

AR Collections Manager for Microsoft Dynamics® SL

2011 Installation and User's Guide

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AR Collections Manager Overview

The AR Collections Manager module maintains the customer's collection status notes, promotes actions by credit assistants and generates collection communication.

Stop searching for information—and start using it.

AR Collections Manager can give you all the collections-related information you need.

Save time and money.

AR Collections Manager can automate some of your time-consuming collection activities.

Get Results.

- Easily create and send powerful overdue notices that get your customers to act
- Reprint invoices "on the fly"
- Email customers directly from Microsoft Dynamics SL
- Email invoices to customers
- Historically track Contacts
- · Schedule "To Do's" and reminders
- · Create template documents including letters and emails
- Record when an email was sent, a letter was printed, or invoices were printed or emailed.
- Write off uncollectible invoices

Product Specifications

Microsoft Dynamics® is a registered trademark of Microsoft Corporation in the United States and/or other countries.

These instructions should only be implemented by users or resellers who are skilled in applying Microsoft Dynamics SL updates. Please consult your reseller if you need assistance.

Product Type

Microsoft Dynamics SL VB Tools Developed Application

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Customization Manager Enabled

Technical Requirements

Standard Microsoft Dynamics SL Environment

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Supported Versions

- Microsoft Dynamics SL 7.x
- Microsoft Dynamics SL 2011

Module Compatibility

- Requires Microsoft Dynamics SL Accounts Receivable Module
- Compatible with (but not required) Microsoft Dynamics SL Order Management, Flexible Billings, Currency Manager and Multi-Company Module.
- Microsoft Outlook installed and running on client PC for email functionality.
- If you are running SL 2011 you will need to install SL Hot Fix HSL2011_23341SY if you plan on using the Write Off Functionality. Please refer to KB article 2546670.

Supported Databases and Operating Systems

AR Collections for Microsoft Dynamics SL conforms to the System Requirements for Microsoft Dynamics SL. Please refer to the System Requirements for Microsoft Dynamics SL.

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AR Collections Manager Installation

Before You Begin

Back up your system before you install AR Collections Manager.

Before installing AR Collections Manager, you should make sure that you have a complete backup of your Microsoft Dynamics SL application software and corresponding databases.

Using Microsoft SQL Enterprise Manager, make a backup of all Microsoft Dynamics SL Application Databases and Microsoft Dynamics SL System Databases.

Back up your Microsoft Dynamics SL application software using your external tape backup system or other appropriate backup utility. This includes all files and directories located in or beneath the Microsoft Dynamics SL directory.

AR Collections Manager will add customizations to the following screens:

08260 – AR Customer Maintenance 08262 - AR Shipping Address 21250 - Shared Information Address Maintenance

Back up any customizations you may have on these screens. If you do have customizations on the above screens, you may want to install AR Collections Manager in a test environment first to make sure there are no customizations issues.

*** NOTE FOR 7.x and 2011 upgrades. If you are upgrading using the latest versions of Collections the customizations for the above mentioned screens are at the Supplemental Level. Prior releases of Collections had the customizations at the All Users Level. The installation\upgrade will not remove the All Users Customizations. You will need to manually remove them. Please contact your VAR for assistance. If you are a VAR please contact SSYH if you require more information.

If you currently have AR Collections Manager installed and have customized any AR Collections Manager screens, reports, or PVs, you will need to back them up and reinstall them once you have completed the AR Collections Manager installation process.

Information you will need to know

Before proceeding, you will need to determine the location of your application software installation (for example....c:\Program Files (x86)\Microsoft Dynamics\SL\Applications\....). The AR Collections setup wizard will attempt to search for the installation path and will allow you to modify this information if necessary.

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AR Collections Manager will need to know the Microsoft SQL Server 'sa' user password in order to update the appropriate tables in your SQL Database. Please consult your system administrator to obtain this information before proceeding with the AR Collections Manager installation.

AR Collections Manager will also need to know the name of your Microsoft SQL Server and Microsoft Dynamics SL System database. This information may be obtained from the Microsoft Dynamics SL login screen by clicking on the Find Database button to display the name of your Microsoft SQL Server and corresponding Microsoft Dynamics SL System Database.

IFind Database (98.000.01)				
Server Name: Database Name:	SERVER_NAME			
ОК	Cancel Create Database			

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AR Collections Manager will also need to know the name of your Microsoft Dynamics SL application database. This information may be obtained by logging into Microsoft Dynamics SL and selecting Administration Company Maintenance.

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F4 - for grid/form	view)	
Company ID *	Company Name *	Database Name
0010	Graphic Design Institute:Demo	SLDemoApp10
0020	Humongous Insurance:Demo	SLDemoApp10
0060	Contoso, Ltd:Demo	SLDemoApp60
0070	Coho Vineyard:Demo	SLDemoApp60
0080	Coho Winery:Demo	SLDemoApp60
•		
•		BAS INS 0060 SYSADMIN 9,

If you are upgrading your version of AR Collections Manager from a version prior to SL 7.x and 2011, you will also need to know the location of the setup.exe file from you current installation of AR Collections Manager. This may be located in c:\AR Collections Manager. You will need this to uninstall the current version of AR Collections Manager. Please note, no data will be lost during the uninstall. If you have AR Collections Manager for SL 7.x and 2011 installed you would uninstall the product from Control Panel Program Features (Add Remove Programs).

Note: This product will require a license key if you are installing the product to a database other than the Microsoft Dynamics SL Demo Databases (ie. SLDemoSystem and SLDemoApp60).

Once you have obtained the above information you can proceed with the install.

Type of AR Collections Manager Installation

There are different scenarios for installing AR Collections Manager. They are:

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- 1. Installing AR Collections Manager for the first time, or upgrading AR Collections Manager. Refer to the section Installing AR Collections Manager on your Server.
- 2. Installing AR Collections Manager for additional application databases. Refer to the section Installing AR Collections Manager to additional databases.
- 3. Reinstalling AR Collections Manager. Refer to the section Reinstalling AR Collections Manager.

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Installing AR Collections Manager on Your Server

Remove your current version of AR Collections Manager

If you are uninstalling an older version of AR Collections Manager, run the setup exe application for your current version of AR Collections Manager. You will be prompted with the following screen. Select Remove and click Next. If you are uninstalling AR Collections Manager for Microsoft Dynamics SL 2011 you would do this in Control Panel, Program and Features (Add Remove Programs). Look for SSYH AR Collections. Uninstall as you would any application.



You will be prompted to remove the product. Click OK to continue or Cancel to stop the remove process. If you click cancel you will need to rerun setup.exe again from the beginning.

Confirm Uninstall	X
Do you want to completely remove the selected application and all of it	ts components?
OK Cancel	

Once the remove has been completed, you will be prompted with the Finish screen. Click Finish.

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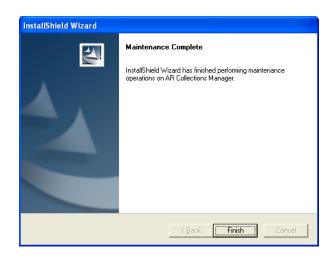


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Installing AR Collections Manager

Create a subdirectory to hold the installation files, i.e. C:\AR Collections Manager. Copy the zip file received from SSYH into this subdirectory.

Launch the zip file and extract the files into the same subdirectory. Launch setup.exe and follow the Install Shield steps. Click Next when presented with the AR Collections Manager welcome screen.



Review the license agreement and click I accept the agreement and click Next if you wish to continue with the installation process. Click Back to go back one screen or Cancel to exit the install.

You will be prompted for the installation path where your Microsoft Dynamics SL applications presently reside. If necessary, click the Browse button to change or modify the destination directory. The proper installation directory should be the Microsoft Dynamics SL root directory similar to that displayed below. Once the default directory is correct, click Next to continue with the installation process.

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📴 Setup - SSYH AR Collections Manager	
Select Destination Location Where should SSYH AR Collections Manager be installed?	
Setup will install SSYH AR Collections Manager into the following f	folder.
To continue, click Next. If you would like to select a different folder, click f	Browse.
C:\Program Files (x86)\Microsoft Dynamics\SL\Applications	Browse
At least 6.7 MB of free disk space is required.	
About www.ssyh.com	Cancel

You will be prompted with the following message:

😼 Setup - SSYH AR Collections Manager	x			
Install/Upgrade Database Objects for AR Collections				
If you are upgrading or doing a new install and would like to install the Tables/Stored Procs/Indices etc please check the checkbox below. No data should be lost in this process, but always perform a Database backup before installing. If checked, a page will be displayed after the files are copied that will allow you to specify your connection information.				
☑ Install/Upgrade DB Objects				
About www.ssyh.com < Back Next > Cance	el			

To install/upgrade the database objects make sure you have the Install/Upgrade DB Objects box checked. If this option is checked and you are doing an upgrade, no data from your existing AR Collections Manager application will be lost. If you want to re-install the AR Collections Manager application without impacting the DB, uncheck the Install/Upgrade DB Objects. Please note that the first time you perform an install or upgrade you must have the Install/Upgrade DB Objects checked.

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Ready to Install Setup is now ready to begin in computer.	stalling SSYH AR Collections Manag	er on your
	ne installation, or click Back if you w	ant to review or
Destination location:		*
C:\Program Files (x86)\M	licrosoft Dynamics\SL \Applications	
C: Program Files (x86) (M	icrosoft Dynamics\SL \Applications	
C: \Program Files (x86) \M	icrosoft Dynamics\SL \Applications	-

Next you will be prompted to review the installation parameters and continue with the installation. To begin the installation click Install. To go back and make a change click Back. To cancel the installation click Cancel.

If you checked the Install/Upgrade DB Objects you will be prompted for the SQL Server and Database info. Once the info is entered click the Install DB Objects Button. Do Not click Next as this will bypass the install for the DB objects. If the install cannot connect to the SQL Server or has a problem installing the DB objects a message will appearing indicating there was an issue and you are prompted again for the SQL Server and Database info. To bypass the DB Objects install click Next and no DB objects are installed or upgraded.

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	bout www.ssy	n.com	Next >			
	Install DB Objects					
	Application DB:	SLDemoApp60				
	System DB:	SLDemoSystem				
	SA Password:	*****				
	SQL Username:	sa				
	SQL Server Name	SERVER_NAME				
Ir	nstalling Database Ob To install/upgrade the [Objects', otherwise clic	- DB objects for AR Collection	ons Manager dick 'Install DB			
الجا Se	etup - SSYH AR Collect	ions Manager				

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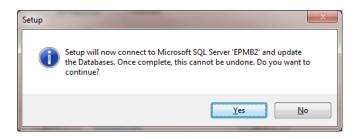


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When you click the Install DB Objects button you will be prompted with the following message:



To install/upgrade the DB Objects click Yes. Click No to return to the SQL Server and Database info screen.

When the DB objects are being installed a green status bar will display. When the process has completed the following message will display:



Click the OK button and you will be returned to the Installing Database Objects screen. To install AR Collections Manager DB Objects to additional database enter the appropriate info and click the Install DB Objects button. Click Next when done installing the DB Objects to all databases.

📴 Setup - SSYH AR Collections Manager				
	Completing the SSYH AR Collections Manager Setup Wizard Setup has finished installing SSYH AR Collections Manager on your computer.			
	Click Finish to exit Setup.			
R				
About www.ssyh.co	om < Back Einish			

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If you are done installing the DB Objects to all databases click the Finish button and the install program will exit. To install the DB Objects to additional databases click the Back button and follow the steps above.

Completing the Setup

Installing the AR Collections Manager Screen Customizations

AR Collections Manager includes modifications to several Microsoft Dynamics SL screens in the Accounts Receivable module including 0826000 Customer Maintenance, 0826200 Shipping Address, and 2125000 Address Maintenance in shared information.

Note: Prior to importing the customizations, make sure you have a backup of any customizations you may have on these screens.

To update the screens, select Administration Import Customizations and navigate to the ..\SSYH\AR Collections directory. Highlight 08260.cst, 08262.cst and 21250.cst and click Select to add these files to the import list. Note: If you have existing customizations on these screens, select the Options button and select Merge for conflict resolution.

M Import Customizations (91.510.00)) - Contoso, Ltd:Demo
	🔹 🕨 🖂 🦛 📴 🔮 Contoso, Ltd:Demo 🞯
File Name:	Directories:
08260.cst 08262.CST 21250.CST	Microsoft Dynamics Select SL Applications AC Collections
List Files of Type: Customizations (*.CST)	Drives:
Import List	View
C: VROGRAM FILES (X86) WICROSOFT C: VROGRAM FILES (X86) WICROSOFT	Options
C: VROGRAM FILES (X86) MICROSOFT	Begin Processing
	BAS INS 0060 SYSADMIN 9/4/2012

When you click Begin Processing, the necessary AR Collections Manager screen modifications will be added to your Microsoft Dynamics SL System. Once the screens have been added, you should receive a message indicating that the process has been completed. Click OK.

Adding AR Collections Manager Possible Values (PV) using the Microsoft Dynamics SL PV Import Utility

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Select Administration Possible Value Import to begin the PV Import process. Click the Enter file name button and navigate to the ...\SSYH\AR Collections directory. Double-click on ARPALPVREC.CSV to add the file to the import file list. Click Begin Processing to update Microsoft Dynamics SL with the AR Collections Manager PV Values.

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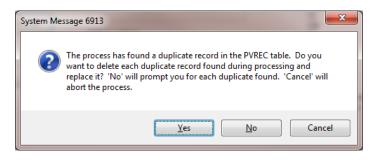
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Possible Values Import (PV.REC) - Contoso, Ltd:Demo Specify Import File				
Specity Import File	Import file:			
Enter file name	C:\Program Files (x86)\Microsoft Dynamics\SL			
Process	Processing ;			
Begin Process				
	PVRecs added:			
	INS 0060 SYSADMIN 9/4/2012			

If you are upgrading from a prior version, you will receive the following message. Click Yes.





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Unlocking the AR Collections Manager Module

(This step is not required for demonstration purposes.)

Click the All Modules button on the Navigation Pane. Open the AR Collections Manager Group and select SSYH Module Registration. Using all upper case letters, enter 'ARPAL' as the module identifier, followed by the registration key provided with your software.

🔏 SSYH Module Registration	(SS.191.00) - Contoso, Ltd:Demo	
	B K 🔹 🕨 🛸 🚅 🔓 🗐	Contoso, Ltd:Demo 💿
Module *	Registration Key *	_
ARPAL	999999999999999999999999999999999999999	
4		▼
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When you save your settings and close the SSYH Module Registration screen you should receive a message that the module was successfully registered.



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Type: Group 💌									
	Group / User								
	Group / User ID: EVERYONE Name: Everyone IV All Companies								
	Company ID: [ALL]								
eţa	il (F4 - for grid/forn Screen/Report							Delete	Initializat
		Type	Name	Module	View	Update	Insert	Delete	bi - de
1	Number * XC 144.00								
1	Number *	Screen Screen	AR Collections Manager AR Collections Setup	XC XC	×				
	Number * XC.144.00	Screen	AR Collections Manager	×c	×				
3	Number* XC.144.00 XC.147.00	Screen Screen	AR Collections Manager AR Collections Setup	XC XC	×				
3	Number * XC.144.00 XC.147.00 XC.148.00	Screen Screen Screen	AR Collections Manager AR Collections Setup Dunning Letter Generation	XC XC XC	×				
2 3 4 5	Number * XC.144.00 XC.147.00 XC.148.00 XC.165.00	Screen Screen Screen Screen	AR Collections Manager AR Collections Setup Dunning Letter Generation Contacts	XC XC XC XC	X				
3 4 5 6	Number * XC.144.00 XC.147.00 XC.148.00 XC.165.00 XC.167.00	Screen Screen Screen Screen Screen	AR Collections Manager AR Collections Setup Durning Letter Generation Contacts User Customer List	XC XC XC XC XC	X				
3 4 5 6 7	Number * XC.144.00 XC.147.00 XC.148.00 XC.165.00 XC.167.00 XC.168.00	Screen Screen Screen Screen Screen	AR Collections Manager AR Collections Setup Durning Letter Generation Contacts User Customer List Action Maintenance	XC XC XC XC XC XC	X				
3 4 5 6 7 8 9	Number * XC.144.00 XC.147.00 XC.148.00 XC.165.00 XC.168.00 XC.168.00 XC.191.00 XC.265.00 XC.R90.00	Screen Screen Screen Screen Screen Screen Screen	AR Collections Manager AR Collections Setup Durning Letter Generation Contracts User Customer List Action Maintenance SSYM Module Registration Template Maintenance Collector Noles Report	XC XC XC XC XC XC SS XC XC	X X X X				
3 4 5 6 7 8 9 10	Number* XC.144.00 XC.147.00 XC.148.00 XC.165.00 XC.167.00 XC.167.00 XC.168.00 XC.191.00 XC.285.00 XC.289.00 XC.R90.00	Screen Screen Screen Screen Screen Screen Screen Screen	AR Collections Manager AR Collections Setup Durning Letter Generation Contacts User Customer List Action Maintenance SSY1H Module Registration Template Maintenance Collector Notes Report Durning Letter Report	XC XC XC XC XC XC XC XC XC XC	X X X X				
3 4 5 6 7 8 9 10	Number * XC.144.00 XC.147.00 XC.148.00 XC.165.00 XC.168.00 XC.168.00 XC.191.00 XC.265.00 XC.R90.00	Screen Screen Screen Screen Screen Screen Screen Repot	AR Collections Manager AR Collections Setup Durning Letter Generation Contracts User Customer List Action Maintenance SSYM Module Registration Template Maintenance Collector Noles Report	XC XC XC XC XC XC SS XC XC	X X X X X				

Adding Access Rights for AR Collections Manager Screens and Report

Select Administration Access Rights and select the appropriate User, Group and/or Company that should receive access to the AR Collections Manager screens and reports. Press (F3) in the Screen/Report Number field and assign rights to the AR Collections Manager screens and reports shown.

Note: A group called AR COLLECTIONS is created when the product is installed. You can use this group and add users to it.

Updating Templates with Correct Locations.

The product will install the default templates to the ...\SSYH\AR Collections folder. It is suggested that you do not modify the templates that get installed in the ..\SSYH\AR Collections folder. Create a new folder, copy the templates to the new folder and make the appropriate changes there. Use Template Maintenance to point to the correct folder for the templates (ie the folder you created).

Installing AR Collections Manager to Additional Databases

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To install AR Collections Manager to additional databases you would follow the same instructions in the section labeled Installing AR Collections Manager on your Server. The software will get installed again and when prompted for the SQL Server and Database info enter the database info to install AR Collections to. Continue to follow the remaining steps. You will not need to Import Customizations or Possible Values Import unless you are installing to a new System Database.

Reinstalling AR Collections Manager

To reinstall the AR Collections Manager applications, run setup.exe from the folder where you unzipped the AR Collections Manager Install. Click Next on the Welcome Screen. Review the license agreement and click I accept the agreement and click Next if you wish to continue with the installation process. Click Back to go back one screen or Cancel to exit the install.

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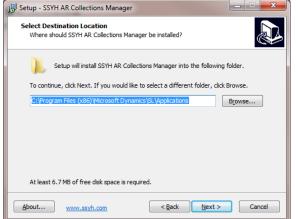




Page 17 of 30



You will be prompted for the installation path where your Microsoft Dynamics SL applications presently reside. If necessary, click the Browse button to change or modify the destination directory. The proper installation directory should be the Microsoft Dynamics SL root directory similar to that displayed below. Once the default directory is correct, click Next to continue with the installation process.



Uncheck the Install/Upgrade DB Objects check box. By unchecking this box the DB objects will not be upgraded or reinstalled. Click Next.

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13 Setup - SSYH AR Collections Manager								
Install/Upgrade Database Objects for AR Collections								
If you are upgrading or doing a new install and would like to install the Tables/Stored Procs/Indices etc please check the checkbox below. No data should be lost in this process, but always perform a Database backup before installing. If checked, a page will be displayed after the files are copied that will allow you to specify your connection information.								
Install/Upgrade DB Objects								
About www.ssyh.com	Cancel							

When the location has been verified click Install to reinstall the applications or Back to change info. Click Cancel to not to perform the reinstall. When the application has been reinstalled the Finish screen will appear. Click the Finish button.

Ready to Install Setup is now ready to begin installing SSYH AR Collections Manager on your	Setup - SSYH AR Collections Manager
Setup is now ready to begin installing SSYH AR Collections Manager on your computer.	Completing the SSYH AR Collections Manager Setup Wizard Setup has finished installing SSYH AR Collections Manager on Circle Trinish to exit Setup.
About www.ssyh.com < Back Install Cancel	About www.ssyh.com

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AR Collections Manager Application Instructions

Action Maintenance Screen

<u>A</u> ctions				
) 🖣 🕈 🌩 👱 🗄	n 🔁 🕄 🕐		
Action ID *	¢	Description	Next Contact # Days	Status
1 ACTION1	Action1		1	Active
2 ACTION2	Action2		2	Active
3 ACTION3	Action3		3	Active
4				
5				
<u>.</u> 1				

This screen is used to create, maintain and delete ActionIDs as needed. Any change to an ActionID will only affect future transactions and will not affect/change any transactions already in the system. The ActionID will automatically assign a follow-up date for the customer based on the Business Date in use at the time of assignment. There are four fields on this screen:

- 1. ActionID: A 10-character field (use only numbers and letters).
- 2. <u>Description</u>: A 30-character field to illustrate the Action ID.
- 3. <u>Next Contact # Days</u>: Used to determine the number of days from the current business date before the next action is required.
- <u>Status</u>: (A) ctive or (I) nactive Any ActionID marked Inactive will not available for selection.

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AR Collections Manager Setup Screen

🚰 AR Collection	is Manager Setup Sc	reen (XC.147.0	0)	
Actions				
🗋 🖬 🖻 🗙	🖸 🖣 🔶 🕁 🕁	📑 😨 🎄 🗖		
]
Default Action ID:	ACTION1			
Default File Path:	C:\Program Files\Solom	on\	File	e Browse
		0060	SYSADMIN	4/21/2006

The AR Collections Manager Setup Screen names the default ActionID. The Default ActionID should be the most commonly used ActionID. The purpose it to save the users time by providing them with a default action. (They always have the ability to override the proposed action.) The Default File Path is currently not used.

User Customer List Screen

Customers can be assigned to a specific Solomon UserID. By assigning customers to a specific Solomon user, you are able to maintain a "Ticker List" by CSR. The AR Collections module, through a combination of the User Customer List Screen and the ActionID Maintenance Screen generate a "Tickler" each time the user enters the AR Collections Manager.

User ID: USER1			
List of Customers Asso	ciated with Above User		
Customer Id *		Customer Name	-
1 C407	Tailspin Toys		
2 C419	Fabrikam, Inc		
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			-
↓			•

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- 1. <u>User ID</u>: Enter the Solomon User ID. Either manually enter the User ID or press F3 and select a User ID.
- 2. <u>Customer ID</u>: Enter the Customer ID as depicted in the AR Customer Maintenance Screen. Either manually enter the Customer ID or press F3 and select a Customer ID.
- 3. <u>Customer Name</u>: This is a read only field displaying the customer name.
- 4. The Load All button will assign all customers to the User ID listed at the top.
- 5. The *Print List* button will create and print a list of all customers assigned to the listed User ID. A complete list can be generated from the *Reports* menu.

User List Maintenance

This screen is used in conjunction with the Dunning Letter Generation screen. Create various lists containing customers you wish to send Dunning Letters to. The lists are generated per SL user. For example user JSMITH can have lists defining certain customer and user MJONES can have separate lists containing the same or different customers. The list ids are created in this screen, while the actual customers contained in the lists are added through the Dunning Letter Generation screen.

🏄 User List N	Maintenance Screen (XC.266.00) - Contoso, Ltd:Demo
<u>///</u> - D) 🛃 🖻 🗙 🗟 🕅 🍕 🕨 💐 🥪 📴 🗐 🛛 Contoso, Ltd:Demo 🌘
User ID:	SYSADMIN
Lists Assoc	ciated with Above User
	List Id * List Name
1 LIST	1 All Customers Past Due
2 LIST	2 Customers 30 Days Past Due
3	
4	
6	
7	
8	
9	
10	
11	
13	•
4	•
	BAS INS 0060 SYSADMIN 11/6/2012

AR Collection Contacts Screen

Use AR Collections Contacts Screen to add and maintain buyer, accounts payable or other contact information associated with a customer. The contact information is referenced by the AR Collections Module when generating letters and emails.

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📑 AR Collection Contacts Screen (XC.165.00)	AR Collection Contacts Screen (XC. 165.00)
Actions	Actions
Note Contact Information	Note Contact Information
Customer ID:	Customer ID: C300
Contact ID:	Contact ID: C2
Type: Shared Information	Type: Ship To
Address ID: Shared Information Address Bill To	Address ID: DEFAULT Add Ship To Address
Ship To	· · · · · · · · · · · · · · · · · · ·
Name: Order Management Contact	Name: Randy Reeves
Attention:	Attention:
Phone/Ext: () .	Phone/Ext: (555)555-0120
Salutation:	Salutation:
Address 1:	Address 1: 222 Ridge Trail
Address 2:	Address 2:
City:	City: Chicago
State: Postal Code:	State: IL Postal Code: 12345
Country:	Country:
Fax/Ext: EMail:	Fax/Ext: 5555550120 EMail:
0060 SYSADMIN 4/21/2006	0060 SYSADMIN 4/21/2006

There are four types of contacts maintained on this screen. This screen will create a Contact ID based on the information entered in this screen. Enter a Customer ID, Contact ID (will be created if it does not exist), select type (described below) and enter or press F3 for the Address ID (based on Type selected). If you choose Bill To for Type, you are not prompted to enter the Address ID.

- 1. <u>Shared Information</u>: The contact information is pulled from the Shared Information module. In the Shared Information module, within Address Maintenance (21.250.00), you can enter and maintain address information for a wide range of miscellaneous business addresses.
- 2. <u>Bill To</u>: Information comes directly from the Address tab Customer Maintenance Screen (08.260.00).
- 3. <u>Ship To</u>: The information is entered in the Accounts Receivable module using the Shipping Addresses (08.262.00) screen. The user can enter the name, address information, and telephone/fax numbers for a customer's shipping address. Each customer is permitted an unlimited number of shipping addresses.
- 4. <u>Order Management Contact</u>: Use Customer Contacts (40.370.00) to add and maintain buyers, accounts payable contacts, or any other contacts within the customers' organizations. These contacts can then be referenced by the AR Collections Contacts entering the value or by selecting from a possible values list (F3).

Since each contact type is derived from another Solomon screen, the AR Collections module limits the information the user can change on each contact. The user can only change the following fields:

- 1. Name
- 2. Attention
- 3. Phone/Ext.

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AR Collections Manager Screen

Customer Information Outstomer Information Information Outstomer Information	AR Collections Manager (XC.144.00) - Contoso, Ltd:Demo	
Customer: Name/Days 0 Total: 0.00 31 To 0.00 Contact: Attn: Curren 0.00 61 To 0.00 Custo Contact Phon () - 1To 30: 0.00 Over 0.00 Invoice Information Note/Action Information Wew Options - - 0.00 Over 0.00 Invoice Information Note/Action Information Wew Options - - 0.00 Over 0.00 Invoice Information Note/Action Information Wew Options - - 0.00 - 0.00 Selected Preview Write Off Reference Nor Company ID Doc Date Doc Type Original Amount Curry Orig Amou Image: Fiter: -	в в х в к ч ⊳ к щ в 2 в в	Contoso, Ltd:Demo
Contact: Attn: Curren 0.00 61 To 0.00 Cust Contact Phon () - 1To 30: 0.00 Over 0.00 Invoice Information Note/Action Information View Options Invoice Information Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Curr Orig Amount Invoice Information Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Curr Original Amount Invoice Information Invoice Information Filter: Selected Filter: Invoice In	Customer Information	
Cust Contact Phon ITo 30: 0.00 Over 0.00 Invoice Information Note/Action Information Wew Options Invoice Information Curry Original Amount Curry Original Amount Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Curry Orig Amou Image: Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Curry Orig Amou Image: Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Curry Orig Amou Image: Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Curry Orig Amou Image: Selected Filter: Image: Selected Image: Selected Image: Selected <	Customer: 0 To	otal: 0.00 31To 0.00
Contract (1) 0.00 0.00 Invoice Information Note/Action Information View Options Invoice Information Invoice Information Selected Preview Write Off Reference Nor Company ID Doc Date Doc Type Original Amount Curry Orig Amou Invoice Image: Selected Preview Write Off Reference Nor Company ID Doc Date Doc Type Original Amount Curry Orig Amou Image: Selected	Contact: Attn: Cu	urren 0.00 61To 0.00
Invoice Information Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Cury Orig Amou	Cust Contact Phon () - 1	To 30: 0.00 Over 0.00
Selected Preview Write Off Reference Nbr Company ID Doc Date Doc Type Original Amount Cury Orig Amou Image: Company ID Doc Date Doc Type Original Amount Cury Orig Amou Image: Cury Original Amount Image: Current Note (View Only) Image: Current Note (View Only) Image: Current Note	Invoice Information Note/Action Information View Options	
Image: Constraint of the second of the se	Invoice Information	
Image: Second		ate Doc Type Original Amount Cury Orig Amour
Image: State of the state		
Current Note (View Only) New Note Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit typte Delete Ngte		
Current Note (View Only) New Note Show WorkList Refresh Views Add Note/Act Print Invoices Enal Customer Open Letter Edit typte Delete Ngte		
Fiter: Current Note (View Only) New Note Add Note/Act Pint Invoices gmail Customer Open Letter Edit Note Delete Ngte		
Filter: Current Note (View Only) Image: Show WorkList (New Show WorkList) New Note Image: Show WorkList (New Show WorkList)		_
Current Note (View Only) New Note 		•
New Note Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte	😢 Filter:	
New Note New Note Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte	Current Note (View Only)	
Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte		A
Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte		
Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte		-
Show WorkList Refresh Views Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte	New Make	
Add Note/Act Print Invoices Email Customer Open Letter Edit Note Delete Ngte	New Note	Show WorkList Refresh Views
Edit Note Delete Ngte		Add Note/Act Print Invoices
Edit Note Delete Note		
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		BAS INS 0060 SYSADMIN 9/4/2012

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Customer Informati Customer: CT0 100	on Name/Days	Denise Smith		-81 Total:		2992.54 31 To	0.00
	Attn:			Curre		2352.34	
Contact:		Denise				0.00	2992.54
Cust Cont	Phon	(555) 555-0150		1 To 3	30:	0.00 Over	0.00
Invoice Informatio	n Note/Action Inf	ormation View Optio	ns				
Invoice Informa							
Selected	Preview Write	Off Reference N	or Company	ID Doc Date	Doc Type	Original Amount	Cury Orig Amour
		000004	0060	9/1/1999	PA	193236.06	19323
		000005	0060	9/1/1999	PA	54058.38	5405
		000009	0060	12/1/1999	IN	193236.06	1932:
		000010	0060	10/1/1998	IN	54058.38	5405
		000011	0070	1/1/2000	IN	754.25	75
1		000010	0000	1/1/2000	TNI	CO C0	١
📒 Filter: N	one						
Current Note (View	Only)						
							-
lau Nata						Show WorkLi	st Refresh View
New Note							
New Note						Add Note/Ad	t Print Invoices
New Note						Email Custom	3 =

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This is the main screen within the AR Collections module. If you have associated a User ID with a customer, the application will check to see if there are any open worklist items. If there are, a message will display indicating that you have open items. Click the Show WorkList button.

- 1. Customer Information: This section determines which CustID the user is working on. It is populated by entering a Customer ID (CustID) in the upper left-hand corner.
 - a. Contact Pressing F3 will list all the available contacts set up in the AR Collections Module.
- Invoice Information: This section displays the relevant data on Invoice (IN), Credit 2. Memos (CM) and Debit Memos (DM) created in the Accounts Receivable (AR), Order Management (OM) or Flexible Billings (BI) modules.
 - a. Selected Clicking on the check box will select the document for printing\email.
 - b. Preview Invoices When in Grid View (F4), clicking on the blank field will change the field to a command button. In Form View (F4), the field is shown as a command button. Click on the command button to view the invoice.
 - c. Write off Allows small balance write off functionality from the Collections Manger main screen. If selected, the standard Solomon write off function is launched. The Account and Subaccount used for small balance write off is pulled from the AR Setup screen.
 - d. Reference Nbr This is the Invoice or Memo number.

Add Note (XC.144.02)	AR Collections Manager (XC.144.00)				
Image:	Actions				
Cutorer (C10100 Name/Ogr: Centes Smith Cutorer (2000 ft 10 90) 000 Cutorer: C10100 Name/Ogr: Centes Smith Cutorer (2000 ft 10 90) 000 Cutorer: C10100 Name/Ogr: Centes Smith Cutorer (2000 ft 10 90) 000 Cutorer: C10100 Name/Ogr: Centes Smith Cutorer (2000 ft 10 90) 000 Cutorer: C10100 Name/Ogr: Centes Smith Cutorer (2000 ft 10 90) 000 1 4/0/2008 USER1 DUHNIG' Lette generated on 4/0/2006 by USER1 3 4/0/2008 USER1 DUHNIG' Lette generated on 4/0/2006 by USER1 5 4/0/2008 SYSADMN TTESTALL Lette generated on 4/0/2006 by USER1 5 4/0/2008 SYSADMN TTESTALL Lette generated on 4/0/2006 by USER1 Cutorer Note (Yee Only) Cutorer Note (Yee Only) New Note Show WorkList Eette Week Add Noole (XC. 144.02) Action 1D: ACTION1 Action1 Selected Invoice: 000091 Wext Contact Date: 4/25/2006 Next Contact Date: 4/25/2006 Complete Open Actions Add Noole (XC. 100 Letter (2000 ft 10 ft 1	-	0 di 0			
Current: C10100 Name/Days Derise Smith -27 Total 2285.07 31 To 80 107.75 Contact: Attr. Derise Current: 80.00 61 To 80 0.00 Luttore: Contact: Note Stores Stores 10 201 22 Over 50 30 201 22 Over 50 Luttore: Contact: Note Note Note Note Attr. Derise 10 7.35 0.00 Note Information Note Note Note Note Attr. Durinshift: Attr. Attr. Durinshift: Attr. Attr. Durinshift: Attr. Attr. Attr. Durinshift: Attr. Att					
Cut Her Contacts Procession 11 to 20 2002 54 Juvice Information Note // Contact Note Contact Add Note (XC.1444.02) 1 4/10/2006 USER1 DUNNING Latte generated on 4/10/2006 by USER1 Contact Add Note (XC.1444.02) Image: Contact 2 4/10/2006 USER1 DUNNING Latte generated on 4/10/2006 by USER1 Contact Add Note (XC.1444.02) Image: Contact 3 4/10/2006 USER1 DUNNING Latte generated on 4/10/2006 by USER1 Contact Action ID: ACTION1 4 Add Note (XC.1444.02) Image: Contact Image: Contact Image: Contact Action ID: ACTION1 4 Add Note (XC.1444.02) Image: Contact		mith .75 Totat	2286.07 31 To 60: 107.75		
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Note Information Image: Date User ReNtr Contact Unit NIG Lette generated on 4/10/2006 by USER1 Image:	Invoice Information	Note/Action Information			
I Opening Description: 2 4/10/2006 USER1 3 4/10/2006 USER1 3 Cumming Dumings Letter generated on 4/10/2006 by USER1 5 4/10/2006 SYSADMIN TESTALL Letter generated on 4/10/2006 by SYSADMIN for Reference Nunt. 4 Image: Complete Openal doi: 10.0000 by SYSADMIN for Reference Nunt. Action 1 Current Note (Yiew Only) Image: Complete Open Actions Image: Complete Open Actions New Note Show WorkLiff Beinth Views: Open_Letter Gath Note/Act Image: Complete Open Actions Add Image: Complete Open Actions	Note Information				
I Opening Description: Action 1D: 3 A10/2006 SYSADMIN TESTALL Later generated on 4/10/2006 by USERI 4 A10/2006 SYSADMIN TESTALL Later generated on 4/10/2006 by SYSADMIN for Reference Nunt. 4 Action 1D: Action 1 Selected Invoice: 000091 Current Note Show WorkLift Beint News Binnet Current Note Show WorkLift Beint News Action 1D: Action 1 Selected Invoice: 000091 Weak Note Beint News With Note Binnet Note Binnet Notes Beint News Add Note/Act Binnt Nonices Open_Later Add Note/Act Dim Invoices Add Cancel		Contact	Note	Add Note (XC 14)	4 02)
Show WolkLife Show WolkLife Belefab Vews Action ID: Action1 Action ID: Action1 Selected Invoice: 000091 Wew Note Show WolkLife Belefab Vews Box WolkLife Belefab Vews Values Box WolkLife Belefab Vews Values Action ID: Action1 Selected Invoice: 000091 Vew Note Show WolkLife Belefab Vews Add Nore/Act Bint Invoices 000091 Add Nore/Act Dig Nore WolkLife Belefab Vews Add Nore/Act Dig Nore WolkLife Dig Nore WolkLife			4/10/2006 by 03EHT	- Nagriote (Ne.11	
• 4102005 SYSADMIN • 11537AL' Letter generated on 4/10/2005 by SYSADMIN for Reference Nunt: Action ID: ACTION1 • 4102005 SYSADMIN TESTAL' Letter generated on 4/10/2005 by SYSADMIN for Reference Nunt: Action ID: Action 1 Connert Note (View Only) Show WorkList Entert Note Action ID: Action 1 Show WorkList Entert Note Max Contact Date: Actions Mew Note Show WorkList Entert Note Dent Letter Max Contact Date: Actions Add Note/Act Dent Letter Dent Letter Add Cancel					
5 4.02006 SYSADMIN 11ESTALL'Letter generated on 4/10/2000 by SYSADMIN for Reference Number 4 Action ID: Action1 Current Note (View Only) Selected Invoice: 000091 New Note Stow WorkList Betech Views Add Note/Act Pint Invoices 000091 Enal Current Open Letter Open Letter 4/25/2006 Marcel Den Letter Add Cancel					
Action Description: Action1 Selected Invoice: 000091 Vew Note Show WorkList Batesh View Add Note/Act Dint Invoice: EnalCustomer Open Letter Edd Note				A share ID.	
Current Note (View Only) Action Description: Action 1 Selected Invoice: 000091 New Note Selected Invoice: 000091 Selected Invoice: 04/25/2006 Email Customer Open Letter Add Edd Note Add Cancel			4/10/2006 by SYSADMIN for Reference Numb	Action ID:	ACTION1
Current Node (View Only) Selected Invoice: 000091 New Node Show WakList Berein Views A255/2006 Add NoreAct Den Leter A255/2006 East Note East Note Add Cancel	•		<u> </u>	Action Description:	A REAL
Linear Role (View Unity) Linear Role (View Unity) New Note Show WorkList Belieth Views Add Note/Act Pint Invoice End Note Linear Custome Den Leter Add Note/Act Add Cancel Add C				Action Description.	Action I
Linear Role (View Unity) Linear Role (View Unity) New Note Show WorkList Belieth Views Add Note/Act Pint Invoice End Note Linear Custome Den Leter Add Note/Act Add Cancel Add C				Selected Invoice:	000001
New Note Show WorkList Berterh Views Add Note/Act Print Invoices EnailCustomer Open Letter Edit Note Add Cancel	Current Note (View Only)			Sciected involce.	000091
New Note New Note Show WorkList Edit Note Add Note/Add Emit Invoices Edit Note Add Cancel Add Cancel Add Cancel					Associate with Selected Invoice
New Note Show WorkList Berterh Views Add Note/Act Print Invoices EnailCustomer Open Letter Edit Note Add Cancel					
Show WorkList General Views Add Note/Act Pint Invices Enal Customer OpenLetter Edt Nide Add	New Note			Next Contact Date:	4/25/2006
EmailCustomer OpenLetter Add Cancel			Show WorkList Befresh Views		
EditRole Add Cancel			Add Note/Act Print Invoices		Complete Upen Actions
	1		Email Customer Open Letter	-	1
			Edit Note		Add Cancel
			0060 SYSADMIN 4/24/2006		

- 3. Note/Action Information: Any note added through the AR Collections module is recorded in this tab. The Customer Note (View Only) section will display automatically whenever the user clicks on a record.
 - a. Notes are added through the Add Note/Act command button.
 - b. Every note is assigned an ActionID.

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- The note can be associated with the client only or associated with a particular c. document (by checking Associate with Selected Invoice).
- Next Contact Date is auto populated based on the ActionID and the current d. Business Date. The field can be manually overridden, effectively making the contact date a "suggestion" only.

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- Notes added outside this screen will not be recorded by AR Collections. e.
- Note status can be changed from Open to Closed on a per note basis. f.
 - Additionally, Action items can also be left Open or set to Completed. Completed items will not display on the Worklist.

AR Collections Manager (XC.144	.00)	
Actions		
	📑 🕜 🖧 🖾	
Contact: Attn:	Denise Smith -75 Total Denise Current 5551 555-0150 1 To 30:	2286.07 31 To 60: 107.75 80.00 61 To 90: 0.00 -204.22 Over 90: 2502.54
Invoice Information	Note/Action Information	View Options
Note View Options	Document View Options	Display Multicurrency Amounts Sont By: Reference Num
New Note		Show WorkList Befresh Views Add Note/Act Pink Invoices Email Customer Open Letter
		Edit Note 0060 SYSADMIN 4/24/20

- 4. *View Options:* This tab allows the user to control how notes display, whether to display all Open Documents or All Documents and whether to Display MultiCurrency Amounts.
- 5. Customer Note (View Only): Displays the selected note from the Note/Action Information tab.
- 6. New Note: After clicking on the document (i.e. invoice), the user can manually enter their note into the field. The note is added when the user clicks on the Add Note/Act button.
- 7. Command Buttons: There are eight buttons on the screen. They are as follows:
 - a. Cust Mnt This will open the Customer Maintenance screen.
 - b. Contacts This will open the AR Collections Customer Contact screen.
 - c. Show Worklist The Worklist screen displays all the actions needing to be completed. It provides the user an Action Description, Action Date & ID, and Customer. Whenever the user loads the AR Collections Manager screen, if there are any items needing attention, the user is prompted with "You have items in your worklist" command button.
 - d. Email Customer This will open the Document Generation screen for the user to select the email template to use. There is an option to Attach Selected Invoices. If the user Selected (checked) invoices on the Invoice Information screen, checking this box will attach the invoices to the email. An email is generated using the selected template to the email address listed on the contact. If the email address is missing, a message is displayed indicating the email address will need to be entered on the email that is generated. It is recommended that Microsoft Outlook be running on the user's PC when selecting to Email the Customer.
 - Edit Note Click this button to edit the note in the Current Note (View Only) е window. Note: Users can edit all notes including notes entered by other users.

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- f. Refresh Views Click this to refresh the screen.
- g. Print Invoices Any invoice or memo that is checked for printing can be generated by clicking Print Invoices. The invoice will also be formatted according to the module that created it (i.e. Flexible Billings Invoices will be formatted differently from AR Invoices).
- h. Open Letter This will open the Document Generation screen for the user to select the Word template to use. This will create a Word document for the template selected and only for the customer displayed on the screen. It does *NOT* generate documents for all customers. To generate documents to many Customers at a time, please refer to the "AR Dunning Letters" menu option. The Save As options: Print and Close Will print the Word document, write a note to the Collections Manager screen and not save the file/Word document. Print and Save Will print the Word document. Draft Mode Will print the Word document, write a note to the collections for all save the file/Word document. Draft Mode Will print the Word document. Write a note to the Collections Manager screen, and save the file/Word document. Draft Mode Will print the Word document. Write a note to the Collections Manager screen, and give the user the choice of editing the Word document and then saving or not saving the Word document.
- i. Delete Note. Click in the Current Note field and then click Delete Note.

List Processing Screen (XC.148			Contoso, Ltd:Demo @
List ID: Customers Remove Customer Id	Print List	Customer Selection Customer to List Customer ID: Customer	
		C Select Customers by Balance Customer Select	All
2			
3		Total Greater Than or Equal	0.00 and 👻
4		Current Greater Than or Equal	0.00 and 🔽
6		T 1 To 30 Greater Than or Equal	0.00 and 💌
7 0		🔲 31 To 60 Greater Than or Equal 💌	0.00 and 🔽
8		🔽 61 To 90 Greater Than or Equal 💌	0.00 and 🔽
9		Over 90 Greater Than or Equal	0.00 and 💌
		C Remove All Customers From List	
12		C Remove Selected Customers	
13			
14	•	Begin Processing	
•	•		
Create Letters Template:	Send Emails	Template: Create Actions	Action:
		BAS INS	0060 SYSADMIN 11/6/2012

Dunning Letter Generation Screen

Use this screen to select customers you wish to send a Dunning Letter to. The screen allows you to create a List of Customers and save the list for future processing. The list is created per SL UserId. See description below on how to create and manage the lists.

There are several methods by which the selection process can occur:

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- 1. <u>Add Customer to List</u>: With this method, the user enters the customer number into the *Customer ID* field (upper right hand corner) and then clicks *Begin Processing*.
- 2. <u>Select Customers by Balance</u>: With this method, the user selects one or more criteria (aging or total categories) by checking the appropriate box(es). Next they enter the amount (either negative or positive) in the selected box(es). Select the appropriate Customer Status. Click on *Begin Processing* to select customers. For example, the screen above shows All Customers (Customer Status All) that have a Total Amount Greater Than or Equal to 1000. Note: When selecting 'and' or 'or' in the selection criteria, you can either have all 'and' or all 'or' You cannot mix 'and' and 'or'.
- 3. <u>Remove All Customers From List</u>. This option will completely remove every customer from the list. Click Begin Processing after selecting this option.
- <u>Remove Selected Customers</u>: The user can select which customers to remove from the list by checking the *Remove* box next to the customer's name. Once the selections have been made, click Begin Processing.

After the selection process has been completed, the user can:

- 1. Print List: This method will generate a list of the currently selected customers.
- 2. <u>Create Letters</u>: This method requires a template to be selected. It will print letters to all selected customers based on the template selected.
- <u>Send Emails</u>: This method requires a template to be selected. It will email to all selected customer information based on the template selected. No email will be generated if the customer\contact does not have an email address setup. A message will be displayed indicating the numbers of emails sent\not sent. It is recommended to have Microsoft Outlook running on the client PC for this option to work properly.
- 4. <u>Create Actions</u>. This method requires an Action Id to be selected. Clicking the Create Action button will assign the Action Id to each of the customers in the List of Customers.

Assign Customers to a List in the Dunning Letter Generation Screen

There are two methods that can be used to assign the customers in the Dunning Letter screen to a list. The first method is to simply enter a list id in the List ID field and press tab. You will be prompted to create the list id. Click Yes to add the list, click No to not create the list. Once the list has been added, press F3 in the List ID field to see all lists that exist for your SL userid. The second method to create a list is to select F3 in the ListID field and then click Insert. You are prompt with the User List Maintenance screen to add a new list. Key in the new ListID and a List name on the first available blank line. Click Save to save the list.

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Template Maintenance Screen

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Actions			
	a 🗙 🖏 🔻 🔹	* 👱 📑 🕜 🖧 🖾	
Template	e:	Desc:	
Type:	Word Document	▼ Target: All	-
** When	creating an email templ	late, create a plain text document	t with bookmarks in ALL CAPS
surrou	inded with tilde's (ie ~M`	YMARK~)	
Templati	e Path:		
- I emplat	e Details Book Mark *	Data Field	
1	BOOK Mark "	Data Field	
2			
3			
4			
5			
6			
7			
8			
10			-
		006	0 SYSADMIN 4/26/2006

This screen allows the user to set up different Word and email document templates to be used with the Collections Manager module. The Target field defines the available fields for bookmarking. The 'All' Target option is used for info pertaining to a specific invoice. The 'Customer' option is used for all invoices pertaining to a specific customer. The Template Path field defines the location of the template document. For information on how to set up bookmarks in Word or email, please refer to your Word and email user guides. Some excerpts from the MS Word Help menu for adding or showing bookmarks in Word are listed below. Once bookmark IDs are set up, the user can then map the bookmark to the appropriate Solomon Collections Manager data field. When the document template is selected, the information for the specific customer will be populated in the Word or email document.

- 1 <u>Show bookmarks</u> On the Microsoft Word Tools menu, click Options, and then click the View tab. Select the Bookmarks check box. If you assigned a bookmark to an item, the bookmark appears in brackets ([...]) on the screen. If you assigned a bookmark to a location, the bookmark appears as an I-beam.
- 2 <u>Add a bookmark</u> A bookmark identifies a location or selection of text that you name and identify for future reference. For example, you might use a bookmark to identify text that you want to revise at a later time. Instead of scrolling through the document to locate the text, you can go to it by using the Bookmark dialog box. Select an item you want a bookmark assigned to, or click where you want to insert a bookmark. On the Insert menu, click Bookmark. Under Bookmark name, type or select a name. Bookmark names must begin with a letter and can contain numbers. You can't include spaces in a bookmark name. However, you can use the underscore character to separate words for example, "First heading."

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The <u>Dunning Letter Template.dot</u> and <u>Dunning Letter Template for Service.dot</u> are Microsoft Word templates that can be used to generate the Dunning Letters. During the installation process, the file is installed to ..\SSYH\AR Collections. You can copy these files to the User Templates directory (as defined in the Options screen under the Tools section in Microsoft Word). Since the template can be stored in the User directory, it is possible to have it customized to reflect user-specific requirements.

Email templates that are installed with the product are also located in the ..\SSYH|AR Collections folder. They are dunemailtmplt.txt which can be used for mass mailings and the emailtmplt.txt can be used for an individual customer. Both templates can be modified as needed. It is recommended to back up the text files prior to making changes. When creating an email template,create a plain text document with bookmarks in ALL CAPS surrounded with tilde's (ie. ~MYMARK~).

AR Collections Manager Reports

The SSYH AR Collections® module contains three basic reports. Each report is placed in the Microsoft Dynamics SL root folder.

User Customer List Report

This report is a simple listing of all customers and their assigned representatives. The report, sorted by UserID then CustID, has three columns: UserID, CustID and CustName. As with any Microsoft Dynamics SL Crystal Report ®, the user can either export to any number of formats, print to file, or print to a printer.

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Dunning Letter List Report

This report lists all the customers currently selected for receiving a Dunning Letter. The report, sorted by CustID, has three columns: Customer ID, Name and Attention. The report can either export to any number of formats, print to file, or print to a printer.

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LRPT							
	10/20/2002	List of Cus	tomers Rece	iving a Dun	ning Letter	r	
	Customer ID	Name			Attention		
	C300 C421	School of Fine Art City Power & Light					
	CT0100 CT0110	Denise Smith Kim Ralls			Denise Kim		
	CT0120	Scot Schulte					
	CT0130 CT0131	Jeff Price Gary Schare			Jeff Mr. Gary		
	CT0132 CT0133	Eric Rothenberg Raymond K. Sam			Dear Eric		
	010135	Raymond K. Sam					

Collectors Notes Report

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review						
SSR90.RPT						
	10/20/2002		Collector Not			
				es report		
	Date Entered 10/11/2002	User ID SV SA DMIN	Customer CT0133		Rafilbz 000052	
	10/11/2002					
			ied today. He wants a cr a year ago and we could		Says that AP nevershould have paid it. Told br it.	
	10/11/2002	SYSADMIN	CT0133			
			generated on '10/11/200	2'by SYSADMIN		
	10/11/2002	SYSADMIN	CT0133			
	10/11/2002	eMail created o SYSADMIN	n '10/11/2002' to 'pbouk CT0133	s@ssyh.com'by SY:	ADMIN	
	10/11/2002					
	10/11/2002	SYSADMIN	generated on '10/11/200 CT0133	2.69575ADMIN		
		eMail created o	n '10/11/2002' to 'pbouk	effeeth com' by SV	ADMIN	
	10/11/2002	SYSADMIN	CT0132	sees and a second s	200010	
		test notes				
	10/11/2002	SYSADMIN	CT0132			
		Mary had a littl				
	10/11/2002	SYSADMIN	CT0132		000049	
	10/11/2002	Spoke to Paul, SYSADMIN	he is handling issue for a CT0133	18.		
	10/11/2002		n '10/11/2002' to 'pbould		- DMDI	
	10/11/2002	SYSADMIN	CT0133	sigssyncom by 51.	ADMIN	
		Mail areated a	a '1001120002 to Schools	a and a million SV	ADMIN	

This report, by default, will display all notes for all customers. The information is in date order (date note entered)... Using the Select tab will allow you to limit the information returned (i.e. selecting only one customer ID, etc.).

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AR Collections Manager Quick Query Features

Accounts Receivable Quick Query

The AR Collections Manager application adds additional functionality to the Customer Balances, Customer Details, and Customer History Quick Queries. On each of the queries you can right click on a detail line and select Collections Mgr or Collections Mgr eMail. The Collections Mgr option will open the AR Collections Manager screen with the customer id that you selected. The Collections Mgr eMail option will open the AR Collections Document Generation screen to email the customer you selected.

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