

USER MANUAL

Collect 365

Business Central

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Chapter 1: About Collect 365

Welcome to the Collect 365 manual, brought to you by Professional Advantage to help businesses streamline their collection processes in Microsoft Dynamics 365 Business Central. With Collect 365, you can take control of your account receivables (AR) processes, driving collection tasks in an efficient and visible way.

Developed by the author of Collections Management for Microsoft Dynamics GP and Collect for Infor SunSystems, Collect 365 offers a professional and auditable process to collect payments quickly and efficiently.

This manual will introduce you to the key features of Collect 365, including how to see overall and individual customer debt positions. Record and track collection activities and create and schedule future collection tasks for specific customers and transactions.

You will learn how to send one-off emails from a customer-centric hub, how to create and customize collection letters using advanced editing functions and embed overdue transaction details in your communications.

You will learn how to allocate customer accounts to a collections team. Provide an audit of collections activity for review and escalation and use filter-driven queries to tailor and automate your collection efforts. These actions can be performed for different types of customers, allowing you to send mass emails to customers who meet the requirements for a specific collection query.

This manual will guide you through the features, functionality, and setup of Collect 365, empowering you to optimize your collection processes and improve your bottom line.

Whether you are new to Collect 365 or an experienced user, this manual is your comprehensive guide to streamlining your accounts receivable processes in Microsoft Dynamics 365 Business Central.

If information is required on installation or setting up permissions for Collect 365 then refer to the Appendix.

Chapter 2: Setup

Setup is accessed from the Professional Advantage “Collect 365 Setup” page. There are several other pages that may be accessed from this Setup page. This section will explain the Setup options that drive your Collect 365 application.

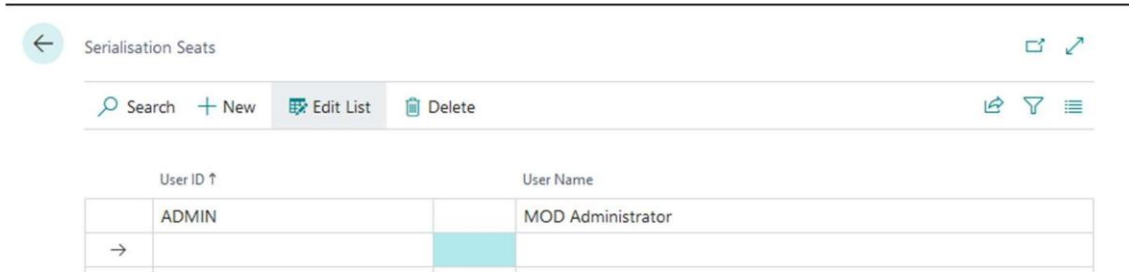
Setup: Assigned Users

Accessing this page: This page is accessed by searching for “Professional Advantage Licenses” using the Tell Me prompt, and from that page using the “Assigned Seats” option.

Collect 365 may be used by multiple users in your organization. The primary users will be your “Collectors” who are the individuals performing collection management.

Collect 365 is “Seat Based” Licensing so any user that needs to use Collect 365 functionality will need to be set up as a Named user in the Licensing area.

Accessed from the “Professional Advantage Licenses” page, the “Assigned Seats” page is used to manage the named users that have been granted access to Collect 365.



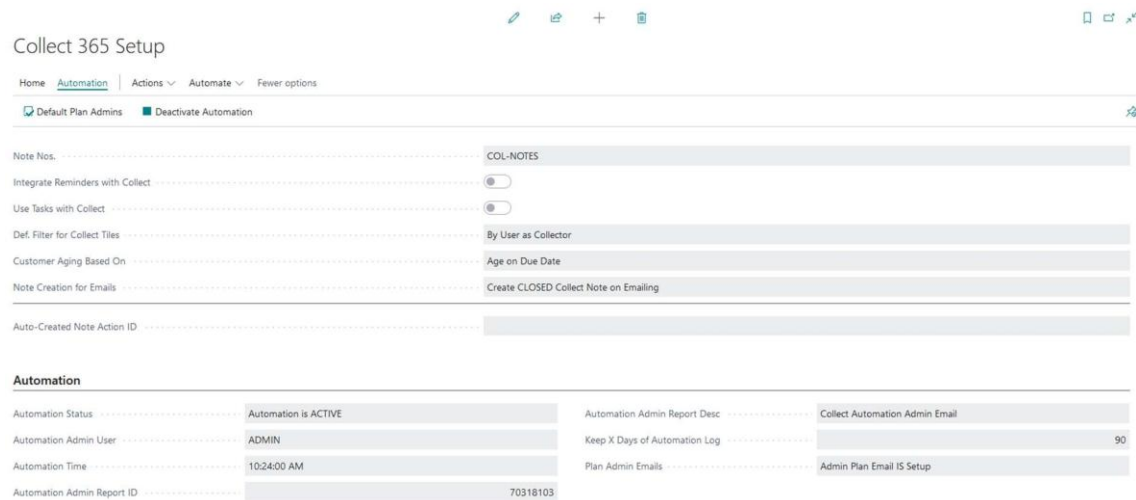
This page is a list of all the users who are granted access to use Collect 365.

This grants a license to the user. Users will need to have the appropriate Collect 365 permissions assigned to them to use the application, as explained in the Permissions section.

Setup: Collect 365 Setup

Search for “Collect 365” using the Tell Me prompt.

The “Collect 365 Setup” page is the main page for doing all your setup for Collect 365. This page has several setup fields that affect the general use of Collect 365, as well as several option buttons used to access the other related setup areas.



On this page the following options are managed:

- **Note Nos.:** This is the number series used to create the Numbers assigned to new Collect 365 Notes.
- **Integrate Reminders with Collect:** For most installs this should NOT be marked. This option turns on limited integration with Business Central Reminders. This option should only be used by clients prior to version x.x with a need to use this Legacy functionality. This functionality will not be enhanced and will be removed in a future version.

- Use Tasks with Collect: For most installs this should NOT be marked. This option is used to enable limited use “Tasks”. This should only be used for clients who used Collect 365 prior to version x.x who need to use this Legacy functionality. This functionality will not be enhanced and will be removed in a future version.
- Def. Filter for Collect Tiles: This setting controls the behavior of the “Cue Tiles” found on the Collect 365 Role Center. This sets the default value for the Cue Tiles function. This value is overridden by the Def. Filter field on the “Collect 365 Collectors” page.
 - By User as Collector: The Cue tiles will filter the number of overdue notes by the Current user.
 - No Filter: The Cue tiles that indicate the number of overdue notes, will not be filtered by user. It will show collection notes for all users.
- Customer Aging Based On: Will control the calculation of Customer Aging.
 - Age on Due Date: This is the default option. Like Aging within standard BC, Aging will take the Due Date of the transaction and compare it to the Aging Bucket to calculate aging.
 - Age on Posting Date: This will age the transactions by the Posting Date.
- Note Creation for Emails: This setting determines whether Collect 365 Notes are automatically created when Collect 365 emails are sent to the customer.
 - Create NO Collect Note on Emailing: When Collect 365 Emails are sent, no Collect 365 Note is created.
 - Create OPEN Collect Note on Emailing: When Collect 365 Emails are sent an Open Collect 365 Note is created. These notes will show up in the Collect 365 Notes list.
 - Create CLOSED Collect Note on Emailing: When Collect 365 Emails are sent a Closed Collect 365 Note is created. These notes will not show up by default in the Collect 365 Notes list but may be shown when viewing closed notes.
- Auto-Created Note Action ID: When “Note Creation for Emails” is turned on to create Notes, then if an email is generated without its own Action ID, this is the default Action ID assigned to that automatically generated note.
- Reply To Email: When configured, collection emails will include this address as the reply-to header. This allows organizations to send emails from one address (e.g., accounts@company.com) while directing customer replies to a dedicated collections inbox. If left blank, replies go to the sending email address.

Automation Fields: These fields are used for creation of Automation emails, such as “Collect Scheduled Emails”.

- Automation Active: Indicates whether Automation has been activated. This is marked using the function “Automation >> Activate Automation”, which checks that all the automation fields required are entered.
- Automation User ID: When automation process is started, it will be creating a Job Queue entry to automate the processes. When that job queue entry is created to automate the processes, it will be ‘run as’ the user specified here. The Automation User ID is the user that the job queue will run under, and this user should have full permissions to the system for any processes that would be automated.
- Automation Time: For our scheduled jobs, their ‘frequency’ will help decide which days they will be run. This field is the time that all jobs will run. The process will run at this time every day and analyzes the frequency to determine whether the particular task should be run for that date.
- Automation Admin Report ID: When jobs are automated, if there are any errors generating the automation process, an email is sent to the plan administrators. This report defines the format of the email used to send those error reports. Except for under unusual circumstances where the format of this internal email needs to be changed, then this field should have no reason to be changed.

- **Keep X Days of Automation Log:** When processes are automated, entries will be created in the “Collect Automation Log”. This field determines the number of days of history to keep in this log. When automation executes, this log will be truncated to get rid of transactions older than this value. If this field is left at 0 (zero), then no transactions will ever be truncated, and all history will be kept.
- **Note Creation for Collect Plan:** This setting determines whether Collect 365 Notes are automatically created when an email is sent through Collection Plan Processing.
 - **Create NO Collect Note on Plan Email:** No note is created when plan processing sends an email.
 - **Create OPEN Collect Note on Plan Email:** An Open Collect 365 Note is created for each automated email. These notes appear in the Collect 365 Notes list for follow-up.
 - **Create CLOSED Collect Note on Plan Email:** A Closed Collect 365 Note is created for each automated email, providing an audit trail without cluttering the active notes list.
- **Print when No Email Address:** When enabled, Collection Plan Processing automatically generates a PDF letter for customers who do not have an email address on file, instead of producing an error. This ensures collection activity continues uninterrupted for all customers during automated plan processing. The PDF letter uses the letter template configured on the Collection Plan step.
- **Plan Admin Emails:** This field indicates whether the default Plan Emails are setup. Default Plan Admins are the email addresses where error emails will be sent for scheduled processes.

This page has several buttons to access other setup pages for Collect. Each of these buttons will be explained in the following sections:

- **Assign Collect Email Scenario:** Default behavior of Collect is to use the default Email Scenario to send emails. Use this setting to select a particular Email Scenario when sending Collect emails – this can be useful for situations such as sending those emails from a particular email address.
- **Aging Periods:** Is used to define the Aging buckets used for Aging calculations.
- **User Defined Query Fields:** Used to define your own fields to filter Customers when creating Collect Queries.
- **Collectors:** The users of the Collect 365 module – the collection agents.
- **Collection Letters:** Defines the behavior of the collection email, including the body of the email for the letter format.
- **Collection Actions:** Special actions that can be assigned to Collection Notes to aid in categorizing and searching for Collection Notes.
- **Statement Formats:** Defines a Customer Statement and associated parameters for running that statement. Used for automating statements or adding statements to generated emails.
- **Collect Frequencies:** Used to determine the frequency and therefore the days when an automated process will run.
- **Default Plan Admins:** This page is used to define the plan administrators that will receive emails on failures of scheduled processes.
- **Activate/Deactivate Automation:** This process is used to turn on/off the automation process. In the background, what this is actually doing is creating a Job Queue entry running as “Automation Admin User”, starting at the time “Automation Time”. This process will run at this time every day, and evaluate if there are any processes that will be executed at that time.

Setup: Collect 365 Collectors

Accessing this page: This setup page is accessed by using the “Collectors” button off the Collect 365 Setup page.

When companies have more than one person in the Accounts Receivable or Collection team the customer accounts can be allocated to individual Collectors. This focuses and streamlines work packages for each Collector and helps with performance reporting and analysis. Collectors can be assigned to particular Customers, are tracked on Collection Notes, as well as other processes within Collect 365

The “Collect 365 Collectors” page allows definition of the Collectors in this company and correlating the collectors to their User Login.

User ID ↑	Name	E-Mail	Phone No.	Filter for Collect Tiles
→ ADMIN	⋮ MOD Administrator	r@m3658974365.OnMicrosoft. ...		By User as Collec...

The setup fields include:

- User ID: The ID used by the user to access Business Central
- Name: The full name of the user
- E-Mail: The email address of the Collector
- Phone No: The phone number of the Collector
- Filter for Collect Tiles: This defaults from the Collect 365 Setup page, but the setup here will control the behavior of Cue Tiles on the Collect 365 Role Center for this user.
- By User as Collector: With this setup the Cue tiles which indicate the number of overdue notes, etc, will be filtered to the Current user.
- No Filter: With this setup the Cue tiles which indicate the number of overdue notes, etc, will not be filtered by user so will collect information from all collection notes not just the current user.

Setup: Aging Periods Setup

Accessing this page: This setup page is accessed by using the “Aging Periods” button off the Collect 365 Setup page.

← Aging Periods Setup ✓ Saved

Search + New Edit List Delete ↗

Aging Period	Date Formula (From)	Date Formula (To)
→ 1-30	-30D	-1D
31-60	-60D	-31D
61-90	-90D	-61D
91+	-10Y	-91D

The Aging periods displayed here are automatically created when Collect 365 is installed for the first time. These aging periods match the default aging periods used by standard Business Central and thus should work fine for most clients.

However, these may be modified by adding new Aging periods, or even re-defining those created automatically.

Whether Collect 365 Setup is set to use aging by Due Date or Posting Date, these buckets are used in a similar manner. Aging periods are used to define the buckets relative to the current date, and either Due Date or Posting Date are used to compare to these buckets for the point of view of aging.

Setup: Setup Collect 365 Letters

Accessing this page: This setup page is accessed by using the “Collection Letters” button off the Collect 365 Setup page.

Setup Collect 365 Letters ✓ Saved

Search + New Edit List Delete Custom Report Layouts Refresh More options ↗

Code #	Report ID	Report Name	Description	Email Subject	Document Copies Required	Action Usage
→ 70318103-000001	70318103	Collect Automation Admin Email	Automation Admin Email Body	Automation Processes ran with Errors - Action ...	<input type="checkbox"/>	Admin Email Body
70318106-000001	70318106	Initial Letter	Initial Letter	Payment Reminder	<input type="checkbox"/>	Collect Email Body
70318107-000001	70318107	Collect Sched. Statement Email	Statement Email Body	Your Current Statement	<input type="checkbox"/>	Customer Email Body
70318108-000001	70318108	OverDue Letter	OverDue Letter	OverDue Payment Reminder	<input checked="" type="checkbox"/>	Collect Email Body

The two letters shown here “Initial Letter” and “OverDue Letter” are created by default when Collect 365 is installed.

These letter formats are used to define the “Email Formats” for the Collect 365 Email process. These existing formats may be used, you can delete them, and you can add your own. It also creates one for “Collect Automation Admin Email” which is the email format sent for errors during automated process. And “Collect Sched. Statement Email” is used as the email body for emails sent for sending automated statements.

Here are some key characteristics of this setup:

- Code, Report ID, Report Name: These layouts are pointing to existing “Custom Report Layouts”. The lookup will allow you to point to one of the existing report layouts to use to define the format of the body of the email.

- To create new email formats, use standard Business Central functionality to create new Custom Report Layouts. Start with either “Initial Letter” or “Overdue Letter”, and then customize to fit your business needs.
- Description: This defaults from the Report Name but may be changed. This is the Description that shows up when users are asked to select the Email Template to use for their email they are sending.
- Email Subject: When an email is being generated, this is the default Subject for that email.
- Document Copies Required: This field indicates whether it is mandatory to include document attachments when using this collect letter format for manual emails.
- Action Usage: This field indicates the type of action associated with this collect report

New XML Data Fields for Word Letter Templates (v26.2): The following new data fields have been added to the Collect Letter Report XML data set. These fields can be included in custom Word letter templates by editing the template layout in Business Central and dragging the new fields from the XML data set.

- Collector Name, Collector Email, Collector Phone: Name, email address, and phone number of the assigned collector.
- Company Name, Company Address, Company Phone: Legal name, full address, and phone number of the sending company (from Company Information).
- Posting Date: Posting date of the invoice/credit memo.
- Original Amount: Original document amount before payments.
- Days Overdue: Number of days past due date (calculated).
- Last Payment Date / Last Payment Amount: Date and amount of the customer's most recent payment.
- Credit Limit: Customer's configured credit limit.
- Salesperson: Assigned salesperson name.
- External Document No.: Customer's purchase order or external reference number.
- Order No.: Sales order number linked to the invoice.

Note: Both the Initial Letter and Overdue Letter reports have been updated with these additional data columns. Updated sample .docx templates with placeholders for the new fields are available. To use these fields, open the report in Report Layout Selection in Business Central, edit the Word template, and insert the desired fields.

- Admin Email Body – These are used exclusively for generating the email body for errors during automation processes.
- Collect Email Body – These are used to define the email body when generating manual emails such as Initial Letter and Overdue Letter.
- Customer Email Body – this defines the email body when sending out an email to send the customer a copy of their statement.

Setup: Assign Collect Email Scenario

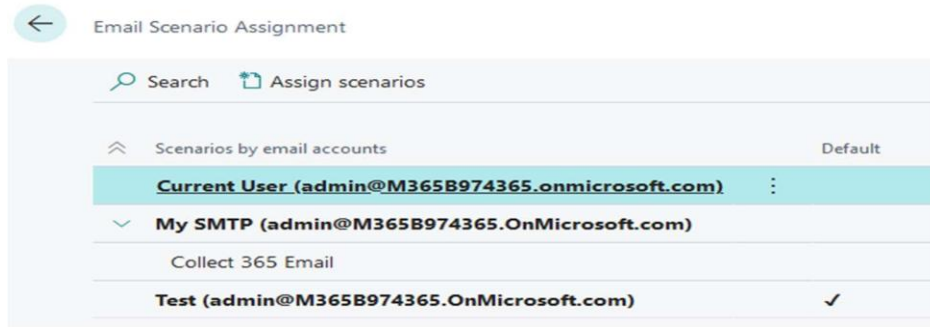
Accessing this page: This setup page is accessed by using the “Assign Collect Email Scenario” button off the Collect 365 Setup page.

Business Central uses Email Scenarios to send emails. This allows you define multiple scenarios, such as having different email addresses to send emails FROM. For example, you might have a Sales email address

and a Receivables email address, and you want to use those different emails depending on from where in BC you are sending your email.

If you do no setup, the Collect will simply use your “Default” Email Scenario.

However, using standard Business Central processes for setting up email scenarios, you can use Email Scenario Assignment to assign “Collect 365 Email” to a particular Email Scenario. By doing this, it will direct Collect 365 to use that Email Scenario for sending Collect 365 emails.



Setup: Collector Actions

Accessing this page: This setup page is accessed by using the “Collector Actions” button off the Collect 365 Setup page.

Collector actions are simply identifiers that can be assigned to Collect 365 Notes to be used for defaulting information and to be used for sorting and filtering of Notes.

Action ID ↑	Description	Action Type	Follow Up Days	Collect Letter Code	Collect Letter Description	Action Usage	Statement Required
FIRSTLETTER	First Letter	None	0	70318106-000001	Initial Letter	Collect Email Body	<input type="checkbox"/>
OVERDUE	Overdue Letter	None	0	70318108-000001	OverDue Letter	Collect Email Body	<input type="checkbox"/>
SENDSTMT	Send Statement	None	0	70318107-000001	Statement Email Body	Customer Email Body	<input checked="" type="checkbox"/>
PHONE	Phone Call	0	0			Manual Action	<input type="checkbox"/>

Fields here include:

- **Action ID:** This is the identifier of this Collector Action. This will be the code used to select on Collection Notes, visible on list views, and can be queried on Collect Queries.
- **Description:** Description of this Collector Action.
- **Action Type:** An optional field where you can associate a particular type of action to this action ID.
- **Follow-Up Days:** If this value is specified then when a Collect 365 Note is created and the Collector Action is specified, this will be used to help default the Follow-Up Date of the Collection Note – using this number of days from the current date.
- **Collect Letter Code:** Specifies the letter code that should be associated to this action. For example, an action of “Initial Letter” might be specified, and then associated to the Collection Letter of Initial Letter. This will ensure that when this Action is specified, it will use that format of email when generating manual emails.
- **Collect Letter Description:** Description of the selected letter code for this action.

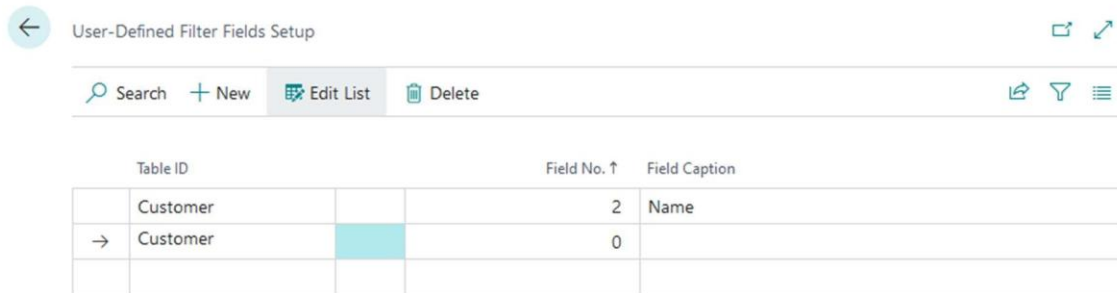
- **Action Usage:** This will help categorize the type of action, and is used for filtering in other areas of the system. If Collect Letter Code is specified for the action, then it will inherit this value from the letter code setup. Otherwise, this will be set to “Manual Action”.
- **Statement Required:** This field is used when this Action Code is specified when generating manual emails. If specified, it will ensure that the user also picks a Statement format. This is useful to force the user to remember to specify the statement format for a particular action.

Setup: User-Defined Filter Fields Setup

Accessing this page: This setup page is accessed by using the “User Defined Filter Fields” button off the Collect 365 Setup page.

The Collect 365 Customer Queries has been designed with as many of the common queries that our clients have asked for. However, there are going to be cases where someone wants to do a unique filter specific to their business needs.

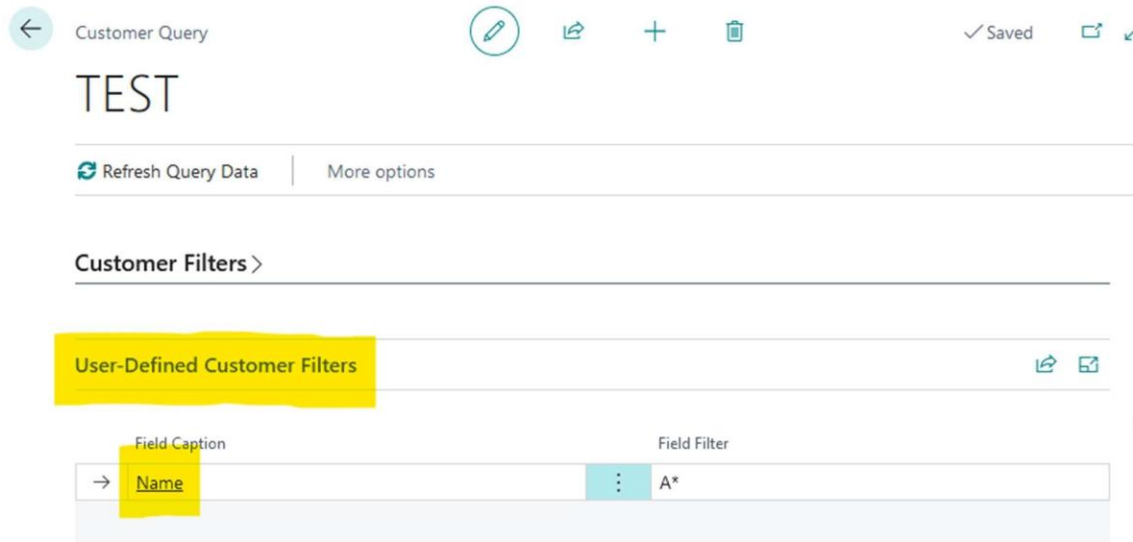
This page allows a custom filter to be defined that will then be available for defining elements of a Collect 365 Customer Query.



To define a field to be used for filtering:

- **Table ID:** Select either to sort on “Customer” or “Customer Ledger Entry”.
- **Field No.:** Use the lookup to select the field that will be used for a custom query. The Name field will fill with the name of the selected field.

Note that once a User-Defined Filter field is created here, it opens a new tab on the Customer Query:



This will be explained more in the Collect 365 Customer Query section of this document.

Setup: Add Collector to Customer Card

The standard Business Central Customer Card has been modified to include the new field “Collector”.

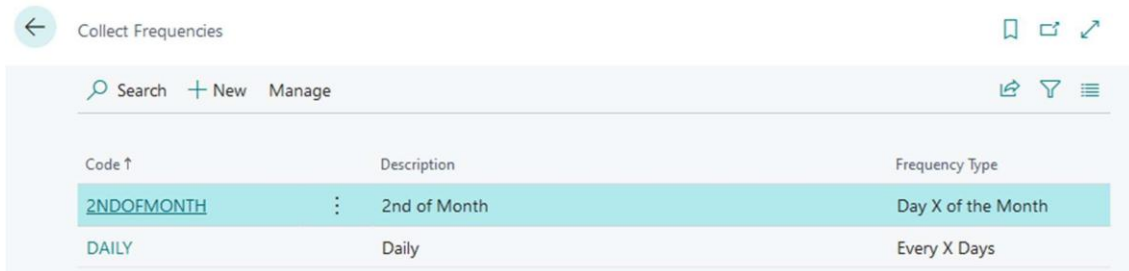
“Collector” is linked to the “Collect 365 Collectors” setup page.

This in essence links this customer to a particular Collection agent. It is not necessary to populate this value, but it is used as a default for Collection Notes as well as a potential filter for filtering customer records.

Setup: Collect Frequencies

Accessing this page: This setup page is accessed by using the “Collect Frequencies” button off the Collect 365 Setup page.

Collect Frequencies determine how often an automated process will run. For example, the 2nd of every month, or daily are both valid options.



Collect Frequency ✓ Saved

2NDOFMONTH

General

Code 2NDOFMONTH Description 2nd of Month

Frequency

Frequency Type Day X of the Month Day of the Month 2

Fields here include:

- Code: This is the identifier of this Collector Frequency.
- Description: Description of this Collect Frequency Frequency Type: Frequency type of this record:
- Day X of the Month: Will run on day X of every month, Day of the Month will need to be specified.
- Every X Days: Will run every X days, Number of Days will need to be specified.
- Days of the Week: Will run every particular day(s) of the week. For example, running on Mondays and Tuesdays.

Setup: Collect Statement Formats

Accessing this page: This setup page is accessed by using the “Statement Formats” button off the Collect 365 Setup page.

Collect Statement Formats are used to define which Customer Statement report will be run, and the parameters used to run that report. These formats will be used to generate statements when attaching statements with this format within an automated scheduled email, or a manual email with this statement attached.

When creating a new statement format, the general process is:

- Create a Code and Description to identify this format.
- Select the statement report that will be printed. Ensure a report is selected that is printing the physical statement, NOT an email format.
- Create a date format to calculate the start and end dates.
- Use “Specify Report Parameters” to define the parameters that will be used when running the report.

Collect Statement Formats

Search + New Manage

Code ↑	Description	Report Name	Report Description	Start Date Formula
MYTEST	Test	Customer Statement	My Customer Statement	-15M-CM
OURDEMO	Our Demo	Customer Statement	My Customer Statement	-15M-CM
STDSTMT	Standard Statement	Customer Statement	My Customer Statement	-15M-CM
TESTSTMT	Test	Customer Statement	My Customer Statement	-15M-CM

Collect Statement Format

MYTEST

Specify Report Parameters Preview Statement More options

General

Code: MYTEST Start Date Formula: -15M-CM

Description: Test End Date Formula: CM

Report ID: 1316 Example Start Date: 7/1/2022

Report Name: Customer Statement Example End Date: 10/31/2023

Report Description: My Customer Statement

Parameters Selected New Line Delete Line

Parameter Field	Parameter Value
PrintEntriesDue	true
PrintAllHavingEntry	true
PrintAllHavingBal	true
PrintReversedEntries	false
PrintUnappliedEntries	false
IncludeAgingBand	false

Fields here include:

- Code: This is the identifier of this Collect Statement Format
- Description: Description of this Collect Statement Format
- Report ID: Customer Statement report that will be run. Ensure this is the physical statement, not an email format.
- Start / End Date Formula: Date Formulas used to define the Start Date and End Date to use for the Statement when it is run. Here is a useful link if you need ideas on how to use data formula: <https://thatnavguy.com/date-formula-in-business-central/>

A couple of key functions exist on this page:

- Specify Report Parameters: This function is used to specify the report parameters that will be used to run the report. Once selected, the parameters selected will be summarized in the scrolling window. Note that Start Date and End Date on the parameter page don't need to be specified, as anything for start and end date will be overridden with the calculated start and end date from the date formula fields.
 - Note: The Customer No. and/or Currency Totals filters cannot be specified report parameters in conjunction with the Collect Statement format. If specified, an error will be encountered when processing.

Preview Report: After the statement format is completely setup, including the report to be run, the start and end date formula, and the report parameters have been specified – then you can use this function to preview the report based on these parameters to ensure you are getting the desired results.

Chapter 3: Collect 365 Hub

The Collect 365 Hub is the nerve center of Collect 365. Apart from Setup, which is centered around the “Collect 365 Setup” page, all other functionality for Collect 365 may be found from the Collect 365 Hub

The main Collect 365 Hub is the “List” view where it lists out all your customers and offers a variety of Collection Activities.

The other part of the Collect 365 Hub is the “Card” view. A particular customer may be selected and then a card view of Collect 365 may be opened which has additional information and functionality.

This section will explain the various functionalities that is associated to the Collect 365 Hub.

Note that not all fields will be explained. The Collect 365 Hub is like the Business Central “Customer” List and Card except that it has been customized to fit your Collection needs. As a result, standard Business Central fields will not be explained as it is expected knowledge that you understand the standard Business Central fields.

Collect 365 Hub - List

Accessing this page: This page is accessed by searching for “Collect 365 Hub” using the Tell Me prompt.

The Collect 365 Hub is a list of all your customers and acts as the hub for all your collection activities.

The screenshot shows the Collect 365 Hub interface. At the top, there is a navigation bar with options: Search, Manage, Communicate, Navigate, Functions, Reports, Links, and More options. Below this is a table of customers with columns: No. #, Name, Salesperson Code, Collector, Reminder Terms Code, Payment Terms Code, Blocked, Credit Limit (LCY), Balance (LCY), and Balan. The first row is highlighted in blue and contains: 10000, Adatum Corporation, JO, [empty], 30 DAYS, [empty], [empty], 0.00, 0.00. To the right of the table are two factboxes. The first is 'Payment Statistics' with fields: Customer No. (10000), Avg. Days to Pay (YTD) (0), Avg. Days to Pay (Last Year) (0), Last Payment Date (3/24/2022), and Last Payment Amt (44,287.65). The second is 'Customer Aging' with a table showing Aging Period and Aging Amount. The 'CURRENT' period is highlighted in blue and has an amount of 0.00. Other periods include 1-30, 31-60, 61-90, and 91+, all with 0.00 amounts.

No. #	Name	Salesperson Code	Collector	Reminder Terms Code	Payment Terms Code	Blocked	Credit Limit (LCY)	Balance (LCY)	Balan
10000	Adatum Corporation	JO			30 DAYS		0.00	0.00	
20000	Trey Research	JO			30 DAYS		0.00	4,410.25	
30000	School of Fine Art	JO			30 DAYS		0.00	95,193.00	
40000	Alpine Ski House	JO			60 DAYS		0.00	7,635.00	
50000	Relecloud	JO			30 DAYS		0.00	18,135.50	

Customer No.	Value
Customer No.	10000
Avg. Days to Pay (YTD)	0
Avg. Days to Pay (Last Year)	0
Last Payment Date	3/24/2022
Last Payment Amt	44,287.65

Aging Period	Aging Amount
CURRENT	0.00
1-30	0.00
31-60	0.00
61-90	0.00
91+	0.00

Fields: Collect 365 Hub List

This page will remind you of the Customer List page, except it has been modified to specialize on fields that are needed in the Collection process. For this reason, we will not be explaining every field as fields from standard Business Central are expected to already be understood.

- No.: The number identifying your customer within Business Central
- Collector: Collector is a new field added to the Customer Card as the default Collection agent associated to that customer.

Factboxes: Collect 365 Hub List

This page has a pair of Factboxes available that will display additional information for the highlighted customer.

Payment Statistics: This factbox gives more detailed payment related information for the selected customer:

- Customer No.: The identifier of the selected Customer
- Avg. Days to Pay (YTD): This specifies, for the period from the start of the current fiscal period to the current date, the usual time it takes to collect payment from this customer. This value is calculated by averaging over all invoices, the number of days between the posting date of the invoice and the posting date of the payment applied to it.
- Avg. Days to Pay (Last Year): This is like “Avg Days to Pay (YTD)” except it is for the entire prior fiscal year.
- Last Payment Date: The date of the most recent payment received from this customer.
- Last Payment Amt: The amount of the most recent payment received from this customer.

Customer Aging: This factbox gives the Aging details for the highlighted customer.

- Aging Period: These categories are the aging periods defined on the “Aging Periods Setup” page.
- Aging Amount: This amount is calculated for this aging period using the open documents, based on either Due Date or Posting Date – dependent on the setup on the “Collect 365

Actions: Collect 365 Hub List

There are several actions found on Collect 365 Hub List that will allow you to Navigate to various areas of the system.

- **Manage >> View:** Opens the Collect 365 Hub Card for the specified customer to view information that is not available on the list view.
- **Communicate >> Email:** Opens the Collect 365 Email page where a collection email may be sent to the selected customer.
- **Communicate >> Send Mass Email:** Highlight a selection of customers, and then you can generate a mass emailing for those customers to send similar information to that same group of customers.
- **Communicate >> Notes:** Opens the Collect 365 Notes List where collection notes for this customer may be viewed, managed, and created.
- **Navigate >>> Collect Hub Card:** Opens the Collect 365 Hub Card for the specified customer to view information that is not available on the list view.
- **Navigate >>> Customer Card:** Opens the standard Business Central Customer Card to view the setup of the highlighted customer.
- **Navigate >>> Ledger Entries:** Opens the Customer Ledger Entries page to view all such entries against the currently selected customer.
- **Navigate >>> Interaction Log:** Opens the Business Central Interaction Log to view any standard Interactions that have been entered against this customer. Not commonly used as Collection Notes has far more functionality, but this is included for legacy purposes.
- **Functions >> Assign Custs. To Collector:** Highlight a group of customers, and then it will allow you to select a Collector, and then all highlighted customers will be assigned to that Collector.
- **Functions >> Clear Collector from Custs.:** Highlight a group of customers and it will allow you to clear the Collector field on the Customer Card for all highlighted customers.
- **Process >>> Mark All Complete:** This action marks all Collection Notes as completed for notes where every associated invoice has been fully paid. This bulk action saves collectors significant time managing resolved accounts by automatically closing notes that no longer require follow-up. Only notes where all linked documents have zero remaining balance are marked complete.
- **Reports >>> Print Collections Summary:** Launches the Collection Summary report which will detail open transactions for the customer as well as any open Collection Notes.
- **Reports >>> Print Letters:** Generates collection letters for all customers in the current query result set. Options include printing directly, saving as PDF, or previewing before printing. The letter template used is determined by the letter format configured in Collect 365 Setup.
- **Reports >>> Print Statements:** Generates customer statements for all customers in the current query result set. Statement printing uses the Statement Format templates configured in Collect 365 Setup. Options include printing directly, saving as PDF, or previewing before printing.
- **Links >>> Customer Queries:** Links to the Collect 365 Customer Queries where collection information may be queried to find resulting query results that can be used for analysis or correspondence.
- **Links >>> Collect 365 Setup:** Provides a link to open the “Collect 365 Setup” page to do overall setup for Collect 365.

Collect 365 Hub - Card

Accessing this page: This page is accessed directly from the “Collect 365 Hub” List.

The Collect 365 Hub Card gives a detailed view of a selected customer’s collection activities.

The screenshot displays the 'Collect 365 Customer Hub' for customer 20000, Trey Research. The interface includes a navigation bar with 'Communicate', 'Navigate', 'Reports', 'Links', and 'More options'. The main content is divided into several sections:

- General:** A table of key metrics such as Balance Due (LCY), Sales (YTD), Sales (Last Year), Payments (YTD), Payments (Last Year), UnApplied Payment Amt (\$), Outstanding Invoices (LCY), and Outstanding Orders (LCY).
- Payment Statistics:** A sidebar showing Customer No., Avg. Days to Pay (YTD), Avg. Days to Pay (Last Year), Last Payment Date, and Last Payment Amt.
- Customer Aging:** A table showing aging periods (CURRENT, 1-30, 31-60, 61-90, 91+) and their corresponding aging amounts.
- Contacts:** A table listing contacts with columns for No., Name, Job Title, Email, and Phone No.
- Active Notes:** A section for notes related to the customer.

Fields: Collect 365 Hub Card

This page displays various information about the selected customer and their collection activity.

General Tab: This tab contains general information about the customer and various collection statistics. Any standard Business Central fields such as Name, Salesperson, etc will not be explained here:

- **Collector:** This is the collection agent that is assigned to this customer. This is automatically stamped on Collection Notes generated for this customer and is useful for filtering and queries.
- **Credit Limit (LCY):** The customer’s credit limit. Once the Balance (LCY) reaches this amount, warnings will be given when trying to make further transactions against this customer.
- **Balance (LCY):** This is the total amount this customer owes – their total unpaid balance.
- **Balance Due (LCY):** This is the overdue amount this customer owes.
- **Sales (YTD):** Total Sales for this customer in the current Fiscal year.
- **Sales (Last Year):** Total Sales for this customer in the previous Fiscal year.
- **Payments (YTD):** Total Payments made by this customer in the current Fiscal year.
- **Payments (Last Year):** Total Payments made by this customer in the previous Fiscal year.
- **UnApplied Payment Amt (\$):** Total amount of payments that are sitting on the customer account not applied to an invoice.
- **Outstanding Invoices (LCY):** Helping define your expected income, this is the total amount of Sales Invoices in the system that have not been posted.
- **Outstanding Orders (LCY):** Helping define your expected income, this is the total amount of Sales Orders in the system that have not been posted.
- Note that there are a few other “Outstanding” fields that are not shown by default but may be shown that include Outstanding amounts for credits, return, quotes, etc.

Contacts Tab: This tab displays summary information about the contacts associated to this customer.

The contact list is simply the standard Business Central Contacts with various standard fields including Name, Job Title, Email, and Phone No.

Active Notes Tab: This tab displays a list of the currently open Collect 365 Notes associated to this customer:

- Note ID: Unique identifier for this note.
- Subject: The Subject Line of the Note
- First Line of Note: The collection note can have multiple lines of text. This field is simply the first line of text – useful in remembering what the note was about.
- Assigned Collector: This is the collector associated to this Collection Note. This will have defaulted from the customer but may have been changed.
- Contact Date: This is the date that the collection note was created.
- Contact Name: If specified, this is the customer contact that was contacted and to which the note was made about.
- Action ID: The Action ID associated to the collection note, if specified.

Factboxes: Collect 365 Hub Card

This page has a pair of Factboxes available that will display additional information for the highlighted customer.

Payment Statistics: This factbox gives more detailed payment related information for this customer.

This is the same factbox as is found on the Collect 365 Hub List and is explained in detail there.

Customer Aging: This factbox gives the Aging details for this customer. This is the same factbox as is found on the Collect 365 Hub List and is explained in detail there.

Actions: Collect 365 Hub Card

There are several actions found on the Collect 365 Hub List that will allow you to Navigate to various areas of the system.

- Communicate >> Email: Opens the Collect 365 Email page where a collection email may be sent to this customer.
- Communicate >>> Notes: Opens the Collect 365 Notes List where collection notes for this customer may be viewed, managed, and created.
- Navigate >> Customer Card: Opens the standard Business Central Customer Card to view the setup of this customer.
- Navigate >> Ledger Entries: Opens the Customer Ledger Entries page to view all such entries against this customer.
- Navigate >> Interaction Log: Opens the Business Central Interaction Log to view any standard Interactions that have been entered against this customer. Not commonly used as Collection Notes has far more functionality, but this is included for legacy purposes.
- Reports >> Print Collections Summary: Launches the Collection Summary report which will detail open transactions for the customer as well as any open Collection Notes.

- **Links >> Customer Queries:** Links to the Collect 365 Customer Queries where collection information may be queried to find resulting query results that can be used for analysis or correspondence.

Chapter 4: Collect 365 Notes

Collect 365 Notes are a detailed way to keep track of interactions with your customers – far beyond the capabilities on the standard Interaction Log.

Features of Collection Notes include:

- Fields to track all the information about your correspondence, including a free-form text field.
- Version Control – every time you modify an existing note, a new version of that note is created. This allows you to review previous versions of the Note.
- Completed Notes are hidden from view but may be viewed when needed.
- Notes can have Invoices/Credit Memos attached if the Note was in relation to collection activities.
- Notes can have attachments, such as PDF documents.
- Notes can be auto generated when Emails are sent to your customers.

Collect 365 Notes List

Accessing this page: This page may be accessed in numerous ways:

- Search for “Collect 365 Notes” from the Tell Me prompt. This will open the page showing notes for all customers.
- Launched from the “Notes” button on the Collect Hub List to show all Notes for the highlighted customer.
- Launched from the “Notes” button on the Collect Hub Card to show all Notes for the given customer.
- Launched from the “Communicate >> Email” button on the Customer Query Results page.

The Collect 365 Notes List page shows all Notes that have been entered, specific to a particular customer when opened from the Collect 365 Hub. By default, only Open Notes may be viewed, but the view can be modified to include Closed Notes as well – including all previous versions of those notes.

Note ID ↑	Customer No.	Subject	First Line of Note	Note Revision ↑	Assigned Collector	Contact Date	Contact Time	Contact Name	Action ID	Ac	Attachments
CN0000014	2000R	Called Billy re Outstanding Invo...	Called Billy to discuss Invoice 1...	1	ADMIN	3/14/2023	1:55:59 PM	Billy	PH000005G		Documents 0

Fields: Collect 365 Notes List

This page displays the details about Collect 365 Notes that have been entered.

Each record includes:

- **Note ID:** The Note ID that has been assigned to the note to uniquely identify it. This controlled by the Note Number Series assigned on the “Collect 365 Setup” page.
- **Customer No.:** The customer number assigned to the Customer to which this Note relates.
- **Subject:** Entered by the user, this is a subject line for this note to help search for it.
- **Note Revision:** This is the current version of the Note. When an edit is to be made to a Note, it will become the next revision number.
- **Assigned Collector:** The Collector that was assigned to this Note. This may have defaulted from the Customer, and then can be edited by the person making the Note.
- **Contact Date:** The date of correspondence.
- **Contact Time:** The time of correspondence.
- **Contact Name:** When entered, this is the name of the customer contact person to whom this correspondence relates.
- **Action ID:** Used for searching, this is the Action ID that was assigned to this Note. This is a useful field in searching Notes in Customer Queries.
- **Action Description:** This is simply the description related to the Action ID.
- **Action Type:** This is the type of action that is associated to the Action ID of this Note.
- **Document Total:** If Invoices and Credit Memos are attached to this Note, this is the total amount of these documents that are attached.
- **Total Due:** This is the total amount outstanding against the documents that have been attached to this Note.
- **Amount Promised:** When corresponding with a customer contact, if they promised to send payment for a particular amount, that amount would be entered here.
- **Follow-Up Date:** If the correspondence with the customer requires a follow-up, this is the planned date to follow up.
- **Status:** Open or Closed – the status of the Note.

Factboxes: Collect 365 Notes List

This page has one Factbox which displays information associated to the highlighted Note.

Attachments: This factbox is used to view or attach generic attachments to the Note such as PDF or Word documents.

Actions: Collect 365 Notes List

There are several actions found on the Collect 365 Notes List that will allow you perform various functions:

- **New:** This opens the Collect 365 Notes Card page to allow you to create new
- **Manage >> Edit/View:** Opens the Collect 365 Notes Card to open an existing Note.
- **Process >>> Close Note:** This function is used to change the status of the highlighted Note to Closed, removing it from the default view. This function is hidden if the Note is already closed.
- **Process >>> ReOpen Note:** This function is used to change the status of the highlighted Closed Note back to Open. This function is hidden if the Note is not closed.
- **Process >>> Include Closed/Cancelled:** This function changes the default view of this page to include the latest version of Closed notes. By default, closed notes are not visible on the page.

- **Process >> Include Old Revisions:** This function changes the default view of this page to include all versions of the displayed notes, including all previous revisions. By default, only the latest revision is displayed.
- **Communication >> Email:** This function is used to open the Collect 365 Email page to send an email to the Customer associated to the Selected Note.
- **Communication >> Send Mass Email to Highlighted:** This function is used to open the Collect 365 Mass Email page to send an email to each Customer related to Notes that have been highlighted in the current view.
- **Actions >> Delete Note:** This function is not promoted but is available here for when there is a particular need. After confirmation, the current note and all revisions of that note will be deleted.

Updated Behavior: Invoice Attachment

- **Invoice One-to-One Relationship:** Invoices are now restricted to a one-to-one relationship with collection notes. When attaching an invoice that is already linked to another open note, the system displays a prompt offering to move the invoice to the new note. Selecting "Yes" removes the invoice from the original note and attaches it to the current note. This prevents the same invoice from appearing on multiple active notes simultaneously.
- **Invoice Transfer Remarks:** When an invoice is transferred from one Collection Note to another, the original note's description is automatically updated with a transfer remark. The remark includes the destination note number, document details (type and number), and a date/time stamp. This keeps collectors informed when invoices move between notes.

Collect 365 Note Card

Accessing this page: This page is accessed from the Collect 365 Notes list page.

This card page is where you can view existing notes in detail, enter new Notes, and edit existing notes.

When you open an existing Note, the Note will be opened non-editable. If you wish to edit the note you will use the Edit button. This will create a new revision of the note, and you will be able to edit this new revision of the note.

Collect 365 Note

CN0000014 · 1

Attach Documents | Related | Automate | Fewer options

General

Customer No. 20000 Note Revision 1

Note ID CN0000014

Collection Details

Assigned Collector	ADMIN	Total Due	2,518.50
Contact Date	3/14/2023	Amount Promised	0.00
Contact Time	1:35:59 PM	Follow-up Date	3/16/2023
Action ID	PHONEMSG	Status	Open
Action Type	Left Phone Message	Completed Date	
Contact Name	Billy	Note Priority	Regular
Document Total	2,518.50		

Subject

Called Billy re Outstanding Invoice 103386

Notes

Called Billy to discuss Invoice 103386 being overdue.
Left message as Billy was away from his desk.

Fields: Collect 365 Notes Card

This page displays the details about Collect 365 Notes that have been entered.

General Tab: This tab includes General information about the note:

- **Customer No.:** The customer number assigned to the Customer to which this Note relates.
- **Note ID:** The Note ID that has been assigned to the note to uniquely identify it. This is controlled by the Note Number Series assigned on the “Collect 365 Setup” page.
- **Note Revision:** This is the current version of the Note. When an edit is to be made to a Note, it will become the next revision number.

Collection Details Tab: This tab includes more specific information about the Note:

- **Assigned Collector:** The Collector that was assigned to this Note. This may have defaulted from the Customer, and then can be edited by the person making the Note.
- **Contact Date:** The date of correspondence.
- **Contact Time:** The time of correspondence.
- **Action ID:** Used for searching, this is the Action ID that was assigned to this Note. This is a useful field in searching Notes in Customer Queries.
- **Action Description:** This is simply the description related to the Action ID.
- **Action Type:** This is the type of action that is associated to the Action ID of this Note.
- **Contact Name:** When entered, this is the name of the customer contact person to whom this correspondence relates.
- **Document Total:** If Invoices and Credit Memos are attached to this Note, this is the total amount of these documents that are attached.

- **Total Due:** This is the total amount outstanding against the documents that have been attached to this Note.
- **Amount Promised:** When corresponding with a customer contact, if they promised to send payment for a particular amount, that amount would be entered here.
- **Follow-Up Date:** If the correspondence with the customer requires a follow-up, this is the planned date to follow up. If an Action ID is selected on this Note then this value may default in based on the follow-up date formula assigned to the Action ID.
- **Status:** Open or Closed – the status of the Note.
- **Completed Date:** When a Note is Closed, this is the date the Note was marked as Closed.
- **Created By:** Displays the user who originally created the Collection Note. This field is separate from the assigned Collector and provides a clearer audit trail when notes are reassigned between team members. This field is read-only and is automatically populated when the note is created.
- **Revised Date:** Displays the date of the most recent revision to the Collection Note. Automatically updated whenever the note is modified.
- **Revised Time:** Displays the time of the most recent revision to the Collection Note. Used in conjunction with Revised Date for accurate revision history tracking.
- **Note Priority:** Used for searching and filtering, a priority may be assigned to this Note.

Subject Tab: This tab includes a field to enter a subject line for the Note to help search for the Note.

- **Subject:** Entered by the user, this is a subject line for this note to help search for it.

Notes Tab: This tab includes a free-form field to enter the main text of the Note.

- **Note:** Entered by the user, this is a free-form field to enter whatever text is desired for this communication.

Documents Tab: This tab includes a list of the invoices and credit memos that have been entered against this Note. Notes are manually added to the Note using the “Add Attachment” button. This window is a list of documents and for each document the following fields are included:

- **Document Type:** The type of the attached document, either an Invoice or Credit Memo
- **Document No.:** The number uniquely identifying the attached invoice or credit memo.
- **Pre-Assigned No.:** The pre-assigned No., if any, for this document. For example, if an invoice was created from a Sales Order, this would be the Order No.
- **Document Amount:** This is the total amount of this document, including taxes.
- **Remaining Amount:** This is the total amount outstanding on this document, at the time this Note was created. This means that if a payment is applied after creation of this Note that this field will NOT update.
- **Action Amount:** This defaults to the Remaining Amount of the document but may be modified to represent the total amount that was agreed upon to action based on the correspondence with the client.

Factboxes: Collect 365 Notes Card

This page has one Factbox which displays information associated to the highlighted Note

Attachments: This factbox is used to view or attach generic attachments to the Note such as PDF or Word documents.

Actions: Collect 365 Notes Card

There are several actions found on the Collect 365 Notes List that will allow you perform various functions:

- **Edit**: This function is available when you have opened an existing Note. Existing Notes will open as display only. When you use the Edit button, it will create the next revision of the Note which you can now edit, while leaving the previous revision of the Note as a version that can be referenced.
- **Close Note**: This option is only available if the document is OPEN. This function is used to change the status of this Note to Closed. Note that when the Status of a Note is changed, all revisions of this Note are changed to that same status.
- **Open Note**: This option is only available if the document is CLOSED. This function is used to change the status of this Note to Open. Note that when the Status of a Note is changed, all revisions of this Note are changed to that same status.
- **Process >> Mark Complete**: Automatically marks the current Collection Note as completed when all associated invoices have been fully paid. This provides a quick way to close individual notes that no longer require collection activity. Only notes where all linked documents have zero remaining balance can be marked complete.
- **Related >>> Delete Note**: This function is not promoted but is available here for when there is a particular need. After confirmation, the current note and all revisions of that note will be deleted.

Chapter 5: Collect 365 Email

The Collect 365 Email function is a powerful tool used to generate an email related to collections management to a particular customer.

Characteristics of this email include:

- The user picks the profile of email they are looking to generate.
- The selected email profile will generate a default subject line for the email.
- The selected email profile will generate the body of the email.
- An email is sent to the customer based on the currently set up email scenario and sending it to the email address assigned to the Customer.

Collect 365 Email

Trey Research

Entries | Email Letter | More options

General

Customer No. 20000 Balance Due (LCY) 3,036.60

Customer Name Trey Research Action ID

Collector Letter Format *

Payments (LCY) 58,570.14 Document Copies Required No

Balance (LCY) 3,036.60 Statement Format Code

Select Documents to Send with Email

Selected	Document Type	Document No.	Pre-Assigned No.	Document Date	Due Date	Remaining Amount (LCY)
<input checked="" type="checkbox"/>	Invoice	PS-INV103169	S-INV102169	1/28/2023	2/11/2023	809.76
<input checked="" type="checkbox"/>	Invoice	PS-INV103181	S-INV102181	2/25/2023	3/11/2023	1,214.64
<input checked="" type="checkbox"/>	Invoice	PS-INV103195	S-INV102195	3/28/2023	4/11/2023	1,012.20

Attachments

Documents 0

Accessing this page: This page may be launched from various locations:

- Communicate >> Email button on the Collect 365 Hub List.
- Communicate >> Email button on the Collect 365 Hub Card.
- Communicate >> Email button on the Customer Query Results page.
- Communicate >> Email button on the Collect 365 Notes page

Fields: Collect 365 Email Page

This page is used to define the details of the Email that will be sent.

General Tab: This tab includes General information about the note:

- Customer No., Customer Name, Collector, Payments (LCY), Balance (LCY), Balance Due (LCY): These are all fields that are defined on the Collect 365 Hub and are here as reference information about the Customer to which an email is being generated.
- Action ID: This allows you to pick an Action ID which will be associated to the email (such as when Notes are created). Action ID will then drive the Letter Format so that it is automatically selected. Additionally, actions can force Statement Format Code to be specified.
- Letter Format: This field is used to define the type of email that is being sent. This links to the “Setup Collect 365 Letters” page. This format will determine the default email subject as well as the default body of the email that will be generated.
- CC (Carbon Copy): Enter one or more email addresses to copy on the collection email. Multiple addresses should be separated by semicolons (e.g., manager@company.com;sales@company.com). Recipients in the CC field will be visible to all email recipients.
- BCC (Blind Carbon Copy): Enter one or more email addresses to blind-copy on the collection email. Multiple addresses should be separated by semicolons. BCC recipients are not visible to other email recipients. This is useful for copying internal stakeholders or compliance mailboxes without the customer seeing those addresses.

- **Document Copies Required:** This setting comes from the Letter Format. If this setting is Yes then it indicates that Documents must be selected before an email can be sent for the customer. If set to No, then documents may be attached or not, it doesn't matter.
- **Statement Format Code:** When specified, this specifies the statement that will be created and attached to the generated email. If left blank, no statement will be generated and attached.

Select Invoices to Attach to Email Tab: This tab allows the user to select which invoices or credit memos to send with the email. The documents listed here are open invoices or credit memos for the current customer. For each document listed the following fields are included:

- **Selected:** This is the only editable field on this scrolling window. Mark this field to select it to be included with the email being sent.
- **Document Type:** The type of document, either invoice or credit memo.
- **Document No.:** The number uniquely identifying the document.
- **Pre-Assigned No.:** The pre-assigned No., if any, for this document. For example, if an invoice was created from a Sales Order, this would be the Order No.
- **Document Date:** The document date related to the document.
- **Due Date:** The Due Date related to the document.
- **Document Amount:** This is the total amount of this document, including taxes.
- **Remaining Amount (LCY):** This is the current total amount outstanding on this document.

Attachments Tab: This tab allows generic documents to be attached to the email being sent.

This tab may be used to define attachments such as PDF or Word documents, and then these attachments will be attached to the email when it is sent.

- **Credit Memo Display in Emails:** Credit memos included in Collect 365 collection emails are now displayed in red text with the amount shown in parentheses. This visual formatting makes credit memos easy to distinguish from invoices at a glance, helping customers and collectors quickly identify credits applied to the account.

Actions: Collect 365 Email Page

There are a couple of functions available:

- **Entries:** This simply provides a link to the Customer Ledger Entries for this customer.
- **Email Letter:** This function is used to send the email to the customer. Here are a few key points about the Email send process:
 - Email will be sent to the "Email Address" field on the Customer Card.
 - See the "Assign Collect Email Scenario" setup section of this document. By default, the email will be sent from the email address defined via the default Email Scenario. However, via setup a particular email scenario may be defined to send the email.
 - Letter format will define the default subject of the email as well as the body of the email.
 - If Attach Invoice copies has been selected then a copy of every invoice and credit memo selected will be attached to the email.
 - If any documents such as PDFs or word documents have been selected under the Attachments section, they will be attached to the invoice.

- When the email is sent it will have the option to send using default settings (which will send behind the scenes using the job queue), or to specify settings, which allows you to edit the subject and body before sending the email.

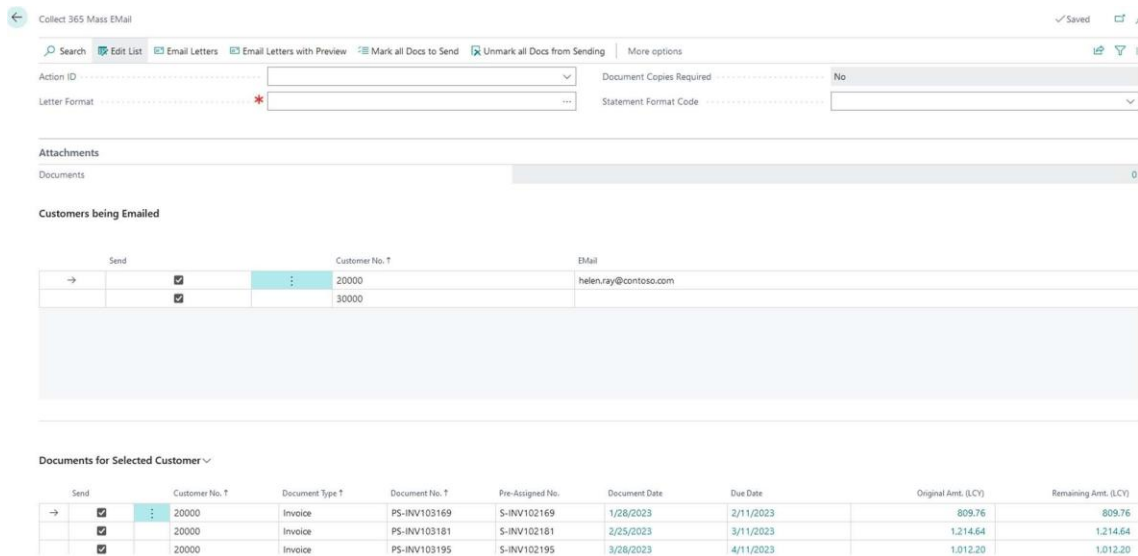
Chapter 6: Collect 365 Mass Email

The Collect 365 Mass Email function is a powerful tool used to generate an email related to collections management to a SET of customers. An email is sent to each customer using the same template.

Characteristics of this email include:

- The user picks the profile of email they are looking to generate, and it will be used for all emails.
- The selected email profile will generate a default subject line for the emails.
- The selected email profile will generate the body of the email.
- An email is sent to the customers based on the currently set up email scenario and sending it to the email address assigned to the Customer.

A good place to use this ability is to do a Customer Query, and with the results of that query, send an email to each customer in that resulting query set.



Accessing this page: This page may be launched from various locations:

- Communicate >> Mass Email button on the Collect 365 Hub List. □ Communicate >> Mass Email button on the Collect 365 Hub Card.
- Communicate >> Mass Email button on the Customer Query Results page.
- Communicate >> Mass Email button on the Collect 365 Notes page

Fields: Collect 365 Mass Email Page

This page is used to define the details of the Email that will be sent.

General Tab: This tab includes General information about the note:

- Action ID: This allows you to pick an Action ID which will be associated to the emails (such as when Notes are created). Action ID will then drive the Letter Format so that it is automatically selected. Additionally, actions can force Statement Format Code to be specified.
- Letter Format: This field is used to define the type of email that is being sent. This links to the “Setup Collect 365 Letters” page. This format will determine the default email subject as well as the default body of the email that will be generated.
- Document Copies Required: This setting comes from the Letter Format. If this setting is Yes then it indicates that Documents must be selected before an email can be sent for the customer. If set to No, then documents may be attached or not, it doesn’t matter.
- Statement Format Code: When specified, this specifies the statement that will be created for each customer and attached to the corresponding generated email. If left blank, no statement will be generated and attached to any email.

Attachments Tab: This tab allows generic documents to be attached to the email being sent.

This tab may be used to define attachments such as PDF or Word documents, and then these attachments will be attached to the email when it is sent.

Customers being Emailed Tab: This tab is a reference of the customers that will be emailed:

- Send: This flag indicates whether an email will be sent to this particular customer Customer No: The ID uniquely defining the Customer.
- EMail: The Email address of the Customer, the address the email will be sent for this customer.

Documents for Selected Customer Tab: This tab refreshes to show documents related to the Customer highlighted in the above Tab.

- Send: This flag indicates whether this document will be included to the email for this customer.
- Customer No: The ID that uniquely defines the Customer related to this document.
- Document Type: The type of document – either Invoice or Credit Memo.
- Document No: The number that uniquely identifies this document.
- Pre-Assigned No: The standard BC pre-assigned number for this document. For example, if a Sales Order generates a posted sales invoice, this would be the original Order No.
- Document Date: Document Date related to the source document.
- Due Date: Based on the payment terms of the document, this is the Due Date for payment of this document.
- Original Amt (LCY): This is the original total amount of this document.
- Remaining Amt (LCY): This is the amount of document that is still outstanding for payment.

Actions: Collect 365 Mass Email Page

The key actions on this page:

- Email Letters: This function is used to actually send the email to the customer. Here are a few key points about the Email send process:
 - Email will be sent to the “Email Address” field on the Customer Card – which for each customer is the email address shown in the “Customers being Emailed Tab”.
 - See the “Assign Collect Email Scenario” setup section of this document. By default, the email will be sent from the email address defined via the default Email Scenario. However, via setup a particular email scenario may be defined to send the email.
 - Letter format will define the default subject of the email as well as the body of the email.
 - If any documents such as PDFs or word documents have been selected under the Attachments section, they will be attached to the invoice.
- Email Letters with Preview: This function works just as the Email Letters function above. The only difference is instead of sending all emails in bulk behind the scenes, it will bring up a preview window for EACH Email where the email could be reviewed or edited before sending.
- Mark all Docs to Send: This is a shortcut to mark all documents for all customers to be ready to send. Individual documents or customers could then be unmarked afterwards.
- Unmark all Docs from Sending: This is a shortcut to unmark all customers and their documents from sending. Individual customers could then be marked afterwards.

Chapter 7: Collect 365 Customer Queries

Collect 365 Customer Queries is an amazingly powerful tool to analyze your customer and collection data. These queries allow you to query your customer data based on the Customer and their ledger entries, as well as querying your Collect 365 Notes.

Once a query is created you can run the query to create a query result set. This result set can be reviewed, and it has easy access to now follow various processes against those results, such as sending emails or starting Collection Notes.

Some sample use cases for Collect 365 Customer Queries:

- Find all customers that have an active Collect 365 Note with a follow-up date that is today or in the past. With the resulting set of customers, you can go thru the resulting list one at a time and start following up on those Notes.
- Find all customers with invoices that are over 90 days overdue, and then send emails to each of them one at a time or send a generic mass email to each of them.
- Find all customers with invoices that are over 60 days overdue but NOT 90 days overdue yet and send them a warning letter regarding their overdue payment.

There are two key parts to a Customer Query: The definition of the Customer Query, and then the resulting Query Results. The following sections will explain how to set up a Collect 365 Customer Query.

Collect 365 Customer Queries List Page

The “Collect 365 Customer Queries” List page is where to view and create the existing queries.

Code ↑	Description	Current No. of Cust. in Query	Date Data Refreshed	Time Data Refreshed	Date Query Modified	Time Query Modified	Query Last Modified By
TEST	All Customers with Open ...	4	3/16/2023	11:17:56 AM	3/16/2023	11:16:46 AM	ADMIN

Accessing this page: This page may be accessed in numerous ways:

- Search for “Collect 365 Customer Queries” from the Tell Me prompt.
- Launched from the “Links >> Customer Queries” button on the Collect Hub List.
- Launched from the “Links >> Customer Queries” button on the Collect Hub Card.

This list page is used to manage your queries. You can create new queries, refresh your query data, and access the results of your queries.

Fields: Collect 365 Customer Queries Page

This page displays a list of the Customer Queries that have been created.

Each record includes:

- Code: When a query is created a code is defined to uniquely identify the query.
- Description: This description is entered so that when looking at the list of queries, it is clear what the query does and can identify the query.
- Current No. of Cust in Query: Once a query is created, the query must be run to create a Query Result Set. This value indicates how many customers are currently included in the customer query results.
- Date Data Refreshed: This indicates the date of the last time the query results were refreshed.
- Time Data Refreshed: This indicates the time of the last time the query results were refreshed.
- Date Query Modified: This is the date of the last modification to the query definition.
- Time Query Modified: This is the time of the last modification to the query definition.
- Query Last Modified By: This is the user who made the last modification to the query definition.

One key thing about queries is that if you modify the query, then the ‘result set’ is possibly out-of-date and doesn’t match the current definition of the query. This can easily be seen on the Query list, as a query that is out-of-date will have a refreshed date and time that is older than when it was last modified. To make it even more clear, any out-of-date query will have the Date and Time the data was refreshed to show up in Red. A red query clearly indicates that the data is possibly out-of-date:

Code ↑	Description	Current No. of Cust. in Query	Date Data Refreshed	Time Data Refreshed	Date Query Modified	Time Query Modified	Query Last Modified By
TEST	All Customers with Open ...	4	3/16/2023	11:16:16 AM	3/16/2023	11:16:46 AM	ADMIN

Actions: Collect 365 Customer Queries Page

There are several actions found on the Collect 365 Notes List that will allow you perform various functions:

- **New:** This opens the Customer Query page and creates a new query.
- **Manage >> Edit/View:** Opens the Customer Query page for the current query.
- **Manage >> Delete:** After confirmation, deletes the current query.
- **Copy Query:** It is often the case that the user will want to create a new query that is similar to an existing query. This function allows you to copy an existing query as a starting point to create a new query which can then be edited to match the new requirements.
- **Refresh Query Data:** This function is used to refresh the query results based on the current data using the current definition of the query.
- **Query Results:** This opens the Query Results from the query which contains the latest results of running the query.

Customer Query Page

The “Customer Query” page is used to view and edit the definition of the query.

Customer Query

TEST

Refresh Query Data Query Results More options

General

Code TEST Date Query Modified ... 3/16/2023

Description All Customers with Open Docum Time Query Modified ... 11:16:46 AM

Date Data Refreshed ... 3/16/2023 Query Last Modified ... ADMIN

Time Data Refreshed ... 11:30:26 AM Default Subject for N... ..

Current No. of Cust. i... .. 2

Customer Filters Show more

Customer No. Filter Payment Terms Code... ..

Customer Name Filter ... Exclude Cust with Rec... ..

Collector Code Balance Due (\$) Filter

Salesperson Code Filter ... Bal. Exceeds Credit Li... ..

Territory Code Filter ... Include Cust even if

Reminder Terms Cod... ..

User-Defined Customer Filters

Field Caption	Field Filter
→ Name	⋮

The screenshot displays the 'Collect 365 Customer Queries' configuration page. It is divided into three main sections:

- Document Filters:** Contains four toggle switches for 'Include Closed Docu...', 'Include Only Overdu...', 'Include Entries On H...', and 'Aging Filter Type' (set to 'None').
- Collection Note Query:** Features a 'Query Collect Notes' dropdown set to 'Query Notes and Customer Data'. It includes several filter fields: 'Action ID Filter', 'Follow-Up Date Filter' (set to 'None'), 'Customer No. Filter', 'Customer Name Filter', 'Collector Code', 'Salesperson Code Filter', 'Territory Code Filter', and 'Balance Due (\$) Filter'. A 'Show more' link is visible on the right.
- Document Dimension Filters:** A table with columns for 'Dimension Code' and 'Dimension Filter'. A 'Manage' button and icons are located to the right of the table header.

Accessing this page: This page is accessed directly from the “Collect 365 Customer Queries” page. The Customer Query is defined on this page, and the “Refresh Query Data” function is used to create the resulting query data, and then the action “Query Results” is used to view the resulting results of the query.

Some key points about the customer query:

- The General Tab shows the last time the Query was modified, and the last time the Query was refreshed. If the modify date is more recent than the last refreshed date, then the Query Data may be out of date and need to be refreshed.
- The “User-Defined Customer Filters” tab will only show up if possible filter fields have already been defined. If this tab is not showing up and you want to filter on some custom fields, you must first set up the filterable fields on the “User-Defined Filter Fields” setup page.
- The Collection Note Query Tab is where you will be able to identify that the query should actually query Collection Notes. When toggled here, there are special filters here that are specific to Collection Notes, and the greyed-out fields on this tab indicate filters specified elsewhere on the page that will actually also apply to filtering the Collection Notes.
- The default query will be querying your customer data, such as customer with open balances, etc.
- “Query Notes and Customer Data” will query not only based on Customer Data but also querying your Customer Notes.
- “Query Notes Only” will modify the Query to only query your Customer Notes data.

Fields: Customer Query Page

This page defines a customer query and allows you to generate.

General Tab: This tab includes General information about the query:

- **Code:** When a query is created a code is defined to uniquely identify the query.
- **Description:** This description is entered so that when looking at the list of queries, it is clear what the query does and can identify the query.
- **Date Data Refreshed:** This indicates the date of the last time the query results were refreshed.
- **Time Data Refreshed:** This indicates the time of the last time the query results were refreshed.
- **Current No. of Cust in Query:** Once a query is created, the query must be run to create a Query Result Set. This value indicates how many customers are currently included in the customer query results.
- **Date Query Modified:** This is the date of the last modification to the query definition.
- **Time Query Modified:** This is the time of the last modification to the query definition.
- **Query Last Modified By:** This is the user who made the last modification to the query definition.
- **Default Subject for Notes:** This value is used when the “Note based on Query Notes” function is used on the Query Results page. When a Note is created from the Query, the subject of the Note will be defaulted from the value specified here.

Customer Filters Tab: This tab includes the main filters that are used to filter against the customer records to define the query:

- **Customer No. Filter:** Defines a filter based on the Customer No. Typical filters might be of the form “>G” or “A01..H99”.
 - **Customer Name Filter:** Defines a filter based on the Customer Name. Typical filters might be of the form “>G” or “A01..H99”.
- Customer No. and Customer Name Filters: The Customer No. and Customer Name filter fields on the Customer Query page now include a multi-select lookup. Collectors can use the "Select From Full List" option to pick multiple customers at once from a searchable list, rather than manually typing filter strings. This is particularly useful when building queries for a specific group of customers.
- **Collector Code:** Specifies a particular Collector if it is desired to filter the query to a particular collector. When querying the customer records, this compares to the Collector Code on the Customer, whereas queries against the Collection Notes compares to the Collector Code of the Notes.
 - **Salesperson Code Filter:** Defines a filter based on the Salesperson Code assigned to the customer. Typical filters might be of the form “>G” or “A01..H99”.
 - **Territory Code Filter:** Defines a filter based on the Territory Code assigned to the customer.
 - Typical filters might be of the form “>G” or “A01..H99”.
 - **Reminder Terms Code Filter:** Defines a filter based on the Reminder Terms Code assigned to the customer. Typical filters might be of the form “>G” or “A01..H99”.
 - **Payment Terms Code Filter:** Defines a filter based on the Payment Terms Code assigned to the customer. Typical filters might be of the form “>G” or “A01..H99”.
 - **Exclude Cust with Recent Payments:** Marking this fields allows the query to exclude any customers that have had a payment within the last X number of days. (X is defined in the companion field “Exclude if Paid in Last X Days”). This is useful when sending out overdue notices but wanting to exclude customers that have sent recent payments.
 - **Exclude if Paid in Last X Days:** This field only shows up when “Exclude Cust with Recent Payments” is marked.
 - **Balance Due (\$) Filter:** Defines a filter on the Balance Due for the Customer in your local currency whereas Balance Due is the amount overdue as of today. Typical filters might be of the form ">500" or "100..10000".

- **Bal. Exceeds Credit Limit:** Mark to filter to include only customers where their Balance in local currency exceeds their Credit Limit. Balance is the total amount the customer owes regardless of aging.
- **Include Cust even if No Docs:** Standard functionality is that when filters are applied to Customers, if no documents fit the requirements then the customer is excluded from the resulting data set. When this flag is marked, the customer will be included even if they have no customers that match the query criteria.



User-Defined Customer Filters Tab: This tab includes custom filters available against the customer that have been defined in Setup. For this tab to show up the filters must first have been defined on the “User-Defined Filter Fields” setup page and have filters against the “Customer” table. Those setup against the Customer Ledger Entry table will instead show up on the similar tab on this page “UserDefined Document (CLE) Filters” Tab. Once setup, this tab contains additional filters that may be added to the query:

- **Field Caption:** The name of the field that is available to apply a filter. This will come from setup on the “User-Defined Filter Fields” page.
- **Field Filter:** Defines a filter on the table on the field specified under “Field Caption”.

Document Filters: This tab includes filters that are not applied to the actual customers, but instead to the subset of documents that would relate to those customers:

- **Include Closed Documents:** Mark this field to include closed documents in the result set. The query normally returns only the Open documents for a customer as close documents are not usually relevant to Collections.
- **Include Only Overdue Docs:** Mark this so that the only documents returned are those that are overdue. This will in essence exclude documents that have not been paid but are not yet due. **Include Entries on Hold:** Normally documents on hold are excluded from the query. Mark this field to include On Hold documents in the query results.

Aging Filter Type: This field is used to define filters on documents based on Aging.

- **Aging Period:** Aging will be based on the Aging periods, as defined in setup. When this option is chosen, some additional fields will be presented and will be required:
 - o **Aging Period:** Pick the Aging Period to compare against
 - o **Aging Period Filter:** Add an amount filter to apply to the aging period. This will default to the most common filter of ">0", but can be modified, such as ">500". For example, a filter on Aging Period “30D” of “>500” will return all documents that have an outstanding amount of at least \$500 that are at least 30D overdue.
 - o **Exclude if Has Older Aging:** Mark this field if the query should exclude records that have amounts in older aging periods. This is useful when wanting those older records to be covered by a separate collection process.
- **Doc Date:** Instead of using Aging periods, a filter can simply be applied directly to the Document Date of the documents. When this option is chosen, some additional fields will be presented and will be required:
 - o **Days Past Doc Date Min:** This is the minimum value on the filter on Document Date, based in days. If you wanted all records where the current date is 30 to 60 days past the document date, this value would be entered as 30.
 - o **Days Past Doc Date Max:** This is the maximum value on the filter on Document Date, based in days. If you wanted all records where the current date is 30 to 60 days past the document date, this value would be entered as 60.
- **Due Date:** Instead of using Aging periods, a filter can simply be applied directly to the Due Date of the documents. When this option is chosen, some additional fields will be presented and will be required:



- - o Days Past Due Date Min: This is the minimum value on the filter on Due Date, based in days. If you wanted all records where the current date is 30 to 60 days past the due date, this value would be entered as 30.
 - o Days Past Due Date Max: This is the maximum value on the filter on Due Date, based in days. If you wanted all records where the current date is 30 to 60 days past the due date, this value would be entered as 60.

- Date Range: A new "Date Range" option is available for the Aging Filter Type on the Customer Query page. When selected, calendar date picker fields appear for Document Date From/To and Due Date From/To, allowing collectors to filter by specific date ranges. This provides an intuitive alternative to Business Central date formulas for users who prefer selecting dates from a calendar.

Note: When switching the Aging Filter Type away from "Date Range," the date range filter values are automatically cleared to prevent stale date values from affecting query results.

Collection Note Query Tab: This tab defines whether the query should query Collection Notes, or just query the customer records as normal. This tab also defines any filters that are specific to filtering on Collection Notes, as well as duplication of filter fields from elsewhere on the query that are shared and also filter Collection Notes.

- Query Collect Notes: This drop-down list defines whether the query will be querying customer records, collect notes, or both:
 - Do Not Query Notes: This is the default value of this field. On this setting, no other fields from this tab will be shown, and the query will NOT query the Collect Notes table whatsoever. It will include a customer in the query when the customer has documents associated to it that fit the filter criteria.
 - Query Only Notes: On this setting the query will not query customer documents, but instead will be querying Customer Notes. The other fields on this tab will be the only filters that will apply to the filter.
 - Query Notes and Customer Data: On this setting, records will be included in the query results if the customer has customer documents that fit the filter criteria, or has Collect Notes that fit the filter criteria on this tab.
- Query Collect Notes: This drop-down list defines whether the query will be querying customer records, collect notes, or both:
- Action ID Filter: Use this filter to return only Collection Notes associated to this Action ID.
Action Type: Select an Action Type to filter all Collection Notes to this Action Type. Leave blank for no filter.
- Follow-Up Date Filter: Use this option to apply a filter on the Follow-up Date on Collection Notes. The different options include:
 - None: No filter is applied to Follow-up Date.
 - Follow-up Date Reached: Include all open Collection Notes where the follow-up date is today or in the past
 - Follow-up within X Days: Include all open Collection Notes where the follow-up date will be reached within X Days. In other words, if Collection Note has a follow-up date in the past, today, or up to X days in the future. When this option is selected, the companion field "Follow-Up within X Days" is used to define X, the number of days.

The other fields on this tab are greyed out. They are filters defined elsewhere on the page and are copied here to indicate that they will also be applied to Collect Note filters:

- Customer No. Filter: This will filter the customers that we will look for active notes.

- - Customer Name Filter: This will filter the customers that we will look for active notes.
 - Collector Code: Note that when applied to Collection Notes, this will filter to Collect Notes rather than the customer.
 - Salesperson Code Filter: This will filter the customers that we will look for active notes.
 - Territory Code Filter: This will filter the customers that we will look for active notes.
 - Balance Due (\$) Filter: This will filter the customers that we will look for active notes.

User-Defined Document (CLE) Filters Tab: This tab includes custom filters available against the customer ledger entries that have been defined in Setup. For this tab to show up the filters must first have been defined on the “User-Defined Filter Fields” setup page and have filters against the “Customer Ledger Entry” table. Those setup against the Customer table will instead show up on the similar tab on this page “User-Defined Customer Filters” Tab. Once setup, this tab contains additional filters that may be added to the query:

- Field Caption: The name of the field that is available to apply a filter. This will come from setup on the “User-Defined Filter Fields” page.
- Field Filter: Defines a filter on the table on the field specified under “Field Caption”.

Document Dimension Filters Tab: This tab includes the ability to filter documents based on their dimensions.

This page simply allows the user to specify a dimension and the filter for that dimension. These filters will be applied to the customer ledger entries for the customer when filtering the customer documents.

Actions: Customer Query Page

There are several actions found on the Collect 365 Notes List that will allow you perform various functions:

- Process >> Refresh Query Data: This action will refresh the query data based on the query definition. This will generate the resulting query results as well as updating the “Date Query Modified”, “Time Query Modified”, and “Query Last Modified By”.
 - Process >> Query Results: This option will not show up until the Query Data has been generated using “Refresh Query Data”. Once Query Data has been generated, this action can be used to open the “Customer Query Results” page to view the results of the query.
- Functions >> Assign Results to Email Plan. This function is used to select a scheduled email plan, and then assign the resulting customer set from this query to that plan.

□

Customer Query Results Page

The “Customer Query Results” page is used to view the results of running a particular query.

After a query has been defined with the Customer Query page, and the query results have been generated, then this page is opened to view the results of the query. This page will allow the user to follow up on actions on this resulting data set.

The screenshot shows the 'Customer Query Results' page. At the top, there is a navigation bar with a back arrow, the title 'Customer Query Results', and icons for share and refresh. Below this is a toolbar with 'Search', 'Communicate', 'Mark Processed', 'Functions', 'Reports', and 'More options'. The main content area is divided into two sections. The first section contains query details: 'Query Code' (TEST), 'Description' (All Customers with Open Documents), 'Default Subject for Notes', and 'No. Collect Notes in Query' (1). The second section is a table with columns: 'Customer No.', 'Customer Name', 'Balance (\$)', 'Balance (\$)', 'Credit Limit (\$)', 'Pro...', and 'Processed'. The table has two rows: one for 'Trey Research' with a balance of 4,410.25, and one for 'Alpine Ski House' with a balance of 7,635.00. Below the table is a horizontal scrollbar. The third section is titled 'Documents for Selected Customer' and includes a 'Manage' button. It contains a table with columns: 'Customer No.', 'Document Type', 'Document No.', 'Document Date', 'Due Date', 'Original Amt. (LCY)', 'Remaining Amt. (LCY)', and 'On Hold'. The table has one row for 'Alpine Ski House' with an 'Invoice' document type, document number 103385, date 2/25/2022, due date 3/31/2022, and original/remaining amounts of 7,635.00.

Accessing this page: This page may be accessed from a couple of places:

- “Query Results” button on the Collect 365 Customer Queries list.
- “Query Results” button on the Customer Query page.

Fields: Customer Query Results Page

This page defines a customer query and allows you to generate.

General: The general section at the top of the page is summary information about the Query

- Code: When a query is created a code is defined to uniquely identify the query.

□

- **Description:** This description is entered so that when looking at the list of queries, it is clear what the query does and can identify the query.
Default Subject for Notes: This value is used when the “Note based on Query Notes” function is used. When a Note is created from the Query, the subject of the Note will be defaulted from the value specified here.
- **No. Collect Notes in Query:** This field indicates the total number of Collection Notes that have been returned as part of this query. This value may be drilled down on to open the “Collect 365 Notes” that are part of this query result.

Customer List: This section lists the customers that are included in this query result set. The fields for each record include:

- **Customer No.:** The number uniquely identifying the customer.
- **Customer Name:** The name of the customer.
- **Balance (\$):** The total amount outstanding for the customer in the local currency.
- **Credit Limit (\$):** The customer’s credit limit.
- **Processed:** This field can be toggled using the ‘Marked Processed’ functions on this page. This field can be used to track that this record has been processed. This is by no means a required function to follow – it just gives the user the ability should this be useful.
- **Processed By:** If the record is marked as processed, it is stamped with the person that marked it as processed.

Documents for Selected Customer List: This section refreshes each time a customer is selected above. The document list includes all documents that fit the filter criteria and is filtered to the customer highlighted in the above customer list. The fields that are included for each document includes:

- **Customer No.:** The number uniquely identifying the customer.
- **Document Type:** The type of the document, either invoice or credit memo.
- **Document No.:** The number uniquely identifying the document.
- **Pre-Assigned No.:** The standard BC pre-assigned number that might be assigned to this document. For example, for a Posted Sales Invoice that was generated from a Sales Order, this would be the Sales Order number.
- **Document Date:** The type of the document, either invoice or credit memo.
- **Due Date:** The number uniquely identifying the document.
- **Original Amt. (LCY):** This is the total amount of this document, including taxes.
- **Remaining Amt. (LCY):** This is the current total amount outstanding on this document.
- **On Hold:** The ledger entry related to a document may be put ‘on hold’. This flag indicates whether this document has been put on hold.

□

Actions: Customer Query Results Page

There are several actions found on the Collect 365 Notes List that will allow you perform various functions:

- **Communicate >> Email:** This action is used to open the email sending page to send an email to the highlighted customer.
- **Communicate >> Send Mass Email to Highlighted:** This action to open the mass email sending page to email all customers that are currently highlighted.
- **Communicate >> Send Mass Email to All:** This action to open the mass email sending page to email all customers in this result set.
- **Communicate >> Notes:** This action will open the Collect 365 Notes page filtered to the customer currently selected.
 - **Communicate >> Note based on Query Docs:** This action will create a new Collect 365 Note where the Subject Line will come from the “Default Subject for Notes” and all documents for the selected customer in this query are also attached to that Note.
- **Mark Processed >> Mark Customers Processed:** The list of customers on this query results page can be used as a ‘check list’. When a particular customer has been processed, this function may be used to mark the customer as processed. **NOTE:** If you ‘refresh the query results’ then this information is lost!
- **Mark Processed >> UnMark Customers Processed:** The list of customers on this query results page can be used as a ‘check list’. This option may be used to unmark the Processed flag on a customer line that had previously been marked.
- **Functions >> Assign Customers to Collector:** This action will allow a Collector to be specified and then all customers in this query result set will be assigned to that collector.
- **Reports >> Print Collections Summary:** Launches the Collection Summary report which will detail open transactions for the customer as well as any open Collection Notes.

Chapter 8: Collection Summary Report

The Collection Summary Report, also referred to as the “Collect 365 Customer Summary” Report is a report that can be run to provide a summarized view of the collection activities on a customer by customer basis.

This report has multiple sections for each customer:

- **Customer Summary** information such as the name of the customer and their current outstanding balance.
- **Open Entries** – a list of documents with an outstanding balance.
- **Statement** – a list of all documents for the customer in the selected period
- **Collection Notes** – a list of open Collection Notes in the selected period

Collect 365 Customer Summary

Friday, March 17, 2023
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ADMIN

Cronus Test 1

Customer No.	Name	ABN	Balance
20000	Trey Research		4,410.25
Open Entries			
Document No.	Document Date	Due Date	Remaining Amount
103374	01/29/22	02/28/22	1,679.00
103386	02/26/22	03/31/22	2,518.50
103400	03/29/22	04/30/22	2,098.75
104001	04/01/22	04/01/22	-1,886.00
Statement			
Date	Subject	User Id	Type
04/02/22	Quote 1001		S_QUOTE
01/01/21	Coversheet		COVERSH
01/01/21	Coversheet		COVERSH
01/01/21	Statement		S_STATM
10/21/22	Invoice 103169	ADMIN	S_INVOICE
10/21/22	Invoice 103169	ADMIN	S_INVOICE
10/21/22	Invoice 103169	ADMIN	S_INVOICE
10/24/22	Invoice 103181	ADMIN	S_INVOICE
10/24/22	Invoice 103195	ADMIN	S_INVOICE
11/03/22	Invoice 103169	ADMIN	S_INVOICE
11/03/22	Invoice 103181	ADMIN	S_INVOICE
11/03/22	Invoice 103169	ADMIN	S_INVOICE
11/03/22	Invoice 103181	ADMIN	S_INVOICE
11/08/22	Invoice 103169	ADMIN	S_INVOICE
11/29/22	Invoice 103181	ADMIN	S_INVOICE
11/29/22	Invoice 103195	ADMIN	S_INVOICE
12/01/22	Invoice 103169	ADMIN	S_INVOICE
12/01/22	Invoice 103181	ADMIN	S_INVOICE
Collection Notes			
Contact Date	Subject	Contact Name	Collection Note ID
03/14/23	Called Billy re Outstanding Invoice 103386	Billy	CN0000014
Called Billy to discuss Invoice 103386 being overdue. Left message as Billy was away from his desk.			

Accessing this report: This report may be access from various locations:

- “Reports >> Print Collection Summary” button on the Collect 365 Hub List.
- “Reports >> Print Collection Summary” button on the Collect 365 Hub Card.
- “Reports >> Print Collection Summary” button on the Customer Query Results page.

This report may be used to provide collection information on the customer and be used on a daily, weekly, or monthly basis to create summary information dependent on filtering of the report.

- By default, the report only includes open Collection Notes, but may be filtered to include closed Collect 365 Notes.
- A posting date range on the Customer Ledger Entries is commonly entered. A filter on Collector ID might be used on the Collect 365 Notes

New Filters and Options :

- **Aging Period Filter:** The Collection Summary Report request page now includes an "Aging Period" filter. Collectors can filter report results by the aging buckets configured in Collect 365 Setup (e.g., Current, 1-30 days, 31-60 days, 61-90 days, 90+). This allows focused reporting on specific aging categories without needing to modify query parameters.
- **Filtered Data Display:** The Collection Summary Report now displays only data relevant to applied filters. When filtering by Assigned Collector, only that collector's notes are displayed rather than all notes for the customer. Empty report sections (customers or categories with no matching data) are automatically hidden, producing a cleaner output.
- **Summary Only Toggle:** A new "Summary Only" toggle is available on the report request page. When enabled, the report displays a concise view with customer-level totals without individual line details. This is useful for management-level reviews or quick overviews of collection status across the portfolio.

Chapter 9: Automation Setup

Automation must be 'turned on' before any automated plans will automate. Turning on the automation is done on the Collect 365 Setup page, so the below will explain the process at the high level but refer to the Collect 365 Setup page section for more information.

The following information must be specified before turning on Automation:

- **Default Plan Admins:** When processes are going to be automated, there is a possibility of something going wrong with that automation. For example, if we are sending emails to a set of customers but one of those customers has no valid email address, then we cannot send an email to that customer until the email address is populated. As a result, we need to be able to send an email to an "Admin" who will receive emails for any automation errors. The "Plan Admin" page can be used to specify the primary email address as well as additional email addresses that will be cc'd (for when primary is unavailable). All Plans will be able to have Admins specific to that plan, but any plan where this is not specified will send emails to the Plan Admins setup here.
- **Automation Admin Report:** This is the custom report layout that defines the body of the email that will be sent to the 'Plan Admins' when errors occur processing plans. This is setup automatically during installation of Collect but normally is never changed as this is not a customer-facing report.
- **Automation User and Automation Time:** This defines the User account that all automation processing will be run by, and the time of day that the automation will kick off.

Once the above setup is complete, the "Start Automation" function will start the automation process.

To understand what this is doing, this is creating a Job Queue entry which will run all the Collect automation processes daily. The characteristics of this job queue entry:

- Job Queue entry is found in "Job Queue Entries" under the description "Collect Automation Master Job".
- The job will run under the user setup on Collect 365 Setup as "Automation Admin User". As a result, we must ensure that this Admin User has the appropriate permissions to run all automation activities.
- The job will run at the time "Automation Time" setup on Collect 365 Setup. The job will start at this time, and evaluate which jobs are due to be run. It will then reset to run the next day at the same time.

If it is needed to change any of the setup such as the Admin user or Automation Time, then use the “Deactivate Automation” first, change the setting, and reactive. This will delete and recreate the job queue entry respectively.

Chapter 10: Collection Plans and Automation

Overview

Collect 365 introduces automation for collection tasks, streamlining the management of due and overdue invoices. This feature automates invoice identification, grouping, and email communication with customers, replacing the time-consuming manual process. The purpose of this functionality is to:

- Eliminate manual invoice monitoring and selection.
- Automate email generation with appropriate letter templates and invoice attachments.
- Provide real-time processing based on invoice due dates.
- Maintain a traceable history of communications.
- Offer flexibility for different customer types through customizable plans.
- **Enable selective processing through advanced filtering capabilities** (*New Feature*)

Manual Process (Pre-Automation)

Before automation, collectors had to:

1. Review invoice lists daily or weekly to identify due or overdue invoices.
2. Manually select invoices and choose a letter template (e.g., initial letter, overdue notification).
3. Create and send emails with invoice details or attachments.
4. Face challenges in tracking sent communications, requiring manual checks of sent emails.
5. **Process all automated collection tasks simultaneously without filtering options** (*Previously Required*)

This process was time-intensive, error-prone, and lacked automation for repetitive tasks.

Automation Setup

To enable automation for collection plans, ensure that the general automation setup has been completed as described in Chapter 9: Automation Setup. This includes configuring the admin user, email account, and activating automation. Additional setup specific to collection plans involves defining collection plan actions, creating collection plans, and assigning plans to customers, as detailed in the following sections.

Collection Plan Actions

Collection Plan Actions define the types of actions that can be taken within a collection plan, such as sending a letter or making a call. Each action can be associated with a letter template if applicable.

To set up Collection Plan Actions:

1. Navigate to Collect 365 Hub > Setup > Collection Plan Actions.
2. Create new actions by specifying:
 - a. Action Code: A unique identifier for the action.
 - b. Description: A brief description of the action.
 - c. Letter Code: If the action involves sending a letter, select the appropriate letter template (e.g., "OVERDUE_1").
3. Save the action.

Letter templates include dynamic data such as invoice numbers, due dates, and amounts, which are populated when the email is generated.

Action ID	Description	Collect Letter Code	Collect Letter Description	Action Usage
CALL1	Call1			Manual Action
CALL2	Call2			Manual Action
CALL3	Call3			Manual Action
FINAL	Final Letter	70318106-000001	OverDue Letter	Collect Email Body
LETTER1	Letter1	70318106-000001	Initial Letter	Collect Email Body
LETTER2	Letter 2	70318106-000001	Initial Letter	Collect Email Body
LETTER3	Letter3	70318106-000001	OverDue Letter	Collect Email Body
REMINDER1	Reminder 1	70318106-000001	Initial Letter	Collect Email Body
SOONDUE	Due Soon	70318106-000001	Initial Letter	Collect Email Body

Collection Plans

Collection Plans outline the sequence of actions to take for invoices based on their due dates or overdue status. Each plan consists of steps that specify when and what action to take.

To create a Collection Plan:

1. Navigate to Collect 365 Hub > Setup > Collection Plans.
2. Click “New” to create a new plan.
3. Enter a unique Plan Code (e.g., “REGULAR_PLAN”) and Description (e.g., “For low-volume customers”).
4. Define the plan steps:
 - o Step No.: The sequence number of the step.
 - o Due Date Range: Specify the time window for the action (e.g., “Due in 5 days” or “7 days overdue”).
 - a. Action: Select a predefined action from the Collection Plan Actions (e.g., “Send Letter”).
 - b. Letter Code: If the action involves sending a letter, it will be linked here (e.g., “FINAL_NOTICE”).
 - c. Thresholds: Set a minimum invoice amount (e.g., \$100) to trigger the action.
- Include Credit Memos: A new Boolean toggle on Collection Plan step lines. When enabled, automated collection emails generated by this plan step will include credit memo documents alongside invoices in the email attachments. This setting defaults to off, preserving existing invoice-only behavior.
5. Save the plan.
- Default CC / Default BCC: Collection Plans now support default CC and BCC email addresses at the plan level. When configured, all automated emails generated by the plan will include these addresses as CC or BCC recipients. Multiple addresses should be separated by semicolons. These defaults can be used to copy managers, compliance teams, or shared mailboxes on all automated collection communications.

Collection Plan

CUSTGROUP1

General

Plan Code: CUSTGROUP1 At Last Step: Keep Repeating Last Step

Description: Customer Group 1 Allow to Skip Steps:

Minimum Amount Due: 100.00

Collection Plan Steps

Plan Step ↑	Days Overdue	Collection Plan Action	Grace Period (Days)
1	-7	SOONDUE	0
2	5	REMINDER1	3
→ 3	14	CALL1	3
4	30	LETTER1	5
5	45	LETTER2	2
6	50	CALL2	3
7	60	CALL3	3
8	75	LETTER3	5
9	90	FINAL	10

Assigning Plans to Customers

Each customer can be assigned to a single collection plan, determining which plan’s steps will be applied to their invoices.

To assign a plan to a customer:

1. Navigate to Collect 365 Hub > Setup > Assign Collection Plan.
2. Select the customer by their Customer Number.
3. Choose the appropriate plan from the dropdown list (e.g., “REGULAR_PLAN”).
4. Click “Assign Collection Plan” to apply the plan.

Alternatively, assign plans via Customer Queries:

1. Open the Customer Queries page.
2. Select a customer and click “Assign Collection Plan.”
3. Choose the plan and apply it.

Note: Only one plan can be assigned to a customer at a time, but plans can be changed dynamically as needed.

Detailed Steps for Using Collection Plans

Once collection plans are set up and assigned to customers, the automation process manages invoices according to the defined steps.

1. **Run Collection Plan:**
 - a. Scans customer ledger entries for due or overdue invoices.
 - b. Creates tasks based on the assigned plan’s steps and invoice due dates.
 - c. Tasks are only created for customers with assigned plans.
 - d. **Access:** Navigate to **Collect 365 Hub > Processing > Run Collection Plan.**
2. **Process Collection Tasks:**

- a. Groups invoices by customer, plan, and step to minimize email volume.
- b. Generates emails using the linked letter template and attaches relevant invoices.
- c. **Access:** Navigate to **Collect 365 Hub > Processing > Process Collection Tasks**.

Mass Update of Collection Plan Assignments Using Configuration Packages

Overview

This section describes how to perform a mass update of **Collection Plan Assignments** using a Business Central **Configuration Package**.

This is typically used when updating Collection Plan Codes for multiple customers at once.

Note: This is a one-time setup activity. Once the configuration package has been created, it may be reused for all future export/import update processes.

Step 1: Create Configuration Package

Accessing this functionality

Navigate to **Business Central** and open the **Configuration Packages** page.

Process

1. Click **New** to create a new configuration package.
2. Enter a meaningful **Code** and **Description** (e.g., *"Collection Plan Mass Update"*).
3. Add **Table 18 "Customer"** to the package.
4. Select the required fields to include in the export/import process:
 - a. Customer Number
 - b. Collection Plan Code
 - c. Relevant identification fields
 - d. Date fields (*if applicable*)
 - e. Status fields (*if applicable*)
5. Save the configuration package.

Step 2: Export Data to Excel

1. Open the configuration package created in Step 1.
2. Select **Export to Excel**.
3. Choose a file location and provide a descriptive filename (e.g., "Collection_Plans_Export_YYYY-MM-DD.xlsx").
4. Click **Save**.
5. Allow the export process to complete.
6. Open the exported Excel file to verify that the data was exported correctly.

Step 3: Mass Update Collection Plan Codes in Excel

1. Open the exported Excel file in **Edit Mode**.
2. Locate the **Collection Plan Code** column.
3. Update the Collection Plan Codes as required:
 - a. Review each customer carefully.
 - b. Enter or modify the new Collection Plan Code.
 - c. Ensure consistent formatting.
 - d. Confirm that the codes are valid and exist in Business Central.
4. **Important Considerations:**
 - a. Do **not** modify key identifier fields (e.g., Customer Number).
 - b. Maintain the structure and formatting of the file.
 - c. Double-check for typos or invalid plan codes.
 - d. Keep a backup copy of the original exported file.
5. Save the Excel file once all edits are completed.

Step 4: Import Updated Data

1. Return to Business Central and open the **Configuration Packages** page.
2. Select the same configuration package used for export.
3. Click **Import from Excel**.
4. Browse to the updated Excel file and select **Open**.
5. Wait for the import process to complete.

Step 5: Validate and Apply Package

1. After the import completes, click **Validate** to check for any issues.
2. Review validation messages:
 - a. **Errors:** Must be corrected before the package can be applied.

- b. **Warnings:** Review and determine whether they are acceptable.
3. If the validation passes:
 - a. Select **Apply Package**.
 - b. Confirm the action when prompted.
 - c. Wait for the update process to finish.
4. Review the completion notification to confirm that updates were applied successfully.

Step 6: Verify Customer Updates

1. Navigate to either the **Customer List** or **Customer Card** page.
2. Locate customers included in the mass update.
3. Verify that the **Collection Plan Code** reflects the newly assigned values.
4. Compare with the updated Excel file to confirm accuracy.
5. Review a sample of at least 5–10 customer records to ensure consistency.

Plan Processing Filters (Enhanced Feature)

The **Plan Processing Filters** feature provides collectors with enhanced control over collection automation, allowing targeted customer processing instead of mandatory bulk processing of all automated tasks.

Accessing Plan Processing Filters

1. Navigate to Collect 365 Hub > Processing > Plan Processing Filters.
2. The Plan Processing Filters page opens with three main sections:
 - Filter Selection Area (top)
 - Customer Results Grid (middle)
 - Processing Controls (bottom)

Filter Options Overview

Dual Filtering Architecture:

The system supports two powerful filtering approaches with automatic precedence handling:

1. Customer Query Results Filter (Primary)
 - Select pre-configured Customer Query Code for complex filtering logic
 - When selected, automatically overrides all custom filter parameters
 - Leverages existing query infrastructure for sophisticated customer selection
2. Custom Filter Parameters (Secondary)
 - Available when Customer Query Code is left blank
 - Provides individual filter criteria for ad-hoc customer selection
 - Includes Customer Name, Collector, Salesperson, Payment Terms, and more
3. Dispute Status Filter (Independent)
 - Operates separately from other filtering options
 - Can be combined with either Query Results or Custom Parameters

Using Customer Query Results

When to Use Query Results:

- Systematic, repeatable filtering logic
- Complex multi-field criteria with business rules
- Consistency across different processing sessions
- Enterprise-scale customer filtering

Steps to Use Query Results:

1. **Select Query Code:** Choose from the Customer Query Code dropdown
2. **Apply Dispute Status** (optional): Select dispute-related filtering if needed
3. **Refresh Results:** Click **Refresh** to apply query filters
4. **Review Customer List:** Verify filtered customers match expectations

Important: When Customer Query Code is selected, all custom filter parameters are automatically ignored.

Using Custom Filter Parameters

When to Use Custom Filters:

- One-time or occasional filtering needs
- Simple single or few-field criteria
- Quick customer selection without creating queries
- Testing different filtering combinations

Available Custom Filters:

- **Customer Name:** Target specific customers or name patterns
- **Customer Number:** Filter specific customer accounts
- **Collector:** Filter customers assigned to specific agents
- **Salesperson:** Focus on customers by sales representative
- **Payment Terms:** Filter by payment configurations
- **Balance Criteria:** Minimum/maximum outstanding amounts
- **Overdue Thresholds:** Days overdue specifications

Steps to Use Custom Filters:

1. **Ensure Query Code is Blank:** Verify Customer Query Code dropdown is empty
2. **Set Filter Criteria:** Enter values in desired custom filter fields
3. **Apply Multiple Filters:** Use combination of filters to narrow selection
4. **Refresh and Review:** Click **Refresh** and verify customer list

Processing Filtered Customers

Individual Customer Processing:

1. **Select Customer:** Click on customer row in the results grid
2. **Review Details:** Check balance, current action, suggested action
3. **Process Customer:** Click **Process This Customer** button
4. **Confirm Action:** Review and confirm in the dialog
5. **Continue:** Repeat for additional customers as needed

Bulk Customer Processing:

1. **Review Filtered List:** Ensure all customers are appropriate for bulk processing
2. **Verify Actions:** Check that suggested actions are consistent
3. **Initiate Bulk Processing:** Click **Process All Customers** button
4. **Confirmation Dialog:** Review the bulk processing warning:

- Number of customers to be processed
 - Types of actions to be executed
 - Impact warning for bulk operation
5. **Confirm or Cancel:** Click **Yes** to proceed or **No** to cancel

Filter Precedence Logic

Priority 1: Customer Query Code (when selected)

- ✓ Query results determine customer filtering
- ✗ All custom filter parameters are ignored

Priority 2: Custom Filter Parameters (when Query Code is blank)

- ✓ Individual custom filters are evaluated
- ✓ Multiple filters use AND logic

Priority 3: Dispute Status Filter (always independent)

- ✓ Applies regardless of other filter selections
- ✓ Combines with primary filtering method

Best Practices for Plan Processing Filters

Before Processing:

- Verify filter results match intended customer selection
- Review suggested actions for appropriateness and consistency
- Consider processing timing to avoid system maintenance windows
- Handle special cases or exceptions individually first

During Processing:

- Monitor progress for error messages or system issues
- Document any customers that fail processing
- Avoid browser navigation or closure during bulk processing

After Processing:

- Verify customers advanced to correct next collection steps
- Review and address any processing exceptions
- Ensure notes and activities were created properly
- Plan and schedule appropriate follow-up activities

Automation Process

The automation process leverages job queues to fully automate the collection plan tasks:

1. Create Job Queues:
 1. Two job queues are required:
 - **Create Collection Tasks:** Equivalent to “Run Collection Plan.”
 - **Process Collection Tasks:** Equivalent to “Process Collection Plan.”
 2. Configure the frequency (e.g., daily, weekly) in the Job Queue Entries table.

3. **Access:** Navigate to **Collect 365 Hub > Automation > Create Job Queue**.

Note: Plan Processing Filters provide manual control over automated tasks and work alongside job queue automation to offer collectors flexibility in processing timing and customer selection.

Monitoring and Archiving

- View Collection Emails:
 - Monitor generated emails and their status (e.g., sent, draft, error) in the Collection Emails list.
 - Handle errors by reviewing, resending, or deleting tasks.
 - **Access:** Navigate to **Collect 365 Hub > Processing > View Collection Plan Tasks**.
- Archive Processed Tasks:
 - Archive tasks to manage data volume while retaining email history.
 - **Access:** Navigate to **Collect 365 Hub > Processing > Archive Processed Collection Tasks**.

Collection Task - Email Messages

Entry No.†	Customer No.	Collection Plan Code	Collection Plan Step	To	Subject	Document Filter Text	Created DateTime	Status
→ 1	20000	CUSTGROUP1	9		OverDue Payment Reminder	103400	5/17/2025 3:53 PM	Failed
→ 2	30000	REGPLAN	3	mary.kumm@contoso.com	Payment Reminder	103375 103387 103388 103401 103403	5/17/2025 3:53 PM	Failed

Key Features

- **Real-Time Processing:** Dynamically calculates due dates based on the run date.
- **Invoice Grouping:** Combines invoices for the same customer and plan step into a single email.
- **Flexible Plans:** Customizable for different customer types with adjustable steps, thresholds, and grace periods.
- **Traceability:** Maintains email history in the Collection Emails list.
- **Error Handling:** Logs email sending failures for review.
- **Selective Processing:** (New) Filter and process specific customers instead of bulk processing all automated tasks.
- **Dual Filtering Options:** (New) Choose between systematic Query-based or flexible Custom parameter filtering.
- **Filter Precedence:** (New) Automatic override logic prevents filter conflicts and ensures data consistency.

Benefits

- **Efficiency:** Automates repetitive tasks, reducing manual effort.
- **Accuracy:** Real-time due date calculations ensure correct invoice categorization.
- **Scalability:** Customizable plans cater to diverse customer needs.
- **Traceability:** Easy access to email history improves communication tracking.
- **Flexibility:** Supports both manual and automated processing via job queues.
- **Workload Management:** (New) Collectors can focus on priority customers without processing entire database.
- **Processing Control:** (New) Individual or bulk processing options based on collector preferences and workflow needs.
- **Query Investment Leverage:** (New) Existing Customer Query infrastructure enhances collection processing capabilities.

Troubleshooting

Traditional Collection Plan Issues

- **Email Sending Failures:** Check SMTP server settings or exchange server issues. Review failed emails in the Collection Emails list.
- **Task Overlap:** Pending tasks in “Created” status are deleted and recreated on the next run to ensure accurate due date categorization.
- **Plan Assignment:** Ensure each customer has an assigned plan to enable automation.
- **Plan Misalignment:** Verify that plan steps align with business needs (e.g., appropriate thresholds and grace periods).

Plan Processing Filters Issues *(New)*

No Customers Appear in Filter Results:

- **Cause:** Filter criteria too restrictive or Customer Query Code returns empty results
- **Solution:** Broaden filter criteria, verify query code results, or clear filters and start over

Custom Filters Not Working:

- **Cause:** Customer Query Code selected (overrides custom filters)
- **Solution:** Clear Customer Query Code dropdown to enable custom filter parameters

Processing Fails or Incomplete:

- **Cause:** Business rule violations, system connectivity, or permission issues
- **Solution:** Process customers individually, verify permissions, check customer eligibility status

Filter Results Don't Refresh:

- **Cause:** Browser caching or system performance issues
- **Solution:** Click Refresh button explicitly, clear browser cache, or try different browser

Bulk Processing Concerns:

- **Cause:** Uncertainty about impact of bulk operations
- **Solution:** Start with individual processing, review confirmation dialogs carefully, test with small customer sets first

Important Notes

- Collection Plans automate actions based on invoice due dates, whereas Scheduled Email Plans (covered in Chapter 11) are used for sending periodic emails, such as monthly statements.
- Collection Plan automation emails can now automatically create associated Collect 365 Notes. This behavior is controlled by the "Note Creation for Collect Plan" setting on the Collect 365 Setup page. See Chapter 2: Setup for details on configuring this option.
- **Plan Processing Filters provide manual control over automated collection tasks, allowing collectors to process specific customer subsets rather than all eligible customers simultaneously.**
- **When using Customer Query Code filtering, ensure queries are regularly reviewed and updated to maintain optimal customer selection criteria.**

Chapter 11: Collect Scheduled Email Plans

The Collect Scheduled Email functionality of Collect is a method to help schedule recurring emails to be sent to your customer. The most typical usage of this might be to send a copy of the Customer Statement on a regular basis. For example, for these X Customers, send a customer statement based on these parameters on the 2nd of every month.

Scheduled emails can be set to be automated so they send on a regular basis, but they could also be set to be completely manual. This way, if an email needs to be sent to a group of customers on an infrequent or non-regular basis, the plan can be setup and then run when required.

This section will explain the overall process and functions that are particular to this process. Some parts will mention some of the process only at a high level and refer to the section in the document where the functionality is explained in further detail.

Automation Setup

Before any Scheduled Email Plans may be automated, there is basic Automation Setup that must be completed to turn on Automation for Collect.

Automation must be ‘turned on’ before any automated plans will automate. Turning on the automation is done on the Collect 365 Setup page, so the below will explain the process at the high level but refer to the Collect 365 Setup page section for more information.

The following information must be specified before turning on Automation:

- **Default Plan Admins:** When processes are going to be automated, there is a possibility of something going wrong with that automation. For example, if we are sending emails to a set of customers but one of those customers has no valid email address, then we cannot send an email to that customer until the email address is populated. As a result, we need to be able to send an email to an “Admin” who will receive emails for any automation errors. The “Plan Admin” page can be used to specify the primary email address as well as additional email addresses that will be cc’d (for when primary is unavailable). All Plans will be able to have Admins specific to that plan, but any plan where this is not specified will send emails to the Plan Admins setup here.
- **Automation Admin Report:** This is the custom report layout that defines the body of the email that will be sent to the ‘Plan Admins’ when errors occur processing plans. This is setup automatically during installation of Collect but normally is never changed as this is not a customer-facing report.
- **Automation User and Automation Time:** This defines the User account that all automation processing will be run by, and the time of day that the automation will kick off.

Once the above setup is complete, the “Start Automation” function will start the automation process.

To understand what this is doing, this is creating a Job Queue entry which will run all the Collect automation processes daily. The characteristics of this job queue entry:

- Job Queue entry is found in “Job Queue Entries” under the description “Collect Automation Master Job”.
- The job will run under the user setup on Collect 365 Setup as “Automation Admin User”. As a result, we must ensure that this Admin User has the appropriate permissions to run all automation activities.
- The job will run at the time “Automation Time” setup on Collect 365 Setup. The job will start at this time, and evaluate which jobs are due to be run. It will then reset to run the next day at the same time.

If it is needed to change any of the setup such as the Admin user or Automation Time, then use the “Deactivate Automation” first, change the setting, and reactive. This will delete and recreate the job queue entry respectively.

The screenshot shows the configuration page for a scheduled email plan named 'MYSTATEMENTS'. The page has a header with a back arrow, the title 'Collect Scheduled Email Plan', and several icons (edit, share, add, delete). Below the title are navigation options: 'Process', 'Navigate', and 'More options'. The main content is divided into two sections: 'General' and 'Attachments'.

General

Code	MYSTATEMENTS	Automation Frequenc...	DAILY
Description	My Statements	Automation Frequenc...	Daily
Action Code	SENDSTMT	Automated	<input checked="" type="checkbox"/>
Action Description	Send Statement	Last Run Date	9/5/2023
Statement Format Co...	STDSTMT	No. of Customers	5
Format Format Descri...	Standard Statement		

Attachments

Documents	0
-----------	---

Fields: Collect Scheduled Email Page

This page displays the properties of the scheduled email.

This includes:

- **Code:** The code associated to this scheduled email.
- **Description:** Description of this scheduled email.
- **Action Code:** The action code that will be associated to this scheduled email for the purpose of emailing and any collection notes that will be generated related to this process.
- **Statement Format Code:** Specifies the statement format that will be used to generate statements for this scheduled email. If left blank, then no customer statement will be generated for the email.
- **Automation Frequency:** This indicates the frequency of when this scheduled plan should be run.
- **Automated:** If marked, this is setup to automatically run based on the Automation Frequency. If not marked, it will not run automatically and will instead need to be run manually.
- **Last Run Date:** The date that this process was last run – either by automation or manually.
- **No. of Customers:** This indicates the number of customers that are currently assigned to this scheduled email..
- **Attachments >> Documents:** This shows the number of attachments that want to be attached to each automated email. This is a fixed document that would be attached every time – such as a Terms and Conditions document.

Actions: Collect Scheduled Email Page

There are several actions found on the Collect 365 Notes List that will allow you perform various functions:

- **Process >> Assigned Customers:** This opens the “Collect Sched Email Plan Custs” page where the customers assigned to this plan can be updated and viewed. Note that this page may be used to manage customers assigned to this plan, but the function on customer queries may be used to assign customers to this plan in bulk.
- **Process >> Activate / DeActivate:** Activates or Deactivates this plan to indicate whether this plan will be run automatically or not.
- **Navigate >> View Automation Log:** This option is used to view the automation log for all automations of this scheduled email plan.

Chapter 12: Appendix: Installation

Installation of Collect 365 is accomplished by installing from Microsoft AppSource following the standard instructions for AppSource products.

After installation, there are some steps that need to be completed before you are ready to complete the setup of Collect 365.

Permissions

Collect 365 users will require the following Business Central permissions to be assigned.

In User Setup, the user will require permission to both Collect 365 and the licensing software for Collect 365. You will need to be assign two roles to each Collect 365 user:

- PAA Collect
- PAA SERIALIS.-READ

Permission Set ↑ ▼	Name	Type ↑	Extension Name
→ PAA COLLECT	Collect 365	System	Collect 365
PAA SERIALIS.-READ	PA Serialisation - Read	System	PA Serialisation 365

Special Permissions – User that will Upload Collect 365 License

Your organization will have a power user that will install the License for Collect 365. If this user is a SUPER user, then permission setup is complete. If this user is NOT a SUPER user, then they will need permission to upload new license files. This user will need to be assigned the Permission Set “PAA SERIALISATION”.

Permission Set ↑ ▼	Name	Type ↑	Extension Name
→ PAA SERIALISATION	PA Serialisation	System	PA Serialisation 365

Collect 365 Licensing

You can tryout the full range of Collect 365 functionality in the Cronus demo environment without a license. To use Collect 365 in your Tenant, you will need to install a Collect 365 License.

Collect 365 is licensed for your tenant on a Named User basis. Contact your Professional Advantage Sales representative to obtain your Collect 365 License.

After you receive your License file you will need to install the License with the Professional Advantage Licensing software that is installed with Collect 365.

To install you will:

- Open the page “Professional Advantage Licenses” from the Tell-Me prompt.
- Use the “Upload License” option and select the License file provided to you by Professional Advantage.

The screenshot shows the 'Professional Advantage Licences' page. At the top, there is a back arrow, the page title, and icons for bookmark, copy, and share. Below this is a toolbar with 'Search', 'Upload Licence', 'Assigned Seats', 'Automate', and 'Fewer options'. A table below the toolbar lists license details. The table has columns for Product No., Product Name, Serial No., Expiry Date, No. of Seats, Assigned Seats, Created By, and Licence Created Date/Time. One license is listed with Product No. 165, Product Name Collect 365, Serial No. 850f213f-..., Expiry Date 8/24/2023, No. of Seats 5, Assigned Seats 0, Created By ADMIN, and Licence Created Date/Time 8/29/2022 5:13 P...

Product No. ↑	Product Name	Serial No.	Expiry Date	No. of Seats	Assigned Seats	Created By	Licence Created Date/Time
165	Collect 365	850f213f-...	8/24/2023	5	0	ADMIN	8/29/2022 5:13 P...

Your license will have an expiry date. Prior to expiry you will receive a subscription renewal offer. Following payment, you will receive an updated license file. Installing an updated copy of your license is done using the same steps as above.

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About Professional Advantage

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