



Collections 
Management
for Acumatica

Release Notes

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Acumatica Software Versions Supported –2020R1, 2020R2, 2021R1 & 2021R2
Last updated: May 2022

Release Notes

05-05-2021 (Version - 1.001.0000)

Affected Versions:

- (20R1) CWCOLLMGT[20.117.0016][20R1.1.001.0000]
- (20R2 - 21R1) CWCOLLMGT[20.202.00431][20R2.1.001.0000]
- (20R2 - 21R1) CWCOLLMGTBIZ[20.202.00431][20R2.1.001.0000]

Notes:

- Plan calculation process won't generate any new activities if the last step executed for a given customer and plan is equal to the new calculated one.
 - Calculation of new activities will only occur when the new calculated step is lesser or greater than the last executed step for a given Customer and Plan.
- Created new screen called Customer Plan Execution Maintenance (CWCM2005)
 - This screen will hold the information about the last executed step for a given Customer/Plan
 - Records in this screen are inserted/updated by the Plan Execution process
 - Inserting or Deleting records is disabled to prevent any malfunction
 - Update is allowed only for the LastExecuted step in case a calculation reset is needed
 - It is highly recommended that access to this screen is limited to admin or consultant users who are configuring the system
 - Added new entry in sitemap for this screen under Profiles category

Reference Images:

Customer Plan Execution Maintenance ☆



Plan	Customer	Last Executed Plan RefNbr	Last Executed Step
GOODCUSTOMER	ABCSTUDIOS	COL000040	5
GOODCUSTOMER	ABARTENDE	COL000040	5
GOODCUSTOMER	BIBIMBAB	COL000040	5
GOODCUSTOMER	BOULDERCR	COL000040	5
GOODCUSTOMER	BRASSKEY	COL000040	5
GOODCUSTOMER	CARIBBEAN	COL000040	5
GOODCUSTOMER	ABCVENTURE	COL000040	5

New Screen CWCM2005

05-06-2021 (Version - 1.001.0001)

Affected Versions:

- (20R1) CWCOLLMGT[20.117.0016][20R1.1.001.0001]
- (20R2 - 21R1) CWCOLLMGT[20.202.00431][20R2.1.001.0001]
- (20R2 - 21R1) CWCOLLMGTBIZ[20.202.00431][20R2.1.001.0001]

Notes:

BUGFIX. Fixed issue error preventing Plan Calculation when at least one customer did not have anything to calculate.

05-12-2021 (Version - 1.002.0000)

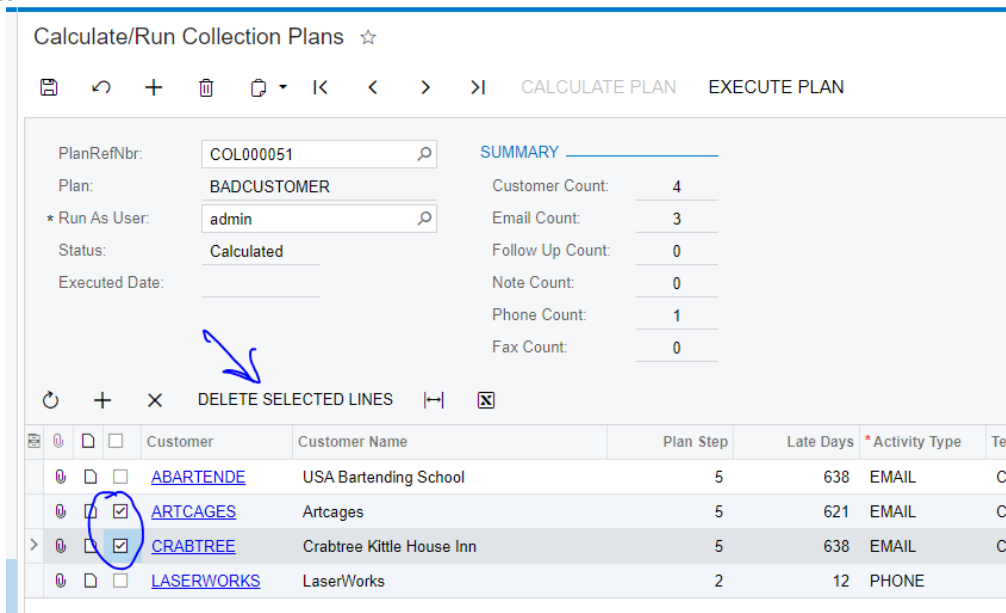
Affected Versions:

- (20R1) CWCOLLMGT[20.117.0016][20R1.1.002.0000]
- (20R2 - 21R1) CWCOLLMGT[20.202.00431][20R2.1.002.0000]
- (20R2 - 21R1) CWCOLLMGTBIZ[20.202.00431][20R2.1.002.0000]

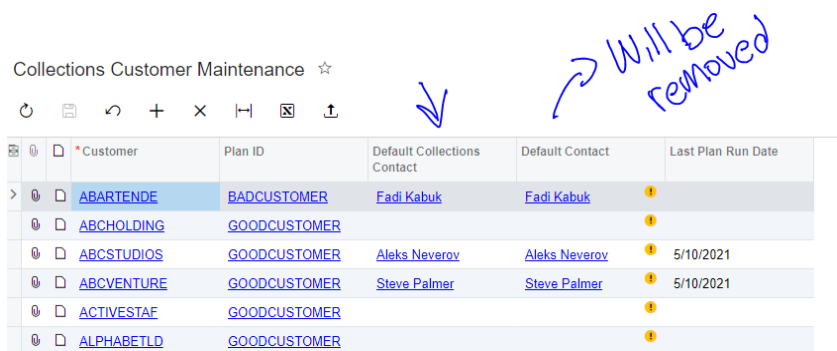
Notes:

- **Feature:** Added ability to mass delete details in **Calculate/Run Collections Plans screen (CWCM2003)**. Added button to the grid toolbar to delete selected lines. *(see Image 1)*
- **Feature:** Added new field Default Collection Contact on **Collections Customer Maintenance screen (CWCM2000)** *(see Image 2)*. This field will list only collections contacts *(see Image 3)*. This field will be initialized with the current value of the Default Contact field also located in the **Collections Customer Maintenance screen (CWCM2000)**. Plan calculation is now using this new field for pulling the default Customer Contact.
- **Default Contact field field on Collections Customer Maintenance screen (CWCM2000) is now marked as obsolete and will be removed next 09/06/2021 . Please use the new field Default Collection Contact instead.**
- **Bugfix:** Last Plan Run Date field in **Collections Customer Maintenance screen (CWCM2000)** is now getting filled when a given customer/plan was executed.
- **Bugfix:** Plan calculation will now take the max step for a given customer/plan. This logic had to be implemented because there is no current validation on overlapping plan steps so one invoice could fall in multiple steps.
- Minor fixes on Collections Customer Maintenance screen
- General minor fixes and refactors.

Reference Images:



(Image 1) Calculate/Run Collections Plans screen (CWCM2003)



(Image 2) Collections Customer Maintenance screen (CWCM2000)

Contacts

NOTES FILES NOTIFICATIONS CUSTOMIZ

SAVE & CLOSE [Icons] ACTIONS

Contact ID: Fadi Kabuk Business Account: ABARTENDE - USA Bartending Schor
 Type: Contact Owner: Maxwell Baker
 Active

DETAILS ACTIVITIES CRM INFO ATTRIBUTES RELATIONS LEADS OPPORTUNITIES CASES CAMPAIGNS MARKETING LISTS

CONTACT

First Name: Fadi
 * Last Name: Kabuk
 Company Name: USA Bartending School
 Job Title: Dean
 Email: dean@bartending.con
 Business 1: +1 (777) 532-9522
 Business 2:
 Home:
 Business ...:
 Web:

ADDRESS

Same as in Account
 Address Line 1: 201 Lower Notch Rd
 Address Line 2:
 City: Little Falls
 State: NJ - NEW JERSEY
 Postal Code: 07424 VIEW ON MAP
 Country: US - United States of America

COLLECTIONS

Is Collection Contact
 Is Primary Collections Contact
 Collections Conta...

PERSONAL DATA PRIVACY

Consented to the Processing of Personal Data
 * Date of Consent: 1/1/2018
 Consent Expires:

(Image 3) Contacts screen (CR302000)

05-20-2021 (Version - 1.002.0001)

Affected Versions:

- (20R1) CWCOLLMGT[20.117.0016][20R1.1.002.0001]
- (20R2 - 21R1) CWCOLLMGT[20.202.00431][20R2.1.002.0001]
- (20R2 - 21R1) CWCOLLMGTEBIZ[20.202.00431][20R2.1.002.0001]

Notes:

Bugfix: Fixed critical error making Commissions Preferences screen unusable for new installations.

06-09-2021 (version - 1.002.0002)

Affected Versions:

- (20R1) [CWCOLLMGT\[20.117.0016\]\[20R1.1.002.0002\]](#)
- (20R2 - 21R1) [CWCOLLMGT\[20.202.0043\]\[20R2.1.002.0002\]](#)
- (20R2 - 21R1 EBIZ) [CWCOLLMGTEBIZ\[20.202.0043\]\[20R2.1.002.0002\]](#)

Jira ticket: CWS-257, CWS-268

Notes:

- Minor fixes and refactors
- Removed Default Contact field from Collection Customer screen. Field is still in the database.

07-21-2021 (version - 1.003.0000)

Affected Versions:

- (20R1) [CWCOLLMGT\[20.117.0016\]\[20R1.1.003.0000\]](#)
- (20R2 - 21R1) [CWCOLLMGT\[20.202.0043\]\[20R2.1.003.0000\]](#)
- (20R2 - 21R1 EBIZ) [CWCOLLMGT\[20.202.0043\]\[20R2.1.003.0000\]](#)

Jira ticket: CWS-326

Notes:

- **Feature:** Updated Collections plan calculation logic to try to get first the default billing customer contact email if they don't have collection notification/recipients configured.
- **Bugfix:** fixed issue in customer collections recipients. Emails were getting blanked when refreshing the screen.

11-22-2021 (version - 1.003.0000 (21R2))

Affected Versions:

- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.003.0000\]](#)

Jira ticket: CWS-421

Notes:

- Made package compatible with 21R2

11-24-2021 (version - 1.004.0000)

Affected Versions:

- (20R2 - 21R1) [CWCOLLMGT\[20.202.0043\]\[20R2.1.004.0000\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.004.0000\]](#)

Jira ticket: CWS-419, CWS-425

Notes:

- **Bugfix.** Collector Customer Import Screen (CWCM2004) updated Default Contact field selector to display only collections contacts to avoid errors while running the Collector Customer Import Process(CWCM5002). Changed display name to "Default Collections Contact".
- **Bugfix.** Collections Plan Maintenance (CWCM2002) made step template field required if step is active and step type is "Email" to avoid errors during plan calculation.
- **Feature:** Added new screen Collector Reassign Process that allows copy/move customers from one collector to another (CWCM5004).

Collector Reassign Process ☆

* Origin Collector:
 Target Collector:

Customer Class:
 Remove Customers from Origin Collector

<input type="checkbox"/>	<input type="checkbox"/>	Customer	Customer Name	Customer Class

11-29-2021 (version - 1.005.0000)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.005.0000\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.005.0000\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.005.0000\]](#)

Jira ticket: CWS-430, CWS-420, CWS-426

Notes:

- **Feature.** Added Aging 4 bucket option in the preferences screen. New bucket is now displayed in the Collections Management screen.
- **Feature.** Changed Dashboard widgets that were pointing to the DB AR Customer Summary GI to a new GI called Collections DB AR Customer Summary GI. This new GI drills down to the Collections Management screen instead of Customers when users click the CustomerID.
- **Feature:** Improved the layout and organization of Collections Management screen.
 - Divided content in 3 tabs
 - Added more customer fields
 - Added customer attributes as a grid
 - Added customer collectors as a grid

12-16-2021 (version - 1.005.0001)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.005.0001\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.005.0001\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.005.0001\]](#)

Jira ticket: CWS-439

Notes:

- **Bugfix.** Fixed invoices not getting related to collections email activities.

12-20-2021 (version - 1.006.0000)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.006.0000\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.006.0000\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.006.0000\]](#)

Jira ticket: CWS-440, CWS-441

Notes:

- **Feature.** Added DSO calculation to the Collection Management Screen (CWCM4001). Added 3 DSO configurable periods to the Collections Preferences Screen (CWCM1000)
- **Feature.** Added Aging bucket percentage calculation to the Collection Management Screen. (CWCM4001)

12-22-2021 (version - 1.006.0001)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.006.0001\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.006.0001\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.006.0001\]](#)

Jira ticket: CWS-443

Notes:

- **Bugfix.** Fixed misspelling in Collections Management (CWCM4001) documents tab.
- **Bugfix.** Fixed Customer selector in Collections Customer Maintenance screen (CWCM2000). Combined Customer/Vendor accounts were opening the Vendor screen instead of the Customer screen.
- **Bugfix.** Updated customization plugin to update default values for the new setup fields. These were causing issues in other screens if they are not updated.

12-29-2021 (version - 1.007.0000)**Affected Versions:**

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.007.0000\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.007.0000\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.007.0000\]](#)

Jira ticket: CWS-443**Notes:**

- **Feature.** Added a Collectors tab to the Customer Master screen. The tab contains a grid that displays the customer collectors and their default plan.

02-01-2022 (version - 1.007.0001)**Affected Versions:**

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.007.0001\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.007.0001\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.007.0001\]](#)

Jira ticket: CWS-460**Notes:**

- **Bugfix.** Fixed issue with Customer ID field in the Collections Customer Maintenance screen that prevents importing records using a file.

02-14-2022 (version - 1.008.0000)**Affected Versions:**

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.008.0000\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.008.0000\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.008.0000\]](#)

Jira ticket: CWS-462**Notes:**

- **New menu entries for new screens (Starred)**

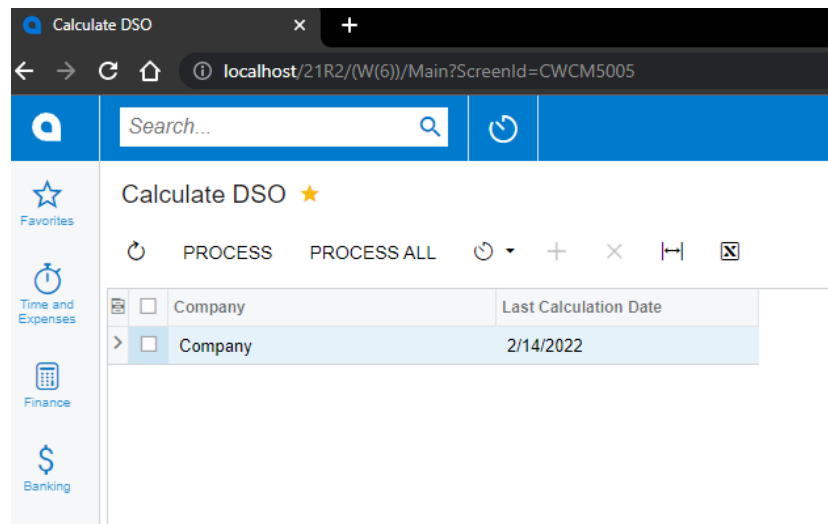
Collections Management



Collections Activities List	Collections Mgmt Form	Collector Invoices	Schedule Plan Calculation	Schedule Plan Execution
Activities Collections Activity Maintenance Collections Activity List Collections Management	Profiles Collections Customer Maintenance Collector Maintenance Collections Plan Maintenance Calculate/Run Collection Plans Collector Customer Import Customer Plan Execution Mainte... Notification Templates	Processes Schedule Plan Calculation Close Activities Collector Customer Import Process Schedule Plan Execution Collector Reassign Process ★ Calculate DSO	Inquiries Customer Summary Customer Details Customer Performance Details Customer Performance Collector Invoices Collection Activities Inquiry Customer Collection Plan List ★ Company DSO Calculation History ★ Branch DSO Calculation History	Reports Customer Summary Collection Activity History Preferences Collection Preferences Dashboards Collections

- **New DSO calculation screen.**

Here the user can manually run or schedule a Company level DSO calculation. The screen only lists the current company where the user is logged in and it shows when the last calculation was performed. Executing this process will calculate the DSO for the entire company AR and also by Branch. Company level DSO can be quickly observed in the new Dashboard tiles or in the new Company DSO Calculation History Screen. Branch level DSO can be observed in the new Branch DSO Calculation History Screen



Note: to automatically calculate the DSO you could set up a schedule run using the Acumatica out the box functionality

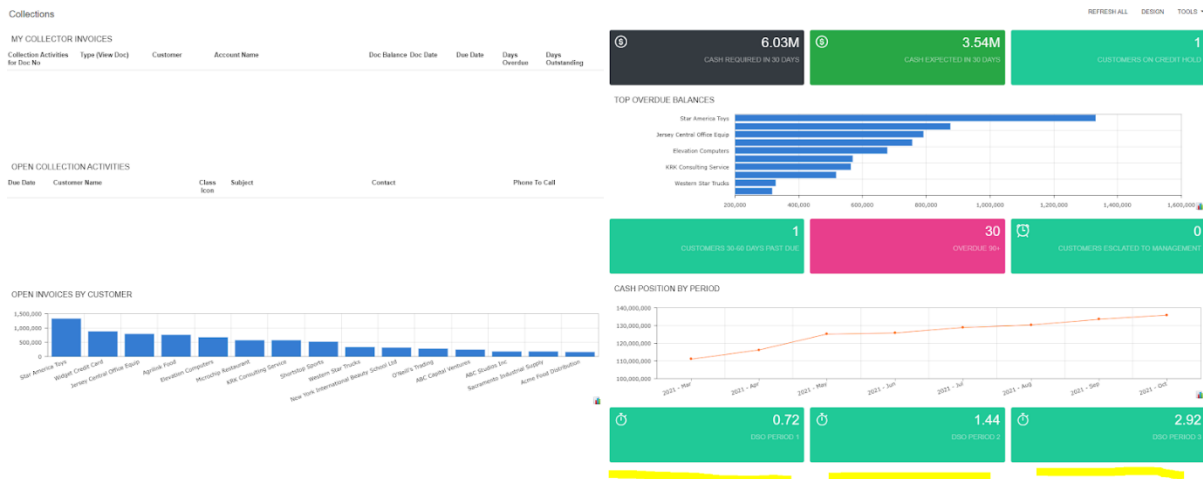
- **New Company DSO Calculation History Screen GI.** Lists all the calculations and results that have been performed using the Calculate DSO screen process screen. It will list first the latest calculation.

Calculation Date	DSO Period 1	DSO Period 2	DSO Period 3	Is The Latest Calculation
2/14/2022	0.72	1.44	2.92	<input checked="" type="checkbox"/>

- **New Branch DSO Calculation History GI.** Lists all the calculations and results that have been performed using the Calculate DSO screen process screen. It will list first the latest calculation.

Calculation Date	Branch	DSO Period 1	DSO Period 2	DSO Period 3	Is The Latest Calculation
2/14/2022	SERVWEST	0.00	0.00	0.00	<input checked="" type="checkbox"/>
2/14/2022	CAPITAL	0.00	0.00	0.00	<input checked="" type="checkbox"/>
2/14/2022	SERVEAST	0.00	0.00	0.00	<input checked="" type="checkbox"/>
2/14/2022	PRODRETAIL	0.00	0.00	0.00	<input checked="" type="checkbox"/>
2/14/2022	PRODWHOLE	0.72	1.44	2.92	<input checked="" type="checkbox"/>

- **New Dashboard Tiles.** One for each period. This uses the Company DSO Calculation History GI to get the values filtering by the latest calculation so you must run the Calculate DSO process periodically to always have the latest values.



02-21-2022 (version - 1.008.0001)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.008.0001\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.008.0001\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.008.0001\]](#)

Jira ticket: CWS-463

Notes:

- Added licensing check to Calculate DSO, Scheduling Plan Calculation and Scheduling Plan Execution screens

02-23-2022 (version - 1.008.0002)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.008.0002\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.008.0002\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.008.0002\]](#)

Jira ticket: CWS-467

Notes:

- Fixed misspelled in the customization plugin name
- Removed obsolete DefaultContactID from Collections Customer Maintenance screen. This was preventing automating the screen.

03-03-2022 (version - 1.008.0003)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.008.0003\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.008.0003\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.008.0003\]](#)

Jira ticket: CWS-485

Notes:

- **Bugfix.** Customer pop-up note not displaying when accessing the Collections Management screen from the GI

05-13-2022 (version - 1.008.0004)

Affected Versions:

- (20R2) [CWCOLLMGT\[20.202.0043\]\[20R2.1.008.0004\]](#)
- (21R1) [CWCOLLMGT\[21.117.0037\]\[21R1.1.008.0004\]](#)
- (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.008.0004\]](#)
- EBIZ (20R2)(21R1) [CWCOLLMGT\[20.202.00431\]\[20R2.1.008.0004\]](#)
- EBIZ (21R2) [CWCOLLMGT\[21.202.0054\]\[21R2.1.008.0004\]](#)

Jira tickets: CWS-508, CWS-514

Know issues and solutions:

- If you are upgrading from an older collections version and you encounter the following error message while publishing the customization: *“Site Map node with Screen ID = ‘CWCMGI06’ already exists in the system. Please change its Screen ID before publishing the customization. Entity: GenericInquiryScreen (Name = ‘CWCM-DB-ARCustSummary’).”* go to the Generic Inquiry Screen (SM208000) search the CWCM-DB=ARCustSummary inquiry and delete it. Try to publish again.

Notes:

- **Bugfix.** Recreated the CWCM-DB=ARCustSummary inquiry because the previous version was causing conflicts with other GIs. Updated the dashboard to use the new GI.
- **Feature:** if the Commission Plan step is of email type and has a notification template associated, If the notification template has an email from value this will be used when creating the email instead of using the logged user email. If the notification template is empty or the “email from” field of the notification is empty then the system will use the logged user email.