



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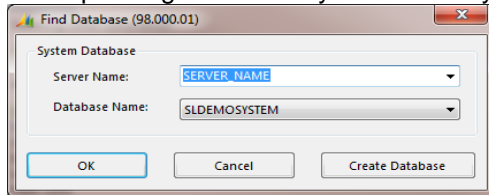
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AR Collections Manager will need to know the Microsoft SQL Server 'sa' user password in order to update the appropriate tables in your SQL Database. Please consult your system administrator to obtain this information before proceeding with the AR Collections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



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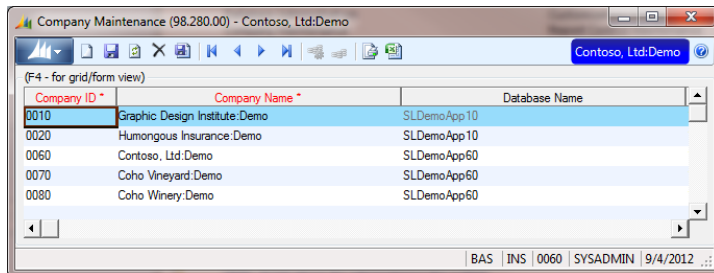
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AR Collections Manager will also need to know the name of your Microsoft Dynamics SL application database. This information may be obtained by logging into Microsoft Dynamics SL and selecting Administration Company Maintenance.



The screenshot shows the 'Company Maintenance' window in Microsoft Dynamics SL. The window title is 'Company Maintenance (98,280.00) - Contoso, Ltd-Demo'. The table below lists companies and their corresponding database names.

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

At the bottom of the window, the status bar shows: BAS | INS | 0060 | SYSADMIN | 9/4/2012

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 your 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:

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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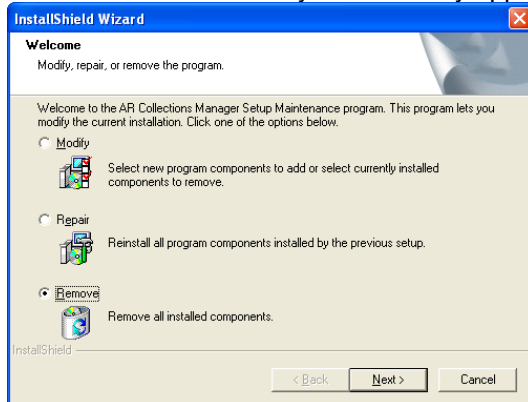
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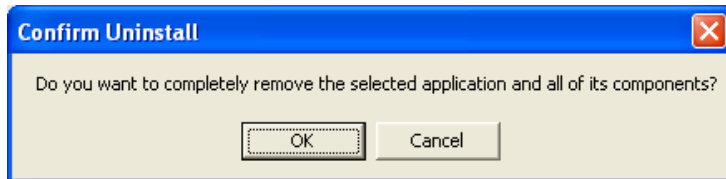
Installing AR Collections Manager on Your Server

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.



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

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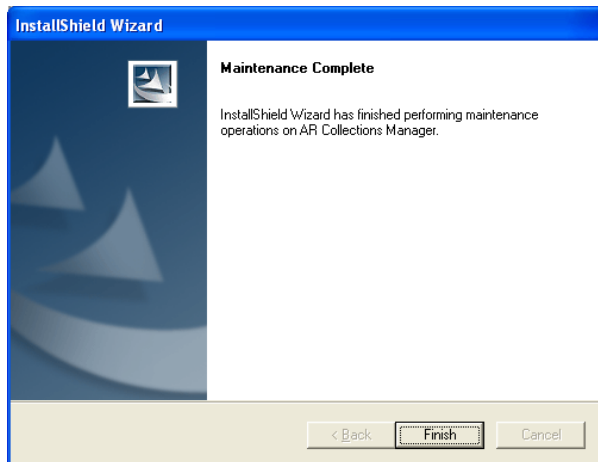
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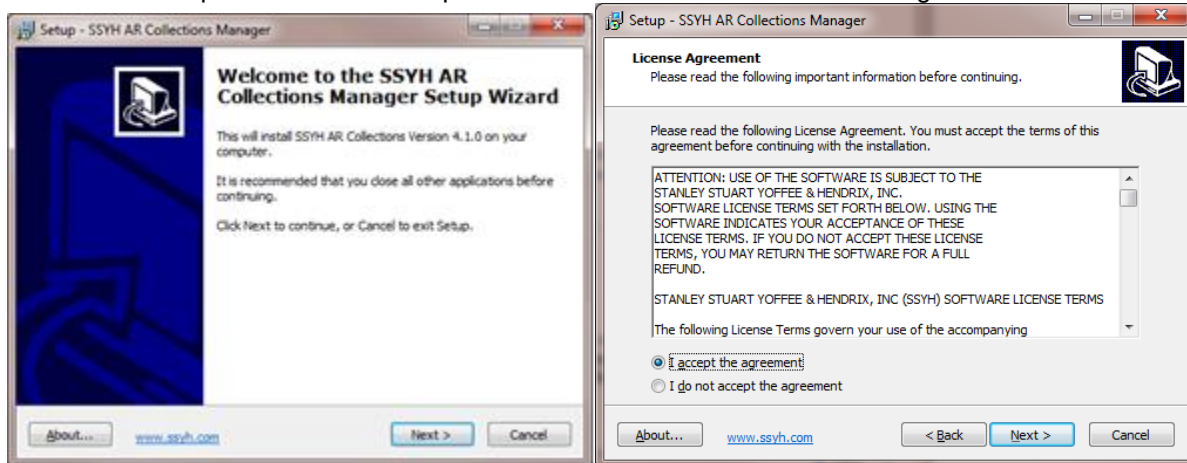
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Installing AR Collections Manager

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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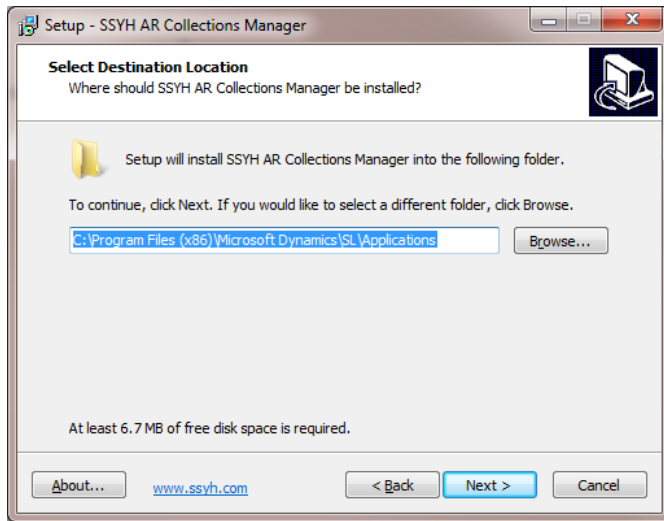
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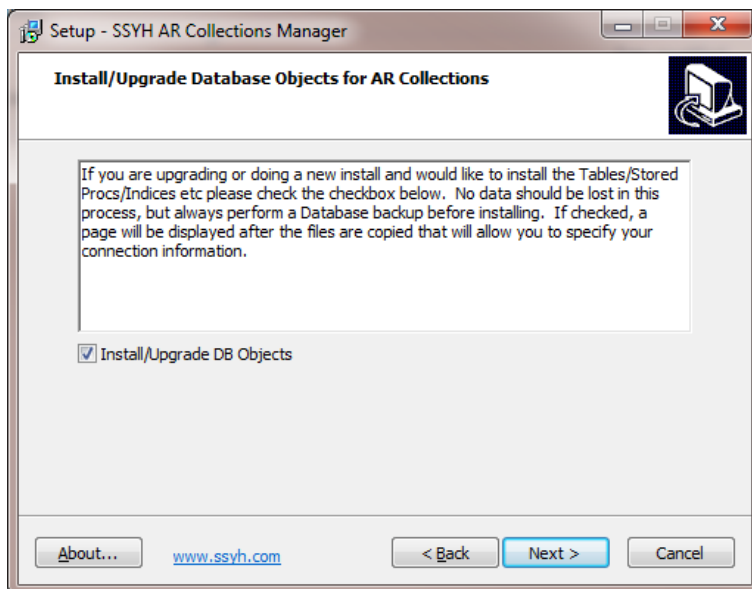
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You will be prompted with the following message:



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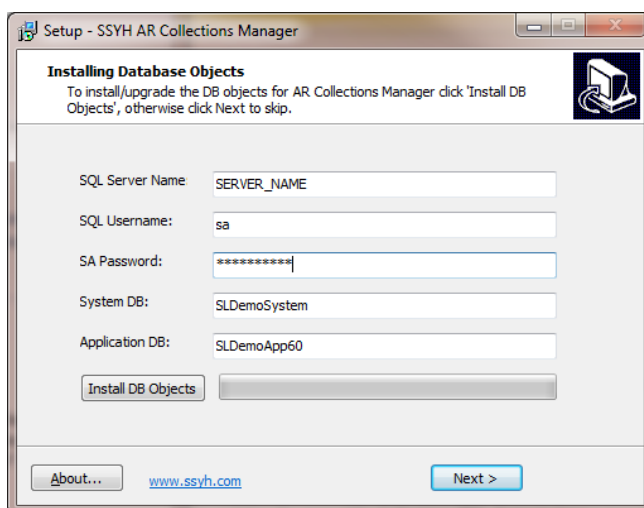
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Next you will be prompted to review the installation parameters and continue with the installation. To begin the installation click Install. To go back and make a change click Back. To cancel the installation click Cancel.

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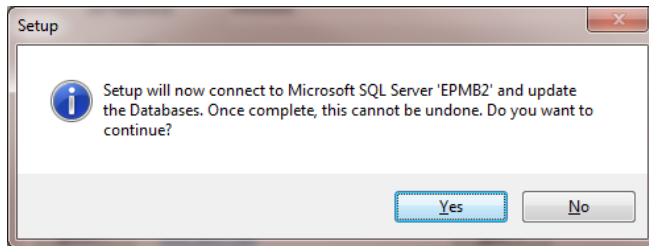
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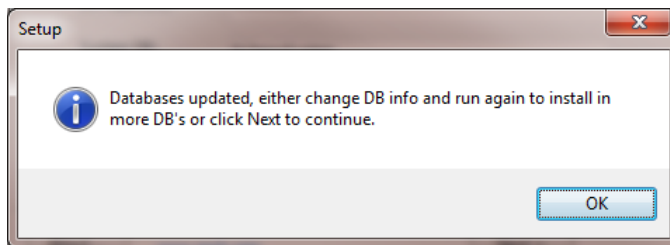
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When you click the Install DB Objects button you will be prompted with the following message:



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.



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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.

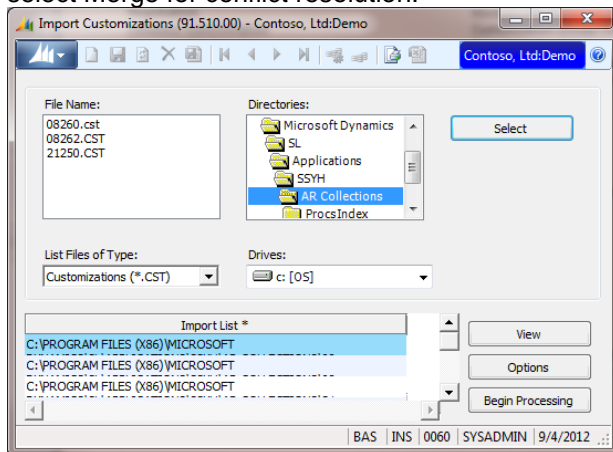
Completing the Setup

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.



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

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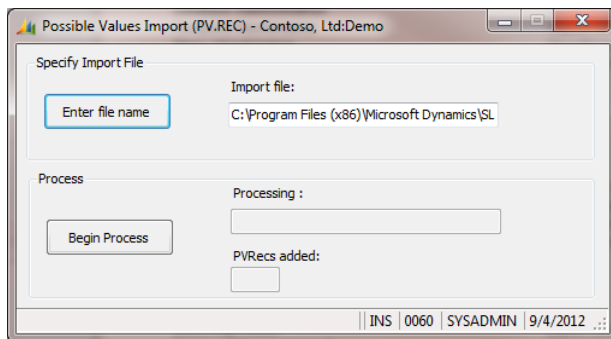
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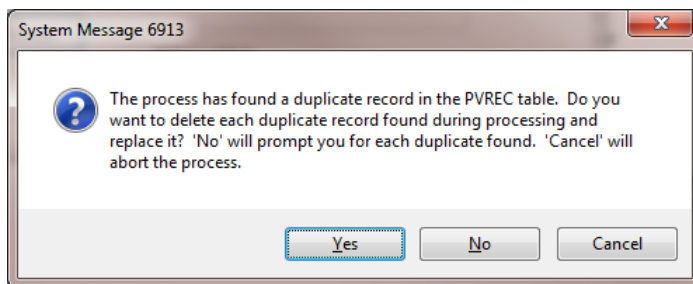
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If you are upgrading from a prior version, you will receive the following message. Click Yes.



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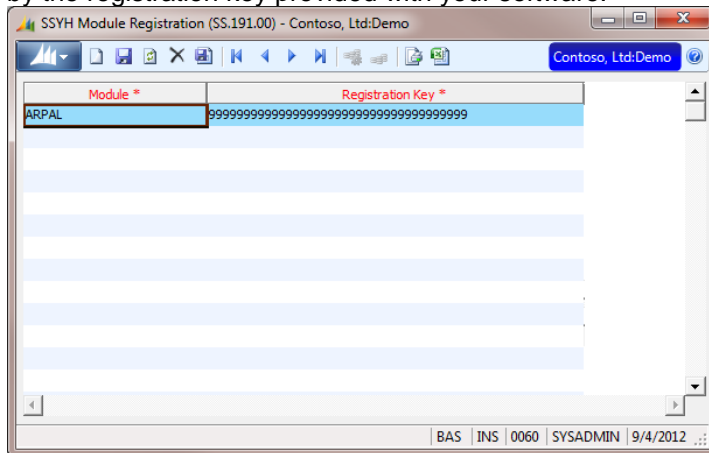
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Unlocking the AR Collections Manager Module

(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.



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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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.

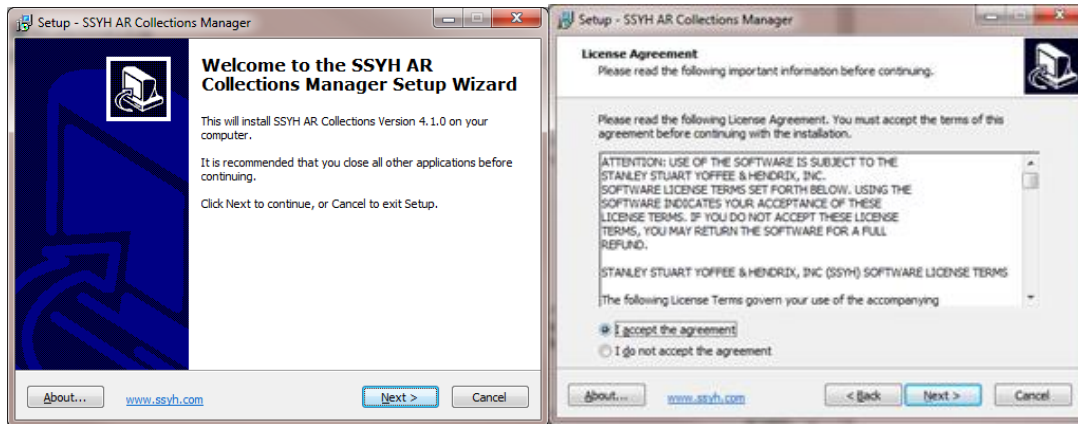
The product will install the default templates to the ..\SSYH\AR Collections folder. It is suggested that you do not modify the templates that get installed in the ..\SSYH\AR Collections folder. Create a new folder, copy the templates to the new folder and make the appropriate changes there. Use Template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

Installing AR Collections Manager to Additional Databases

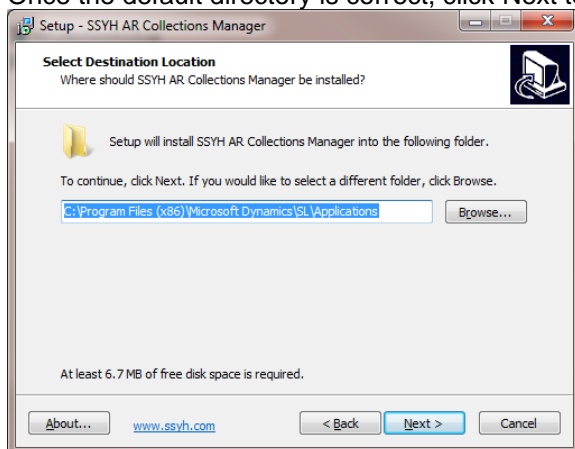
To install AR Collections Manager to additional databases you would follow the same instructions in the section labeled Installing AR Collections Manager on your Server. The software will get installed again and when prompted for the SQL Server and Database info enter the database info to install AR 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.



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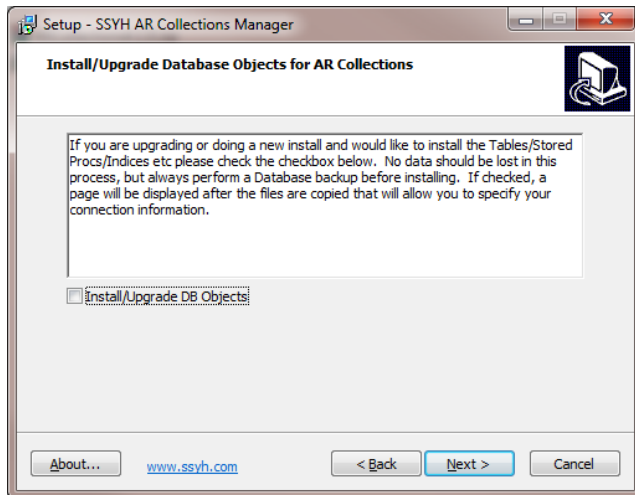
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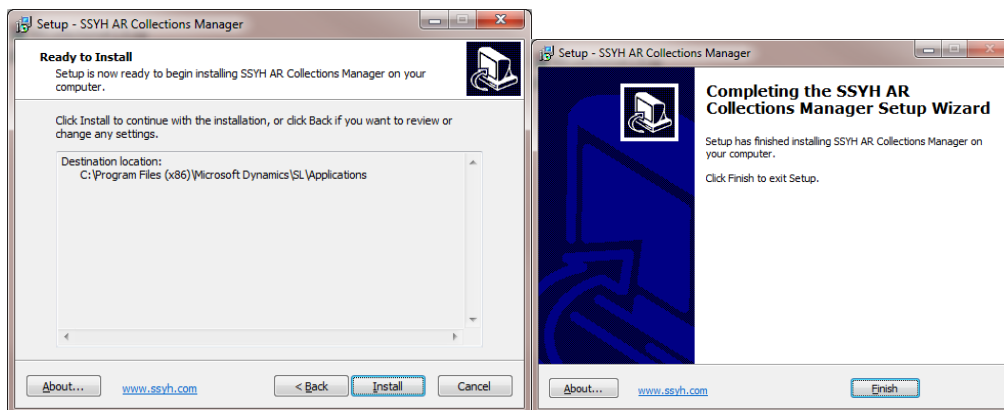
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When the location has been verified click Install to reinstall the applications or Back to change info. Click Cancel to not to perform the reinstall. When the application has been reinstalled the Finish screen will appear. Click the Finish button.



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AR Collections Manager Application Instructions

Action Maintenance Screen

The screenshot shows a software window titled "Action Maintenance Screen (XC.168.00)". Inside, there is a table with the following columns: "Action ID *", "Description", "Next Contact # Days", and "Status". The table contains three rows of data:

	Action ID *	Description	Next Contact # Days	Status
1	ACTION1	Action1	1	Active
2	ACTION2	Action2	2	Active
3	ACTION3	Action3	3	Active
4				
5				

At the bottom of the window, there are three fields: "0060", "SYSADMIN", and "4/21/2006".

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. **Description:** A 30-character field to illustrate the Action ID.
3. **Next Contact # Days:** Used to determine the number of days from the current business date before the next action is required.
4. **Status:** (A) ctive or (I) nactive – Any ActionID marked Inactive will not available for selection.

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AR Collections Manager Setup Screen

The AR Collections Manager Setup Screen names the default ActionID. The Default ActionID should be the most commonly used ActionID. The purpose is 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.

	Customer Id	Customer Name
1	C407	Tailspin Toys
2	C419	Fabrikam, Inc.
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		

1. User ID: Enter the Solomon User ID. Either manually enter the User ID or press F3 and select a User ID.
2. Customer ID: 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. Customer Name: 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.

List Id *	List Name
1 LIST1	All Customers Past Due
2 LIST2	Customers 30 Days Past Due
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

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.

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. **Shared Information:** 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. **Bill To:** Information comes directly from the Address tab - Customer Maintenance Screen (08.260.00).
3. **Ship To:** 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. **Order Management Contact:** 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.

AR Collections Manager Screen

AR Collections Manager (XC.144.00) - Contoso, Ltd:Demo

Customer Information
 Customer: [] Name/Days [] 0 Total: [] 0.00 31 To [] 0.00
 Contact: [] Attn: [] Current [] 0.00 61 To [] 0.00
 Cust Contact Phon () - 1 To 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	Cury Orig Amou
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								
<input type="checkbox"/>								

Filter:

Current Note (View Only)

New Note

Show WorkList Refresh Views
 Add Note/Act Print Invoices
 Email Customer Open Letter
 Edit Note Delete Note

BAS INS 0060 SYSADMIN 9/4/2012

AR Collections Manager (XC.144.00) - Contoso, Ltd:Demo

Customer Information
 Customer: CT0100 Name/Days Denise Smith -81 Total: 2992.54 31 To 0.00
 Contact: [] Attn: Denise Current 0.00 61 To 2992.54
 Cust Contact Phon (555) 555-0150 1 To 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	Cury Orig Amou
<input type="checkbox"/>			000004	0060	9/1/1999	PA	193236.06	1932
<input type="checkbox"/>			000005	0060	9/1/1999	PA	54058.38	540
<input type="checkbox"/>			000009	0060	12/1/1999	IN	193236.06	1932
<input type="checkbox"/>			000010	0060	10/1/1998	IN	54058.38	540
<input type="checkbox"/>			000011	0070	1/1/2000	IN	754.25	7
<input type="checkbox"/>			000012	0060	1/1/2000	IN	754.25	7

Filter: None

Current Note (View Only)

New Note

Show WorkList Refresh Views
 Add Note/Act Print Invoices
 Email Customer Open Letter
 Edit Note Delete Note

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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.
2. **Invoice Information:** This section displays the relevant data on Invoice (IN), Credit 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.

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

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

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.
 - e. **Edit Note** – Click this button to edit the note in the Current Note (View Only) window. Note: Users can edit all notes including notes entered by other users.

- 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, 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.

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. Add Customer to List: With this method, the user enters the customer number into the *Customer ID* field (upper right hand corner) and then clicks *Begin Processing*.
2. Select Customers by Balance: 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. Remove All Customers From List: This option will completely remove every customer from the list. Click *Begin Processing* after selecting this option.
4. Remove Selected Customers: 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. Create Letters: This method requires a template to be selected. It will print letters to all selected customers based on the template selected.
3. Send Emails: 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. Create Actions: 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

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 Show bookmarks 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 Add a bookmark 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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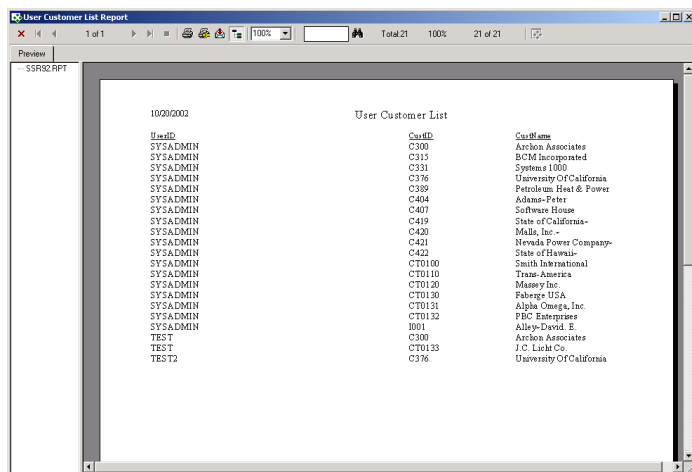
The Dunning Letter Template.dot and Dunning Letter Template for Service.dot are Microsoft Word templates that can be used to generate the Dunning Letters. During the installation process, the file is installed to ..\SSYH\AR Collections. You can copy these files to the User Templates directory (as defined 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



UserID	CustID	CustName
SVSADMIN	C300	Archon Associates
SVSADMIN	C315	BCM Incorporated
SVSADMIN	C331	Systems 1000
SVSADMIN	C376	University Of California
SVSADMIN	C389	Petroleum Heat & Power
SVSADMIN	C404	Adams-Peters
SVSADMIN	C407	Software House
SVSADMIN	C419	State of California-
SVSADMIN	C420	Malia, Inc -
SVSADMIN	C421	Nevada Power Company-
SVSADMIN	C422	State of Hawaii-
SVSADMIN	CT0100	Smith International
SVSADMIN	CT0110	Trans-America
SVSADMIN	CT0120	Massey Inc.
SVSADMIN	CT0130	Pahange USA
SVSADMIN	CT0131	Alpha Omega, Inc.
SVSADMIN	CT0132	PBC Enterprises
SVSADMIN	IB001	Alley-David, E.
TEST	C300	Archon Associates
TEST	CT0133	J.C. LieM Co
TEST2	C376	University Of California

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.

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.

Customer ID	Name	Attention
C300	School of Fine Art	Attention
C421	City Power & Light	
CT0100	Denise Smith	Denise
CT0110	Kim Falls	Kim
CT0120	Scott Schulte	
CT0130	Jeff Pipes	Jeff
CT0131	Gary Schaum	Mr. Gary
CT0132	Eric Rottenberg	Dear Eric
CT0133	Raymond E. Sam	

Collectors Notes Report

Date Entered	User ID	Customer	Ref No
10/11/2002	SYSADMIN	CT0133	000032
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0132	200010
10/11/2002	SYSADMIN	CT0132	
10/11/2002	SYSADMIN	CT0132	000049
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	
10/11/2002	SYSADMIN	CT0133	

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.).

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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