selected if the Use Reminder Levels option is selected in the [Collections Management Setup window](#), and the user created the cover letter.

This field is available only when the user selects the Print Letters option.

#### Legend 1 (From)

Displays the username of the current Microsoft Dynamics GP user and is printed on reports - The user can change this name. This field is available only when the user selects the Print Letter option.

#### Legend 2 (Title)

Displays the position name set up in the [Collections Management User Defined Setup window](#) - If the position name is blank, Accounts Receivable is displayed. This field is printed on reports and is available only when the Print Letter option is selected.

#### Letter ID

Enter or select the ID to use for the letter. The user can create letter templates in the [Collections Management Letter Maintenance window](#). Also, see the [Letter Functions](#) and associated parameters. This field is available only when the user selects the Print Letter option.

#### Line Item and Summary Taxes

If the user selected Include Tax Details, select this option to include details for line items, as well as summary tax information. This field is available only when the user selects the Print Documents option.

#### Print Dual Currencies

If the user is using multiple currencies, select this option to print summary tax information in both functional and originating currencies on a sales document.

If the user selects to print dual currencies, the following information will be printed on each invoice.

- The exchange rate used for the transaction
- The total net value of goods and services at each rate of tax in the functional currency and originating currency
- The amount of tax at each rate of tax in the functional currency and originating currency

This field is available only when the user selects the Include Tax Details option.

#### Print Documents

Select this option to print an invoice for the customer. The user can choose the Select Documents button to open the Collections Management Select Invoices window, where the user can select specific invoices to print. Only invoices that are selected will be printed.

#### Print Letter

Select this option to print a letter for the customer.

#### Print Statement

Select this option to print a statement for the customer.

#### Report Format

Select to print the report in text or graphical format.

#### Statement ID

Enter or select a statement to print. This field is available only when the user selects the Print Statement option.

#### Summary Taxes Only

If the user selected Include Tax Details, select this option to include only the summary of tax detail information for each printed document. This field is available only when the user selects the Print Invoices option.

## Collections Management Print Selection window: Buttons

#### Build Letter

Creates the letters with the information that the user selected - This button is available only when the Print Letter option is selected and a letter template is not being used.

#### Cancel

Closes the window without saving changes

#### E-mail

Opens the [Collections Management E-mail window](#), where the user can send documents by e-mail from the user's Microsoft Dynamics GP system

#### Fax

Prints the documents that the user selected to the default printer driver - The user can set up a printer driver in the Fax Printer field in the [Collections Management Local Setup window](#).

#### Print

Prints the letters

#### Select Documents

Opens the Collections Management Select Documents window, where the user can select the invoices to be printed

#### View Documents

Opens the Collections Management Reminder Letters window, where the user can view the invoices that are selected to be printed

#### View Letter

Opens the Collections Management View Letters window, where the user can view the text of the letter

the user created - This button is available only when the Print Letter option is selected and a letter template is not being used.

## Collections Management Print Selection window: Menus

Options >>

Contains options for changing the information that is shown in the window - The options available in the menu depend on the window the user is working in, and in some cases, the field the pointer is located in.

Blank Paper

Select Blank Paper as the document format for the transaction that is displayed in the window.

User-Defined 1

Select User-Defined 1 as the document format for the transaction that is displayed in the window.

User-Defined 2

Select User-Defined 2 as the document format for the transaction that is displayed in the window.

Print Document

Select to print the document instead of an alignment form when the user chooses Print.

Print Alignment

Select to print an alignment form for the document when the user chooses Print.

Print Amounts Inclusive of Tax

If the user marked Include Tax Details, and the user is printing invoices or returns, mark this option to include taxes in the extended price for each line item and in the freight and miscellaneous amount for the document. Taxes will be included in the subtotal amount.

This option is available if the user has marked the Enable Canadian Tax Details option or the Enable GST for Australia/New Zealand option in the Company Setup Options window.

Print Tax Invoice

If the user marked Include Tax Details and the user is printing invoices, mark this option if the user wants to print tax invoices instead of the standard invoice documents.

This option is available if the user's system is set up to track GST for Australia and New Zealand.

## Collections Management Purge Notes window

Microsoft Dynamics GP>>Tools>>Utilities>>Sales>>Collection Purge

Use the Collections Management Purge Notes window to delete collection notes.

Related item:

- [Deleting Collections notes](#)

## Collections Management Purge Notes window: Fields

Action ID

Enter or select an action ID. Notes with the action ID that the user selects will be deleted.

Assigned To

Enter or select a user ID in the From and To fields. Notes that are assigned to users included in the range will be deleted.

### Contact Date

Enter a contact date in the From and To fields. Notes with a contact date included in the range will be deleted.

### Customer

Enter or select a customer ID in the From and To fields. Notes for customer records included in the range will be deleted.

### Status

Enter or select a status. Notes for customer records with the selected status will be deleted.

## Collections Management Purge Notes window: Buttons

### Cancel

Closes the window without saving changes

### Clear

Clears the entries the user has made and allows the user to continue working in this window

### Purge Notes

Deletes notes that are within the selected ranges

*If no restrictions besides status are entered, all notes with the given status will be deleted from Collections Management User access should be restricted.*

## Collections Management Query Actions window

Transactions>>Sales>>Query Letters>>Print Button

Use the Collections Management Query Actions window to select the printer to print documents from. The user also can schedule follow-up actions.

### Related item:

- *Creating reminder letters*

### Assign To

Select the user to assign the action to. The user can select Selected User or Assigned Credit Manager. If the user selects Assigned Credit Manager, all follow-up items will be assigned to the credit manager for the customer. This field is available only when the user selects the Assign Follow Up Action option.

### Assign To ID

Enter or select the collector ID to assign the action to. This field is available only when the user selects the Assign Follow Up Action.

### Fax Printer

Displays the printer that letters will be printed to - Choose the printer button to select the printer.

### Follow-up Note

Enter any information required for the follow-up action. This field is available only when the user selects the Assign Follow Up Action.

### Invoice Printer

Displays the printer that invoices will be printed to - Choose the printer button to select the printer.

### Print to Screen Only

Select this option to print the letters only to the screen.

### Statement Printer

Displays the printer that statements will be printed to - Choose the printer button to select the printer.

## Collections Management Query Actions window: Buttons

### Cancel

Closes the window without saving changes

### E-mail

Opens the [Collections Management E-mail window](#), where the user can send documents by e-mail from the user's Microsoft Dynamics GP system

### Fax

Prints the letters, statements, and invoices that meet the query criteria in the [Collections Management Query Letters window](#) to the specified fax printer

### Print

Prints the letters, statements, and invoices that meet the query criteria in [the Collections Management Query Letters window](#) to the specific printers

## Collections Management Query Letters window

Transactions>>Sales>>Query Letters

Use the Collections Management Query Letters window to create collection and reminder letters, print invoices, and statements, and assign a follow-up action to the customer records that the user selects in a query. The user also can schedule follow-up actions.

If the "Do Not Send Letters" option is selected for a customer ID in the [Collections Management Customer Information window](#), the customer will not receive a letter.

### Related items:

- *Modifying pre-defined Collections letters*
- *Printing Collections letters*
- *Printing Collections statements and invoices*
- *Creating reminder letters*

## Collections Management Query Letters window: Fields

### # Customers

Displays the number of customer records in the query

#### # Of Customers expansion button

Opens the [Collections Management Query Results List window](#), where the user can view the customer records that are included in the query - These are the customers that will receive letters, statements, or invoices.

### Collate Letters & Documents

Mark this option to collate the documents by customer.

### Consolidate National Account Activity

Select this option to include child records with parent records. This field is available only when the user marks the Print Documents option.

#### Currency to Print

Select to print functional currency or originating currency on the letter. This field is available only when the user marks the Print Documents option.

#### Description

Displays the description of the letter ID - This field is available only when the user marks the Print Letters option.

#### Do Not Add Customer Note

Select this option to keep the customer note about documents being printed from being added to the customer record. If this field is not selected, the activity is logged for future reference.

#### Document Format

Select a document format to use. If the user selects Default, the default invoice that is selected in the [Collections Management Local Setup window](#) will be used. This field is available only when the user selects the Print Documents option.

#### Documents to Print

Select the type of documents to print. The user can select All Invoices, All Invoices Not Disputed, All Disputed Invoices, All Promised Invoices, All Special Invoices, Overdue Invoices, Overdue Invoices Not Disputed, Overdue Disputed Invoices, Overdue Promised Invoices, or Overdue Special Invoices.

This field is available only when the user selects the Print Invoices option.

#### Ignore Do Not Send Letters Setting

Select this option to print a letter for every customer in the query, including the customers that the Do Not Send Letters option has been selected for in the [Collections Management Customer Information window](#).

#### Include Kit Components

Select this option to print the components of the kit on the invoices. This field is available only when the user selects the Print Documents option.

#### Include Tax Details

Select this option and select either Line Item and Summary or Summary Taxes Only. The tax details that were used to calculate the tax will be printed directly beneath the item on the document. This field is available only when the user selects the Print Documents option.

#### Increment Reminder Levels

This field is selected if the Use Reminder Levels option is selected in the [Collections Management Setup window](#). This field is available only when the user selects the Print Letters option.

#### Documents in Query Period/Date Restriction Only

Select this option to print invoices with dates that are within the query dates. Invoices are overdue if the user date is greater than the invoice due date.

This field is available only when the user selects the Print Invoices option.

#### Legend 1(From)

Displays the user name of the current user and is printed on reports - The user can change the name. This field is available only when the user selects the Print Letter Option.

#### Legend 2 (Title)

Displays either the position name set up in the [Collections Management User Defined Setup window](#), or, if the position name is blank, Accounts Receivable is displayed - This field is printed on reports and is available only when the user selects the Print Letter option.

#### Letter ID

Enter or select the ID to use for the letter. The user can create letter templates in the [Collections Management Letter Maintenance window](#). Also, see the [Letter Functions](#) and associated parameters. This field is available only when the user selects the Print Letter option.

#### Line Item and Summary Taxes

If the user selected Include Tax Details, select this option to include details for line items as well as summary tax information.

This field is available only when the user selects the Print Documents option.

#### Print Dual Currencies

If the user is using multiple currencies, select this option to print summary tax information in both functional and originating currencies on a sales document.

If the user selects to print dual currencies, the following information will be printed on each invoice:

- The exchange rate used for the transaction
- The total net value of goods and services at each rate of tax in the functional currency and originating currency
- The amount of tax at each rate of tax in the functional currency and originating currency

This field is available only when the user selects the Include Tax Details option.

#### Print Documents

Select this option to print a document for each customer in the query.

#### Print Letters

Select this option to print a letter for each customer in the query.

#### Print Statements

Select this option to print a statement for each customer in the query.

#### Query ID

Displays the last query that was completed - Use the [Collections Management Build Query window](#) to create another query.

#### Report Format

Select to print the report in text or graphical format.

#### Sort Documents By

Select the way to sort the documents that are printed. The user can choose by Customer ID, by Customer Name, by Total Due, or by Balance Overdue.

#### Statement ID

Enter or select a statement ID to print. This field is available only when the user selects the Print Statements option.

#### Summary Taxes Only

If the user selected Include Tax Details, select this option to include only the summary of tax detail information for each printed document. This field is available only when the user selects the Print Documents option.

## Collections Management Query Letters window: Buttons

Cancel

Closes the window without saving changes

Build Letters

Creates the letters with the information that the user selected - This button is available only when the user selects the Print Letter option, and a letter template is not being used.

Print

Prints the letters that are included in the query

View Documents

Opens the [Collections Management Reminder Letters window](#), where the user can view the documents that are selected to be printed

View Letter

Opens the [Collections Management View Letters window](#), where the user can view the text of the letter that the user created - This button is available only when the user selects the Print Letter option and a letter template is not being used.

## Collections Management Query Letters window: Menus

Options >>

Contains options for changing the information that is shown in the window - The options available in the menu depend on the window that the user is working in, and in some cases, the field the pointer is located in.

Blank Paper

Select Blank Paper as the document format for the transaction that is displayed in the window.

User-Defined 1

Select User-Defined 1 as the document format for the transaction that is displayed in the window.

User-Defined 2

Select User-Defined 2 as the document format for the transaction that is displayed in the window.

Print Document

Select to print the document instead of an alignment form when the user chooses Print.

Print Alignment

Select to print an alignment form for the document when the user chooses Print.

Print Amounts Inclusive of Tax

If the user marked Include Tax Details and the user is printing invoices or returns, mark this option to include taxes in the extended price for each line item and in the freight and miscellaneous amount for the document. Taxes will be included in the subtotal amount.

This option is available if the user has marked the Enable Canadian Tax Details option or the Enable GST for Australia/New Zealand option in the Company Setup Options window.

Print Tax Invoice

If the user marked Include Tax Details and the user is printing invoices, mark this option if the user wants to print tax invoices instead of the standard invoice documents.

This option is available if the user's system is set up to track GST for Australia and New Zealand.

## Collections Management Query Results List window

Transactions>>Sales>>Collection Main>>Customer ID Lookup

When the query results are generated, the Collections Management Main Window opens. Only the customers matching the query are displayed when the user selects View: Query. The browse buttons will scroll through those customers in the query.

To view all customers, select View: All.

## Collections Management Receivable Documents

Inquiry>>Sales>>Collection Summary>>Overdue Docs Not on A Note Hyperlink

Use the Collections Receivable Documents window to view a list of the overdue documents without a note,

The user can select a record and then click on the Note/Comment hyperlink to open the Notes window for that note.

Clicking on a record and clicking on the Document Number hyperlink will open the inquiry window for that document. Clicking on a record and clicking on the Credit Manager hyperlink will open the Collections Management Customer Information window.

Collections Management Receivables Summary Inquiry window: Fields

New Note

Opens a new Note for the Customer ID of the currently selected record.

Assign To...

Opens a drop down of available Collector IDs. Clicking on a Collector ID will make the currently selected record's Customer ID to become associated with the clicked-on Collector ID.

## Collections Management Receivables Summary Inquiry window

Inquiry>>Sales>>Collection Summary

Use this window to view customer receivables information by a credit manager, current query, or parent company. Choose Calculate to display the balances for the selected credit manager, current query, or parent company.

Related item:

- *Viewing customer receivables information*

## Collections Management Receivables Summary Inquiry window: Fields

Amount

Displays the total amount for each aging period

Balance forward as last consolidated:

Current

Displays the total current balance forward

Non-Current

Displays the total non-current balance forward

Calculate For

If the user selected Credit Manager in the Selection field, enter or select the collector ID to view information for.

If the user selected Parent Company in the Selection field, enter or select the parent company customer ID to view information for.

This field is not available if the user selected Current Query in the Selection field.

Number

Displays the total number of each type of document the amounts are calculated from

Open Item as last aged:

Period

Displays the name of the open item aging periods

Amount

Displays the balance due from open item customers in each aging period - Amounts in parentheses are credit amounts.

Original Amount

Displays the total original amount for each type of document

Percent

Displays the percentage of the total amount by each aging period

Period

Displays the aging periods, such as Current Period, 31-60 Days, and 61-90 Days

Type

Displays the document types

Selection

Select to view the information by credit manager, current query, or parent company

Unapplied Amount

Displays the total unapplied amount for each type of document

## Collections Management Receivables Summary Inquiry window: Buttons

Calculate button

Calculates the amounts, number of documents, and balance forward, depending on the user's selection, and displays them in the window

OK button

Closes the window

## Collections Management Reminder Letters window

Transactions>>Sales>>Query Letters>>View Documents button

Use the Collections Management Reminder Letters window to view the documents that letters will be printed for. The user also can open other windows from this window and view additional information about each document.

Related item:

- [Creating reminder letters](#)

## Collections Management Reminder Letters window: Fields

### # Customers

Displays the number of customer records in the query

### # Customers expansion button

Opens the Collections Management Query Results window, where the user can view the customer records that are included in the query

### Current Amount

Displays the outstanding amount for each document

### Customer ID

Displays the customer ID for each document

### Doc. Date

Displays the document date for each document

### Document Number

Displays each document number in the query

### Due Date

Displays the payment due date for each document

### Info

Displays a letter for each document that has additional information attached to it

“I” – Will be displayed when a note is attached to the invoice

“D” - Will be displayed when a note that is attached to the invoice has a Dispute action type

“S” - Will be displayed when a note that is attached to the invoice has a Special action type

“P” - Will be displayed when a current payment promise is attached to the invoice

“B” - Will be displayed when the action date on a note has expired or the action promised has been marked as completed

### Level

Displays the reminder level for each document

### Query ID

Displays the query ID

### Update

Select this option for each document to increment the reminder level when the letter is printed. Clear this option for each document reminder level that should not be increased.

### View

Select to view all documents or only the documents within the query restrictions.

If the user used a period or date restriction to build the query, only documents within the date range will be updated. If the user did not use a period or date restriction to build the query, all active documents will be updated.

## Collections Management Reminder Letters window: Buttons

### OK

Saves the user's changes and closes the window

### Redisplay

Updates the window and displays information that has been added or changed since the user opened this window

## Collections Management Reminder Letters window: Menus

### View>>Currency

Allows the user to enter or view multicurrency transactions in the functional or originating currency amounts if

Multicurrency Management is registered.

### Currency>>Modify Reporting Rate

Opens the Modify Reporting Rate window, where the user can enter a spot rate and calculation method for calculating the reporting currency amounts when the inquiry or report is generated with Multicurrency Management is registered

## Collections Management Reminder Level Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Levels

Use the Collections Management Reminder Level Setup window to set up reminder level codes and reminder level fees to be used with reminder letters.

### Related item:

- [Setting up reminder levels](#)

## Collections Management Reminder Level Setup window: Fields

### Code

Enter a code for each reminder level.

### Description

Enter a description for each reminder level.

### Number of Reminder Levels

Enter the number of reminder levels to create. The maximum is 6.

### Reminder Level

Displays a number for each reminder level

### Reminder Level Fee

Enter the fee for each reminder level.

## Collections Management Reports window

Reports>>Sales>>Collection Report

Use the Collections Management Reports window to print the Aging Amounts with Notes report and the Notes by Customer report. The Aging Amounts with Notes report displays all the aging information with the notes listed. The Notes by Customer report displays the notes for a group of customers.

Related item:

- [Printing Collections reports](#)

### Collections Management Reports window: Fields

Detailed Report

Select this option to print detailed invoice information for the notes attached to the customer.

End Date

Enter the ending date to print notes to. Only notes between the starting and ending dates will be printed.

Include Action Types

Select None, Promise, Dispute, and/or Special in the Include Action Types field to print notes. To print only promised payment notes, clear the None, Dispute, and Special options.

Options

Select All or Query. If the user selects All, the report will include all customers. If the user selects Query, the report will include only the customers in the last executed query.

Select All or Credit Manager. If the user selected All, the report will include all customers for all credit managers. If the user selects Credit Manager, select a collector ID and the report will include only the customers assigned to that credit manager.

Print Full Note

Select this option to print the entire note. If the user does not select this option, only the first 70 characters of the note will be printed.

Select Open Only, Completed Only, Canceled Only, Canceled by Plan Only, or All Notes depending on which type of notes the user wants to print.

Report

Select to print the Aging Amounts with Notes report or the Notes by Customer report.

Start Date

Enter the beginning date to print notes from. Only notes between the starting and ending dates will be printed.

### Collections Management Reports window: Buttons

Cancel

Closes the window without saving changes

Print

Prints the report with the restrictions the user selected

# Collections Management Security Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Security

Use the Collections Management Security Setup window to set up customer-level security for each employee.

Related item:

- *Setting up collector security for notes and customer records*

## Collections Management Security Setup window: Fields

### Class ID

Enter or select a beginning and ending class ID. The collector can view customer records only for customers within that range. To allow the collector to view all information, leave the fields blank.

### Collector ID

Enter or select a collector ID. This is also a user ID.

### Credit Manager

Enter or select a beginning and ending collector ID. The collector can view customer records only for customers within that range. To allow the collector to view all information, leave the fields blank.

### Customer ID

Enter or select a beginning and ending customer ID. The collector can view customer records only for customers within that range. To allow the collector to view all information, leave the fields blank.

### Customer Name

Enter or select a beginning and ending customer name. The collector can view customer records only for customers within that range. To allow the collector to view all information, leave the fields blank.

### Name

Displays the employee name

### Edit/Delete others notes

Select this option to restrict access to modifying and deleting other collector's notes. The person to last save the note is considered the owner.

### Edit/Delete own Notes

Select this option to restrict access to editing and deleting the collector's own notes.

### Sales Territory

Enter or select a beginning and ending sales territory. The collector can view customer records only for customers within that range. To allow the collector to view all information, leave the fields blank.

### Salesperson ID

Enter or select a beginning and ending salesperson ID. The collector can view customer records only for customers within that range. To allow the collector to view all information, leave the fields blank.

### View others notes

Select to restrict access to viewing other collector's notes.

## Collections Management Security Setup window: Buttons

Clear

Clears the entries the user has made and allows the user to continue working in this window

Save

Saves the entries the user has made in this window

## Collections Management Select Date window

Transactions>>Sales>>Collection Tasks>>Action Date Expansion button

Use the Collections Management Select Date window to select a date for a note or an action.

### Collections Management Select Date window: Fields

Date

Displays the date that will be entered in the date field of a Collections letter

### Collections Management Select Date window: Buttons

-7

Changes the date to seven days earlier than the user date

+7

Changes the date to seven days later than the user date

-30

Changes the date to 30 days earlier than the user date

+30

Changes the date to 30 days later than the user date

Cancel

Closes the window without saving changes

Left arrow

Changes the date to one day earlier than the current date

OK

Saves the user's changes and closes the window

Right arrow

Changes the date to one day later than the current date

## Collections Management Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Setup

Use the Collections Management Setup window to set up Collections Management default information, such as reprint invoice options, note options, and customer options.

Related item:

- [Setting up Collections Management](#)

## Collections Management Setup window: Fields

### Age Documents Prior To Running Query

Select the Never Ask radio button to complete queries without checking how long it has been since accounts were aged.

Select the Ask when last date aged is more than \_\_\_\_ days ago radio button, and enter a number of days to be prompted to age documents before running a query. If the last date an aging process was completed is more than the number of days that the user entered prior to the user date, a message will appear, and the user will have the option to age accounts.

### Contact Method

Select the default customer contact method that will be used to contact the user's customers. The user can choose E- mail, Fax, Letter, Phone, and Other. This information can be used in queries.

### Create Finance Charge Transactions

Select this option to create a finance charge document in Receivables Management for the new reminder level fee when the reminder level is increased. This field is available only if the user selects the Use Reminder Levels option.

### Credit Control Cycle

Select the default credit control cycle to use for customers. The user can choose No Credit Control Cycle, Weekly, Biweekly, Semiweekly, Monthly, Bimonthly, or Quarterly. This information can be used in queries.

### Customer Info. User-Defined Field Entry:

The user can use the information in the user-defined fields to track additional customer information. Information that the user enters in the List 1 field, Date Field 1, and Text Field 1 can be used for queries. These fields will be displayed in the Additional Customer Information Window.

#### List

Use these fields to define list options, where the user can select one of multiple choices. For example, to track the number of orders a customer makes in a quarter, enter Customer Orders and enter 1-50, 51-150, and 151-500 as values for the list. When the user enters transactions, Customer Orders will be displayed as a field in the Collections Management Customer Information window, and the user can select one of the values.

#### Date

Use this field to define a date option, where the user can enter a date. For instance, to track the date that a customer support plan expires, enter Plan Expires in the date field. When the user enters transactions, Plan Expires will be displayed as a field in the Collections Management Customer Information window, and the user can enter a date.

#### Checkbox

Use these fields to define checkbox options, where the user selects the option. For example, to track the profit status of customers, enter Non-Profit in a checkbox field. When the user enters transactions, Non-Profit will be displayed as a field in the Collections Management Customer Information window, and the user can select the option for customers that are non-profit.

#### Text

Use text fields to define options to keep track of additional information about the user's customers that the user enters in the Sales Transaction Entry window.

### Default Overdue Period

Enter the default overdue period to use to calculate the overdue amount when generating queries when the balance range is not specified.

#### PayLink Letter

Select a default PayLink letter for the Create PayLink button in the Collections Management Transaction Inquiry window. Read more about PayLink integration [here](#).

#### File Format for Email Attachments

Select the default file format to use when the user attaches documents to e-mail messages. The user can select Text, Tab Separated, Comma Separated, HTML, or Adobe PDF.

#### Save Note Revision History

Select this option to save information about note revisions.

#### Reply to Address From

Select the e-mail address type that will appear as the “From” address on collection letters that are sent by e-mail. The user can select Current Workstation, Current Collector, or Customers Credit Manager. When the user chooses Current Workstation, the “From” address becomes the e-mail address of the Microsoft Dynamics GP user who is currently logged on to that workstation. Current Workstation is also used when the user does not select from this list or when the user chooses Customers Credit Manager, but the customer has no credit manager, or the credit manager has no e-mail address.

#### Reprint Invoices From:

Enter the default sales module—Invoicing or Sales Order Processing—that the user uses to create and reprint invoices. The invoices from Invoicing or Sales Order Processing will be displayed in the Collections Management Select Invoices window.

#### Time Zone

Enter the default time zone for customers. This information can be used in queries.

#### Use Reminder Levels

Select this option to track reminder levels on individual invoices. If this option is marked, the Create Finance Charge Transaction option will be active.

#### Write Selected Invoices to Note

Select this option to display attached invoices in the text of created notes.

#### Invoice Folder

Locate the network share folder where document images can be found. This is useful if the user is using another product that performs its own invoicing like Project or Service, and the user wants to be able to send those invoices instead of RM ones.

## Collections Management Setup window: Buttons

#### Cancel

Closes the window without saving changes

#### OK

Saves the user's changes and closes the window

# Collections Management Task List window

Transactions>>Sales>>Collection Tasks

Use the Collections Management Task List window to view items assigned to the selected user that must be completed within a specified date range.

Related item:

- *Working with collector tasks*

## Collections Management Task List window: Fields

Action Date

E tasks to be displayed

To:

Displays the ending date of tasks to be displayed

Action ID

Displays the beginning action ID of tasks to be displayed

To:

Displays the ending action ID of tasks to be displayed

Action Date (scrolling window)

Displays the action date for each task

Action ID (scrolling window)

Displays the action ID for each task

Action Amount

Displays the action amount for each task

Completed

Select this option for each customer that the user has completed a task for.

Customer ID

Displays the customer ID for each task

Customer Name

Displays the customer name for each task

Note\Description

Displays part of the note or description for each task - The user can click the Note\Description link to open the [Collections Management Notes window](#), where the user can view the entire note.

Show

Select the Open option to view tasks that have not been completed.

Select the Completed option to view tasks that have been completed.

Show Payment Promises Only

Select this option to view only the notes with attached action IDs that have an action type of Promise to Pay.

Completed checkbox

Mark/Unmark this to Complete or Open all notes currently displayed within the scrolling window. This will automatically mark the Open or Completed radio buttons to keep displaying the current notes displayed. For example, if the Show: Open radio button is marked, when marking the Completed checkbox, the Completed radio button will now be selected as the process would complete these notes.

## Collections Management Task List window: Buttons

### Collections Main

Opens the [Collections Management Main Window](#), where the user can view the note that the user selected

### Mark Paid button

Marks open notes as complete if the invoices assigned to the notes have been paid in full and the action ID attached to the notes is marked Promise to Pay in the Collections Management Action Maintenance window

*Notes will be marked complete for all collectors, not just for the collector ID selected in this window.*

### OK

Saves the user's changes and closes the window

### Redisplay button

Updates the window, displaying any information that has been added or changed since the user opened this window

## Collections Management Transaction Inquiry window

Transactions>>Sales>>Collection Main>>enter or select a customer ID>>click the Display link

Use the Collections Management Transaction Inquiry window to view documents for a selected customer. The user can view posted Receivables Management transactions, Invoicing transactions, or Sales Order Processing transactions.

If the user opens this window from the Select Documents expansion button in the Collections Management Notes window (Transactions>>Sales>>Collection Main>>enter or select a customer ID>>New Note button>>Selected Documents expansion button), the window is named Collections Management Transaction Note Selection window.

### Related item:

- [Viewing open customer documents](#)
- [Entering customer notes and tasks](#)

## Collections Management Transaction Inquiry window: Fields

### Checkbox

If utilizing the Invoice Folder feature, users can mark the checkbox to reprint the specified document. Once the document is marked, the Landscape icon next to Document Number can be used to reprint the document.

### Aging Period

Displays the specific period for the invoices that are displayed or displays All for all periods

### Amounts Remaining

Displays the associated action amounts for notes, separated by type (None, Special, Promise To Pay (Broken Promise is separated), Disputed, and Special).

**Check Number**

Displays the check number for each payment

**Collections Date/Note**

Displays the Collections note text and the date for each document

**Current Amt**

Displays the current amount due for each document

**Customer ID**

Displays the customer ID

**Customer ID (scrolling window)**

Displays the customer ID for each document

**Customer Name**

Displays the customer name

**Doc Date**

Displays the document date for each document

**Document Number**

Displays the document number for each document

**Due Date**

Displays the due date for each document

**Info**

Displays visual cues when additional information is attached to an invoice

|   |                                                                                                           |
|---|-----------------------------------------------------------------------------------------------------------|
| i | A note is attached to the invoice.                                                                        |
| D | The note attached to the invoice has the action type Dispute.                                             |
| S | The note attached to the invoice has the action type Special.                                             |
| P | There is a current payment promise attached to the invoice.                                               |
| B | The payment promise attached to the invoice has an expired action date, or the action is marked Complete. |

**Level**

Displays the reminder level for each note - Click the link to open the [Collections Management Edit Reminder Levels window](#), where the user can modify the reminder level, the reminder level fees, and the last letter date.

**Parent ID**

Displays the parent ID for the customer if the user is using National Accounts

**PayLink**

Displays a checkbox that, when checked, will allow the user to generate a PayLink letter with those invoices referenced therein. Read more about PayLink integration [here](#).

**PO Number**

Displays the purchase order number, if there is one, for each document

**Order By**

Select the order to view the documents by. The user can select Check Number (temp), Current Trx Amount by Trx Amt (temp), Current Trx Amount by Trx Type (temp), Customer PO Number (temp), Document Date (temp), Document Number, Due Date (temp), or Transaction Description (temp).

Original Amt

Displays the original amount of the document for each document

Show Fully Applied

Select this option to display all posted documents that have not been moved to history.

Transaction Description

Displays a transaction description for each document

Type

Displays the document type for each document

## Collections Management Transaction Inquiry window: Buttons

Cancel

Closes the window without saving changes

Redisplay

Updates the window and displays any information that has been added or changed since the user opened this window

Select

Attaches the marked documents to the note and updates the Selected Documents and Action Amounts fields in [the Collections Management Notes window](#) - This button is available only in the Collections Management Transaction Note Selection window.

Create PayLink

When Invoices have been selected, generates a PayLink letter using the letter template selected in [Collections Setup](#). Read more about PayLink integration [here](#).

## Collections Management Transaction Inquiry window: Menus

View

Contains options for changing the information that is shown in the window - The options available in the menu depend on the window the user is working in, and in some cases, the field the pointer is located in.

Currency

Allows the user to enter or view multicurrency transactions in the functional or originating currency amounts if

Multicurrency Management is registered

Currency>>Modify Reporting Rate

Opens the Modify Reporting Rate window, where the user can enter a spot rate and calculation method for calculating the reporting currency amounts when the inquiry or report is generated if Multicurrency Management is registered

Options>>National Accounts

The user can select either Single (CTRL-N) or Group (CTRL-G). If the user selects Single, only the notes and aging period balances for the customer ID that the user selected will appear. If the user selects Group, all notes and the total aging period balances for the National Account will be

displayed. National Accounts must be registered.

#### History>>Transactions

The user can view transactions that have been moved to history. Select Receivables (CTRL-R) to open the Receivables Transaction Inquiry - Customer window. Select Invoicing (CTRL-I) to open the Invoicing Document Inquiry window. Select Sales Order Processing (CTRL-S) to open the Sales Order Processing Document Inquiry window.

## Collections Management Transaction Note Selection window

Refer to the [Collections Management Transaction Inquiry window](#) for information about this window.

## Collections Management Invoice Note History window

Transactions>>Sales>>Collection Main>>enter or select a customer ID>>select Display or Total Due>>Select a document>>Select Document Number>>Select Document Note History

Use this window to view the history of notes attached to the selected document.

### Collections Management Invoice Note History window: Fields

#### Customer ID

Displays the customer ID the user selected in Collections Main.

#### Name

Displays the customer name associated with the customer ID.

#### Document Number

Displays the document number the user selected in Collections Management Transaction Inquiry.

#### Current Amount

Displays the amount referenced in the note.

#### Document Amount

Displays the entire amount of the document that the note is attached to.

#### Note ID Version

Displays the ID number of the note.

#### Note Status

Displays the Note Status of the note in question, e.g. Open or Completed.

#### Created

Displays the date the note was created.

Revised On

Displays the date on which the indicated note was revised last.

Contact Person

Displays the contact person for the customer's associated address with the invoice selected.

Assigned To

Displays the credit manager or collector to which this note is assigned.

Action Promised

Displays the action ID for each note revision for the invoice selected.

Completed Date

Displays the date on which this revision of the note was marked completed.

Canceled Date

Displays the date on which this revision of the note was cancelled.

Caller ID

Displays the credit manager or collector who created the note.

Amount Promised

Displays the amount the customer promised to pay when they complete the action associated with the note.

Note

Displays the text entered the note. This may be automatically entered or manually entered by the collector during note creation.

## Collections Management Invoice Note History window: Buttons

Customer ID lookup

Opens the Customers and Prospects window to select a customer from.

Document number lookup

Opens the Open Documents window to select a document from.

Document number

Opens the Inquiry window associated with the type of document selected.

# Collections Management Transfer Credit Manager window

Cards>>Sales>>Transfer Credit Manager

Use this window to assign a credit manager to customer records. The user can query customer records for a specific credit manager and then change the credit manager information.

Related item:

- *Assigning customer accounts to a different credit manager*

## Collections Management Transfer Credit Manager window: Fields

Credit Manager

Displays the credit manager for each customer in the query - This field will display information only if the user selects Current Query in the From field.

Customer Class

Displays the customer class for each customer in the query - This field will display information only if the user selects Current Query in the From field.

Customer ID

Displays the customer ID for each customer in the query – This field will display information only if the user selects Current Query in the From field.

Customer Name

Displays the customer name for each customer in the query - This field will display information only if the user selects Current Query in the From field.

From

Select Credit Manager or Current Query.

- If the user selects Credit Manager, enter or select a collector ID.
- If the user selects Current Query, the scrolling window will display the customer records that are in the current query.

To Credit Manager

Enter or select a collector ID to assign to the customer records. If the From Credit Manager field is blank and the user selects a collector ID in the To Credit Manager field, all customer records that do not have a credit manager will be assigned to the collector ID the user selects.

## Collections Management Transfer Credit Manager window: Buttons

OK

Assigns the credit manager to the customer records

Redisplay

Updates the window and displays information that has been added or changed since the user opened this window

## Collections Management User Defined Setup window

Microsoft Dynamics GP>>Tools>>Setup>>Sales>>Collection Setup>>List 1 expansion button or List 2 expansion button

Use the Collections Management User Defined Setup window to assign list values for a user-defined list for instances when the user would like to include multiple selections. For example, if the user entered Customer Size in a list field in the Collections Management Setup window, the user can enter the list values for the customer size such as 1-50, 51-100, and 101-500.

Related item:

- [\*Setting up collector security for notes and customer records\*](#)

### Collections Management User Defined Setup window: Fields

Table Value

Enter the values for the user-defined field. The user can select one of these values when the user chooses the user-defined lookup button in the [Collections Management Setup window](#).

User-Defined

Displays the text that was entered in the list field in the [Collections Management Setup window](#)

## Collections Management View Letters window

Transactions>>Sales>>Collections Main>>Contact button>>enter or select a customer ID>>View Letter button

Use the Collections Management View Letters window to view the text for each letter by customer. The user can add, change, and delete text for a letter.

Related items:

- [\*Creating reminder letters\*](#)
- [\*Printing Collections letters\*](#)
- [\*Printing Collections statements and invoices\*](#)

### Collections Management View Letters window: Fields

Address Code

Displays the address ID code to which the selected letter will be sent, such as Primary or Warehouse

Customer ID

Displays the customer ID the user selected in the [Collections Management Print Selection window](#)

### Collections Management View Letters window: Buttons

Cancel

Closes the window without saving changes

Save

Saves the entries the user has made in this window

# For more information

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## About Professional Advantage

Professional Advantage is an international IT consulting and solutions company, with 30 years of experience in helping organisations achieve more by improving their business systems through industry leading software solutions. Originating in Australia, it is one of the country's most awarded solution providers. Our 250-strong global team covers three continents, and has successfully worked with over 1000 organisations.