# Collections Management for Acumatica

# USER GUIDE

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Acumatica Software Versions Supported – 2018R1, 2018R2, 2019R1, 2019R2, 2020R1, 2020R2, 2021R1, 2021R2, & 2022R1

Updated: June 2023

## COLLECTIONS MANAGEMENT FOR ACUMATICA OVERVIEW

Increase Cash Flow and Automate Collection Activities with Collections Management for Acumatica. Easily create collection activities and manage overdue invoices with automated collection plans and email templates and prioritize collections efforts for maximum success. Collections Management for Acumatica allows you to see specific customer information at-a-glance and allows you to quickly create and track collection activities including phone calls, emails, notes, and tasks and associate the activities or follow-up activities with open receivable documents.

With Collections Management for Acumatica you can automatically close activities tied to documents that have been paid; eliminating the need to have to manually close activities that no longer need to be performed. Create multiple collection plans and, based on your customer payment history, tie a specific automated collection plan to each customer. Associate specific Customers to specific collectors allowing the collector to view only their activities and outstanding invoices and automate the complete collection process by the customer by auto-generating emails with attached invoices and follow-up activities based on user-defined collection plan steps.

Using the Acumatica advanced reporting, generic inquiries, dashboard, and pivot table functionality, create data analysis on collection activities, days past due, slow-paying customers, or any other business data points needed to manage all your collection activities and reduce the days to pay. The ability to upload customer lists and assign them to collectors is available, along with the capability to schedule collections activities.

By using Collections Management for Acumatica, you can achieve higher collection success rates, reduce the time spent collecting from your customers, and get paid faster thus accelerating cash flows, lowering the Days Sales Outstanding, and minimizing the risk of bad debt write-offs.

# INSTALLING COLLECTIONS MANAGEMENT FOR ACUMATICA

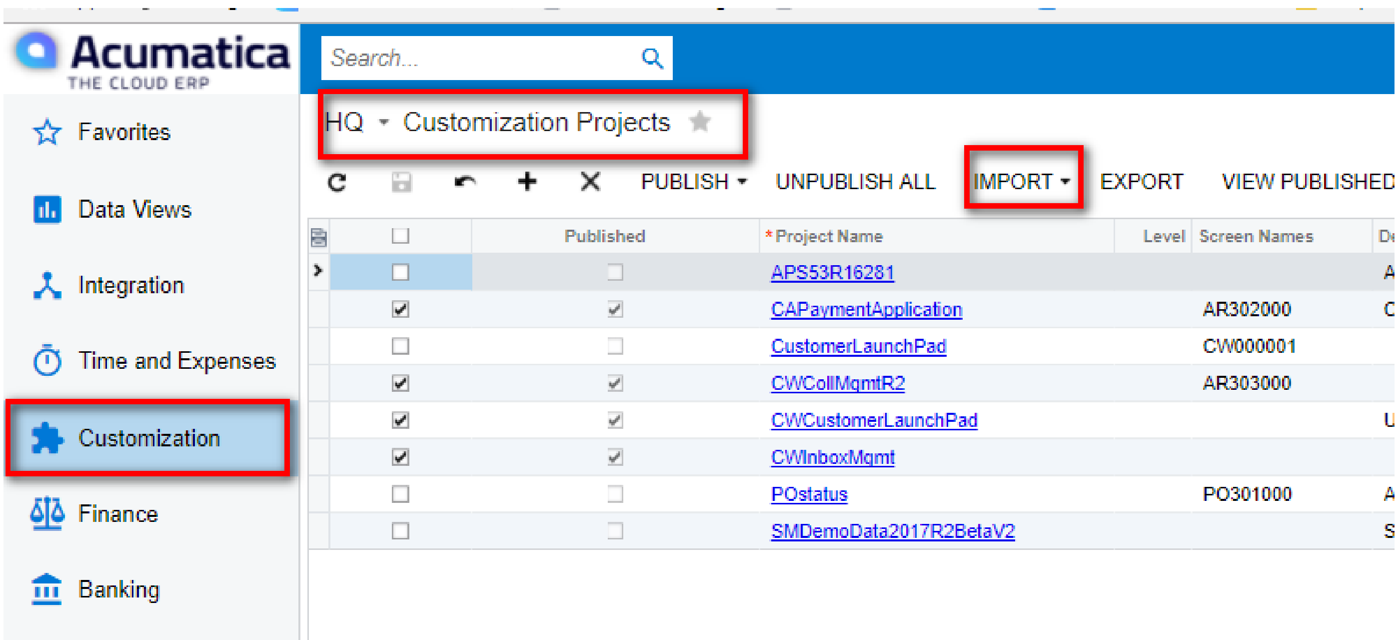
Installation of the Collections Management for Acumatica is performed using the Acumatica Customization Manager.

## Collections Management Installation

To deploy customizations, the user must be a member of the "Customizer" role. Crestwood recommends installation using the default "Admin" user, however, any user who is a member of this role will be sufficient. To provide the "Customizer" role access to a user, please refer to the **Managing User Access Rights** in the **Acumatica Help Articles**.

**Import Customization Projects**

All customizations in the Acumatica instance are maintained in the "Customization Projects" screen of Acumatica. This screen is accessed from the following navigation Location: "Customization" -> "Customization Projects"

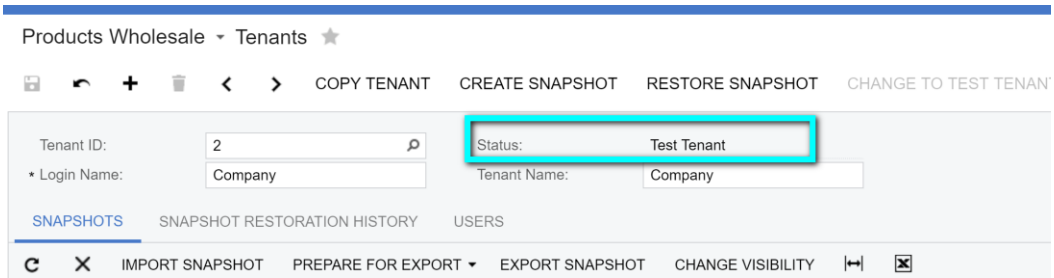



## New Installation

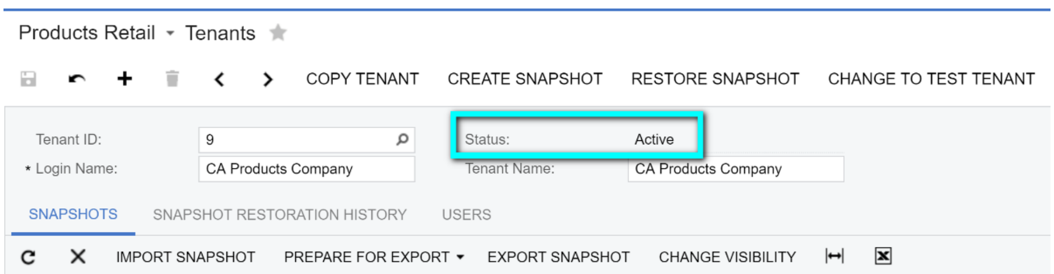
To perform a new installation of the Collections Management for Acumatica to the Acumatica instance, the current versions of the customization project zip files, including **CWCollMgmt** and **CWCrestwoodLicensing**, must be imported into the Acumatica Instance. When the file(s) are uploaded, two new customization projects will be created based on the name of the file(s) uploaded.

- Both files should be published at the same time.
- If you would like to try Collections Management for Acumatica before purchasing, the process to install is the same (including importing and publishing of the Collections & Licensing Customization files) except they must be imported and published to a "Test" Tenant or the functionality will not be available to use. Also, see Inserting Demo Data to apply demonstration data.
- If the Files are imported and published to an "Active" Tenant, you must purchase license keys to use the product.
- The module will not install or validate unless the CWCrestwoodLicensing Package is published with the Module.

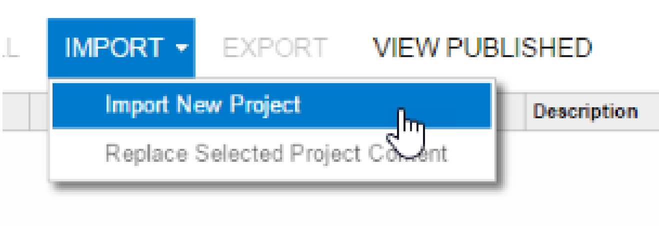
**To try Collections Management** – Tenant Status must equal "Test Tenant."  By installing in a Test Tenant, you can try all features of the product.  Once installed in an Active Tenant, an active registration/license key is required.



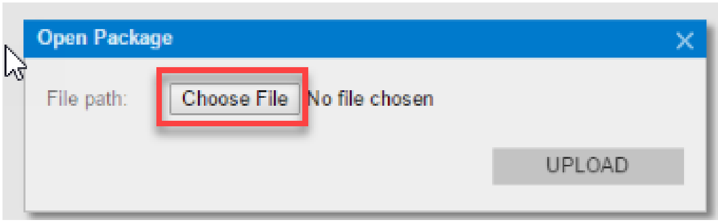

To Install Collections Management in a **Production Environment** or **Active Status Tenant**, an active registration/license key is required to be entered in the Crestwood Licensing Screen.



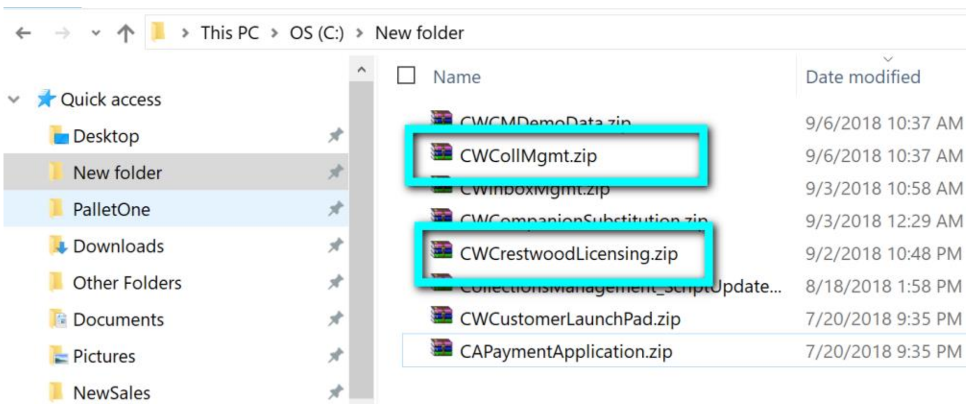

1. Access the **Customization Projects** Screen.
2. Click the **Import** button (NOTE:  If the dropdown is selected on the right side of the button, two options will show. Select the **Import New Project** option).



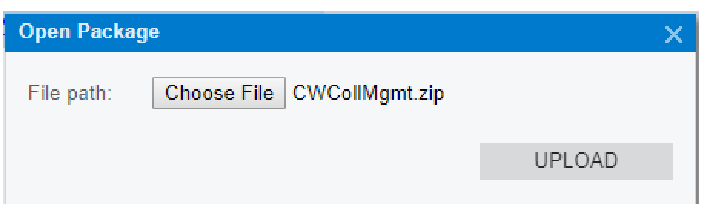
3. In the **Open Package** dialogue box that appears, click the **Choose File** button




4. In the File browser, navigate to the location where the Customization zip file exists. Select the file and click the "Open" button. Go through Steps 2-4 again to import the CWCrestwoodLicensing.zip file. Both the module and license customization projects must be imported and published at the same time.




5. You will be redirected back to the **Open Package** dialogue box and the zip file name should show next to the **Choose File** button. Click the **Upload** button. Once the upload is complete, the Customization Project(s) will show in the **Customizations Project** Screen.

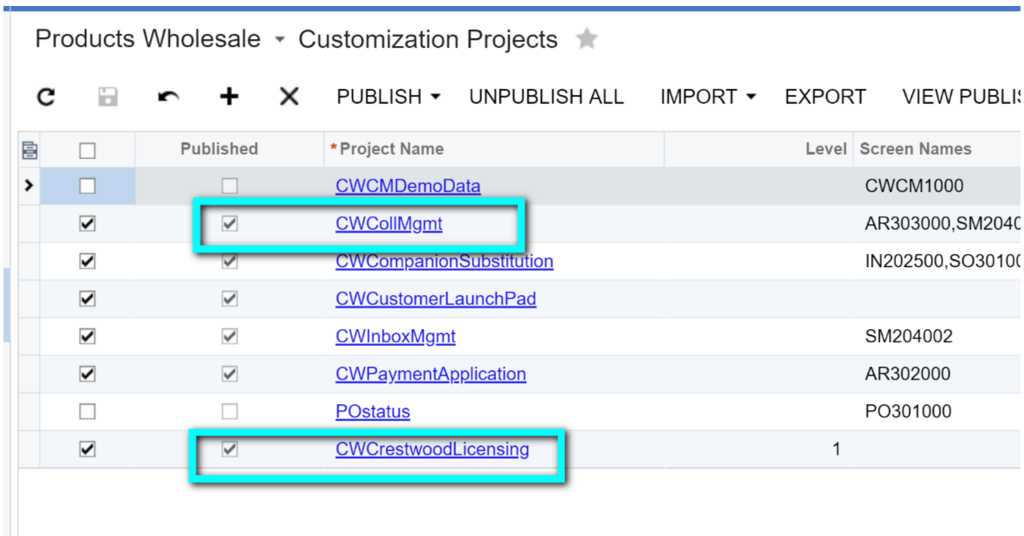



The amount of time it takes to upload the customization project(s) will depend on the size of the file and the internet speed

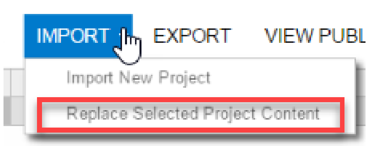
## Customization Upgrade

To update to the latest supplied version of the Collections Management for Acumatica, the following steps need to be performed:

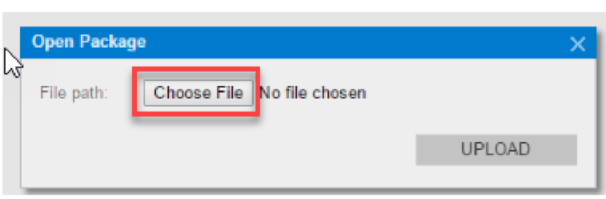
1. Access the **Customization Projects** Screen
2. Select the Collections Management Project (and updated Crestwood Licensing Project if provided)



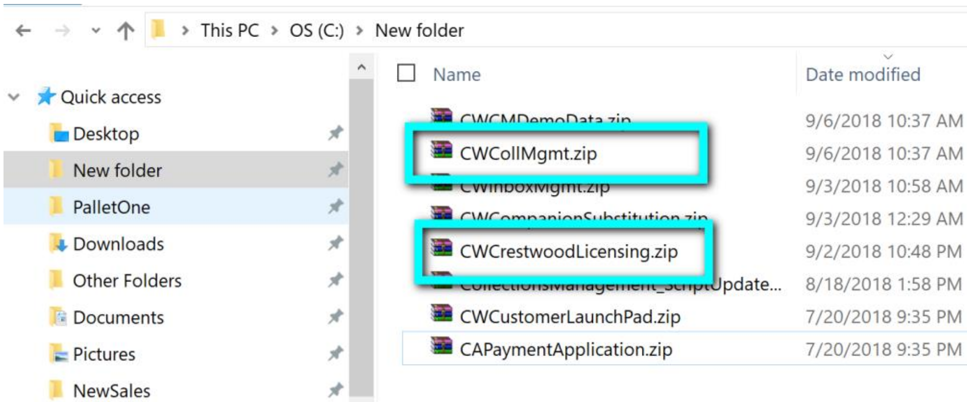

3. Select the dropdown next to the I**mport** button and select **Replace Selected Project Conten**t. This step should be done for both the updated module and licensing customization project if applicable.



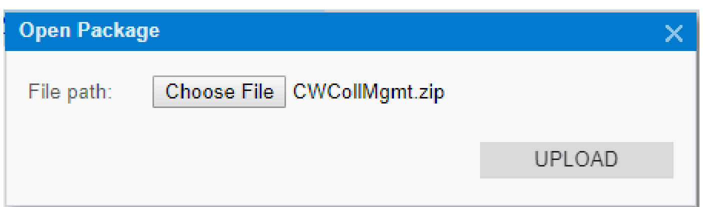

4. In the **Open Package** dialogue box that appears, click the **Choose File** button



5. In the File browser, navigate to the location where the Customization zip file(s) exists. Select the Collections Management.zip file (and subsequently the Crestwood Licensing Project if applicable) and click the “Open” button.




6. You will be redirected back to the **Open Package** dialogue box and the zip file name should show next to the **Choose File** button. Click the **Upload** button. Once the upload is complete, the Customization Project will show in the **Customizations Project** Screen.




## Customization Publishing

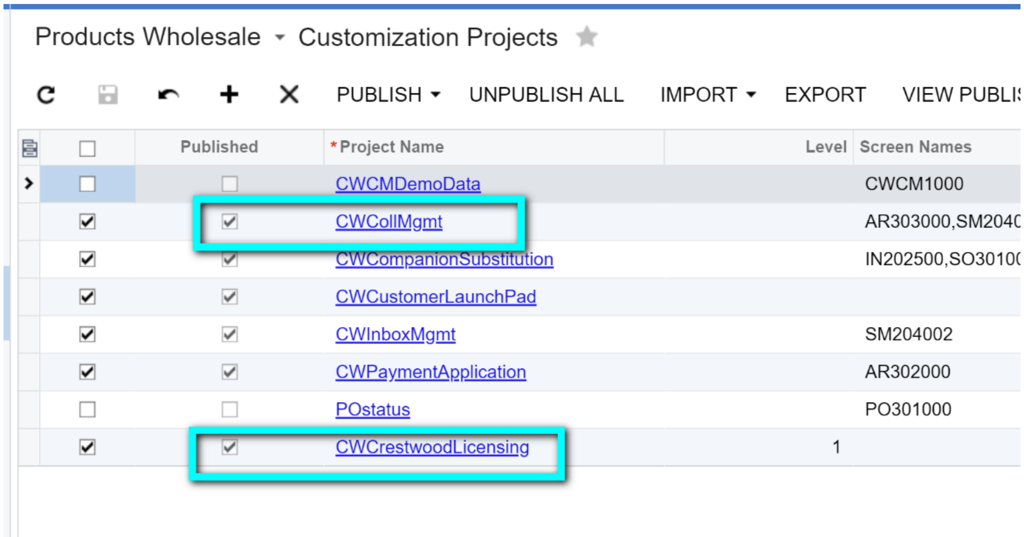
To utilize customization that has been uploaded, it must be published to the Acumatica instance. If you are updating an existing installation, the site must be republished. It is important to note the following items during the publishing step:

Customizations affect all companies in an Acumatica instance, not just the current company you are logged into

After the publishing step is performed, the Acumatica Instance will restart effectively logging off all users currently in the system. There is no confirmation prompt for the users to save work. Customizations should only be published during a scheduled maintenance window or when validated that no one is currently logged into Acumatica.

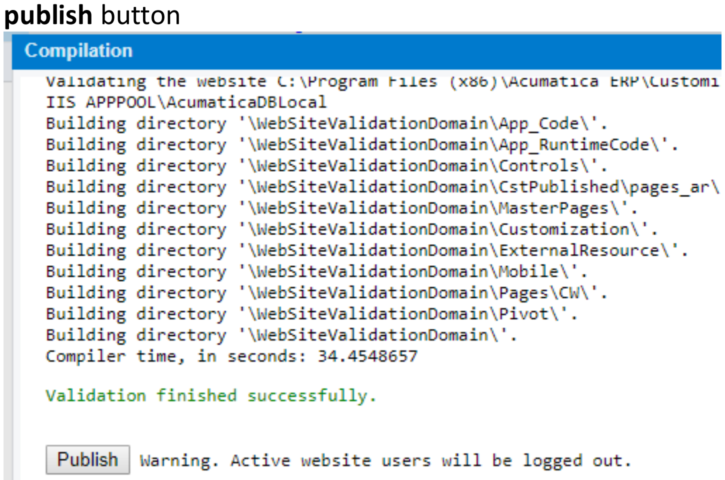
To publish the Acumatica customization project

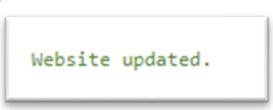
1. Validate that the project is selected in the customization projects window




2. Click the **Publish** button to begin the publishing validation.


3. Once you click the Publish button, Acumatica will validate that all customizations compile correctly. If this step is performed successfully, you will be prompted with the "Publish" option in the Compilation Window. Click the **publish** button



4. After publishing is complete, you will see the message that the **Website updated,** and the window can be closed at this point.

Depending on the Acumatica Version and Setup, you may not be required to Press the **Publish** button after Acumatica Validates the Customization Package. Acumatica may complete both steps for you at the same time.

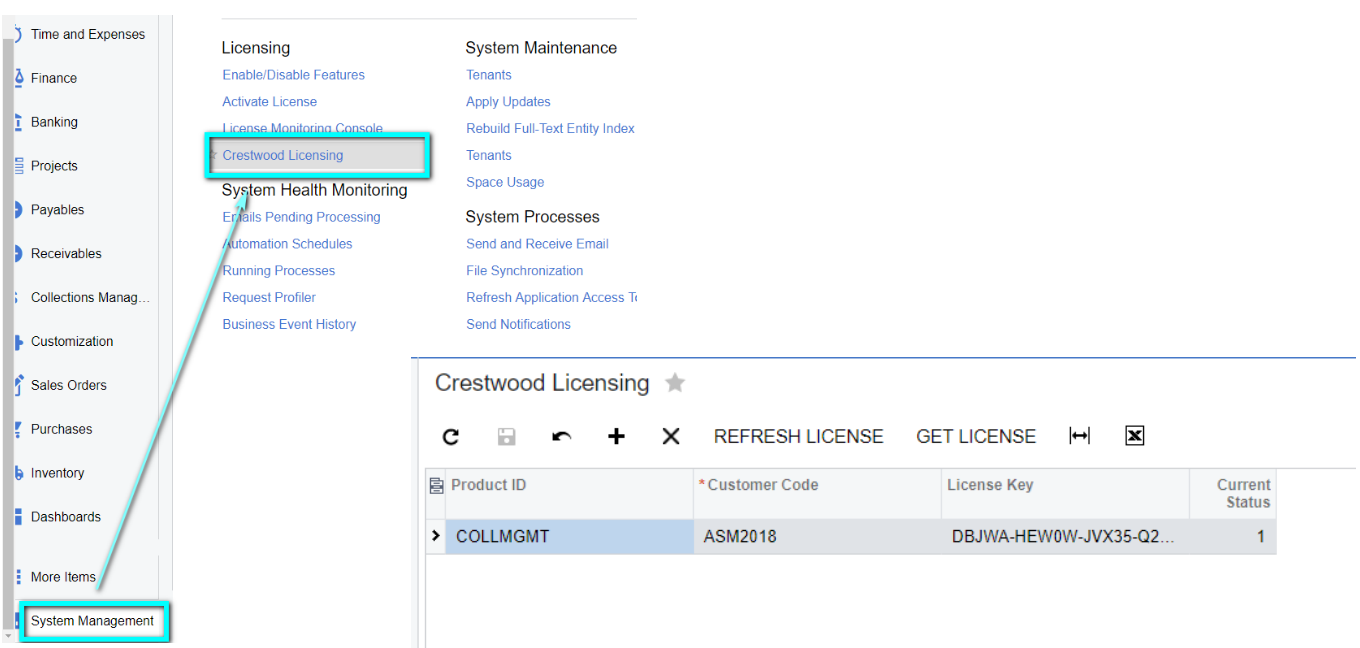
The upgrade requires the Crestwood licensing Customization Package to be published at the same time. To perform the upgrade of the Collections Management for Acumatica to the Acumatica instance, the current versions of the customization project zip files, including **CWCOLLMGT and CWLicensing**, must be re-published into the Acumatica Instance. This can be done by unpublishing the two old customization project files and importing and Publishing the new customization projects using **Import New Project** during the Import Process or by leaving the old customizations published and using the **Replace Highlighted Project Content** during the import process, which will overwrite the old packages.

Both files must be published at the same time.

5. Installation of the Collections Management for Acumatica is now complete.
6. If you need further assistance, please contact your Partner or Crestwood Associates.

**Crestwood License Form ID: (CW.LC.10.00)**

To activate the Collections Management for Acumatica, obtain your Product ID and Customer ID from your partner and retrieve your License Key from the Crestwood Licensing Screen. This screen is accessed from the following navigation Location: “System Management” -> “Licensing” -> “Crestwood Licensing.”

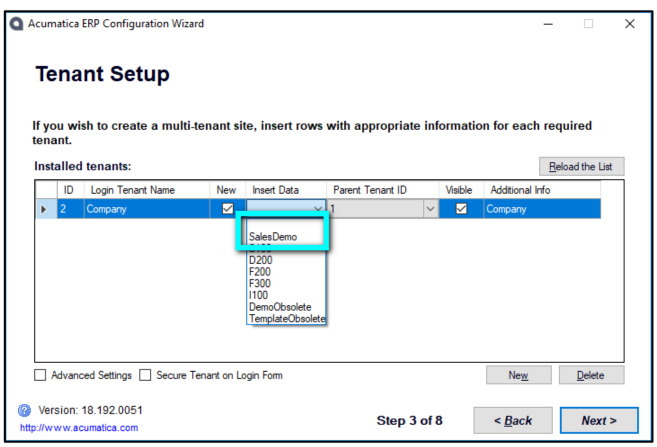


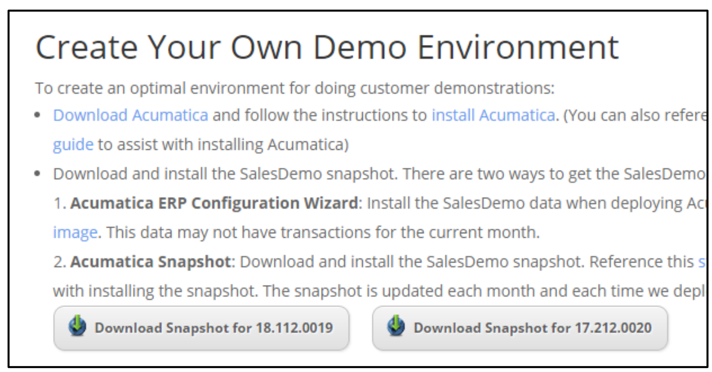
1. Enter the Product ID and Customer Code provided by your Acumatica Partner.
2. Press the GET LICENSE button and a License Key will be populated in the LicenseKey Field and the Current Status will = "1". You will also receive a popup note presenting your current license Expiration Date. If you receive an error, please contact your Acumatica Partner to receive an updated Key.
3. At any time, you can press REFRESH LICENSE to retrieve your current license key and/or obtain your current expiration date for the highlighted product.

## Inserting Demonstration Data

If you would like to install Collections Management for Acumatica demo data to see how Collections Management can help your business, you can Publish the **CWCMDemoData** Customization Package after installing and publishing the **CWCollMgmt** and **CWCrestwoodLicensing** Customization packages. Then by accessing the Collections Management preferences Screen, you can **Insert** the sample demo data for your review. The Sample data includes all setup requirements, new AR Documents, and different Collection Activities associated with existing and new Acumatica AR Documents. The dates on some of the Activities and Invoices will also get updated based on the current system date of the demo data insert. This ensures that the demo data is more representative of different aging buckets and reflects a more realistic scenario.

**Caution: Do not install the Demonstration Data in a Production Environment. The Demonstration Data works with the SalesDemo data or for Partners, the Sales Demo Snapshots provided to Partners on the Acumatica Partner Portal. See the Screenshots below for reference.** *(Note: since the demo data utilizes some of the existing AR Invoices in the Sales Demo, the data will not likely install in a production environment; however, it is always better to double-check that you are installing the demo data on a Test Tenant)*

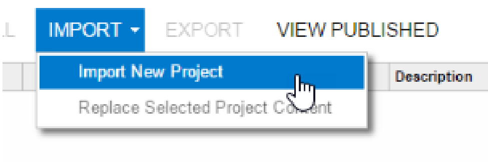


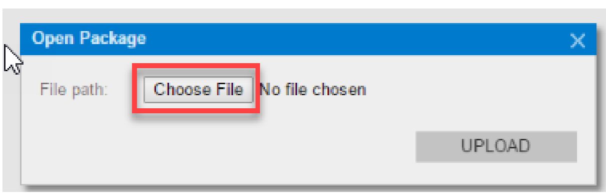
If you would like to see how Collections Management for Acumatica can help your business and would like to install demonstration data on your Test Instance, a Collections Management Demo Data customization package can be installed, published, and then inserted from the Collections Management Preference Form.

You would follow the same process to import the Customization Project as follows:

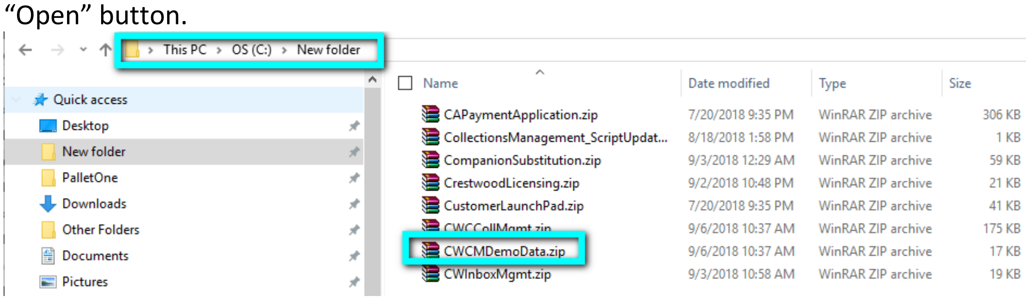
1. Access the **Customization Projects** Screen
2. Click the **Import** button (NOTE: If the dropdown is selected on the right side of the button, two options will show. Select the **Import New Project** option).



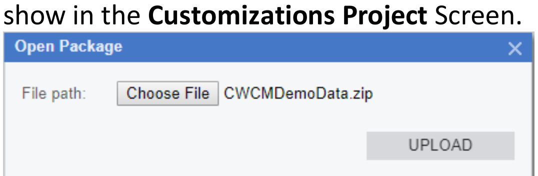

3. In the **Open Package** dialogue box that appears, click the **Choose File** button.




4. In the File browser, navigate to the location where the Customization zip file exists. Select the file and click the "Open" button.



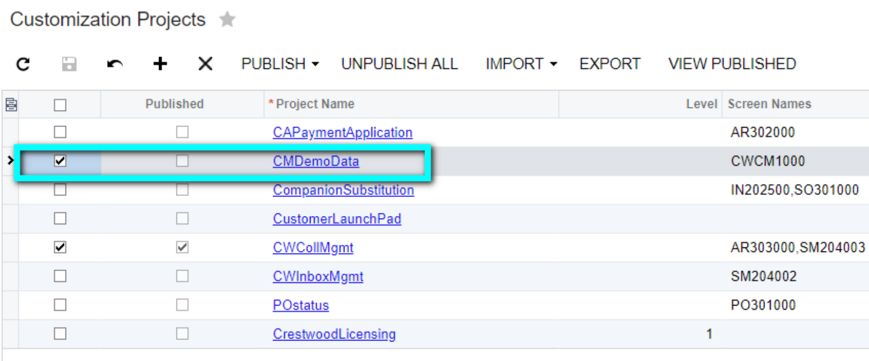

5. You will then be redirected back to the **Open Package** dialogue box and the zip file name should show next to the **Choose File** button. Click the **Upload** button. Once the upload is complete, the Customization Project will show in the **Customizations Project** Screen.



## Customization Publishing

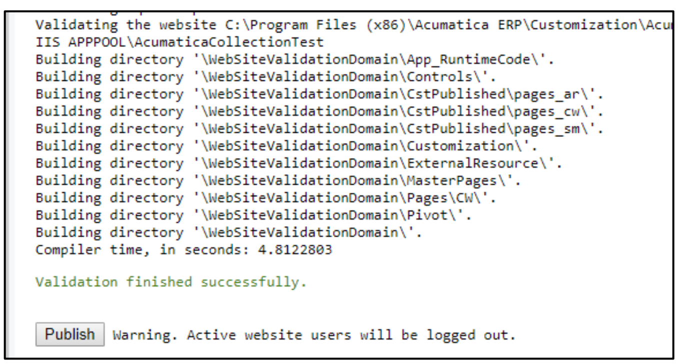
To publish the Acumatica customization project:

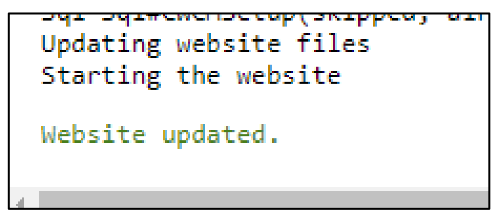
1. Validate that the project is selected in the customization projects window.




2. Click the **Publish** button to begin the publishing validation.


3. Once you click the Publish button, Acumatica will validate that all customizations compile correctly. If this step is performed successfully, you will be prompted with the "Publish" option in the Compilation Window. Click the **publish** button.



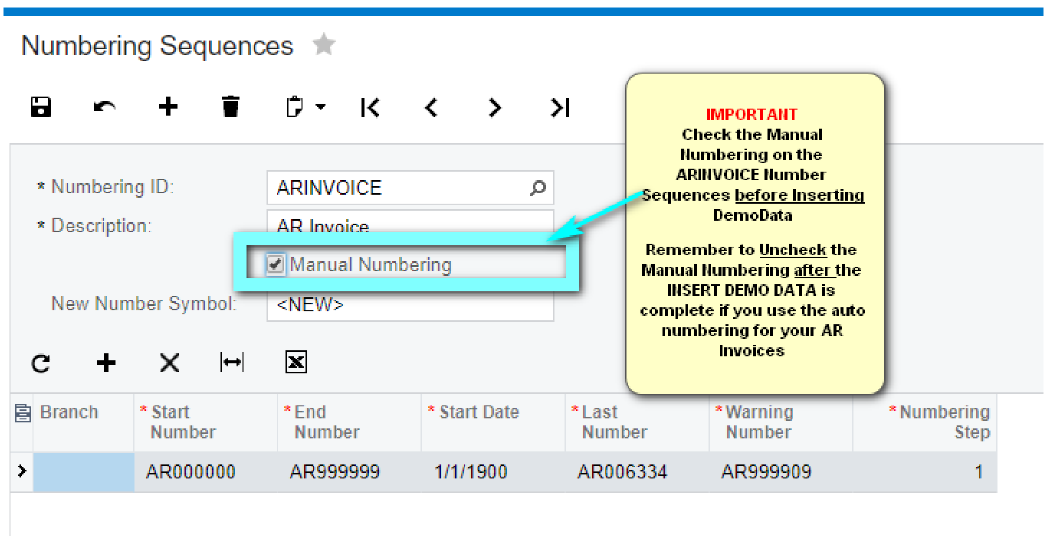

4. After publishing is complete, you will see the message that the **Website updated**.

Depending on the Acumatica Version and Setup, you may not be required to Press the **Publish** button after Acumatica Validates the Customization Package. Acumatica may complete both steps for you at the same time.

## Import the Demo Data

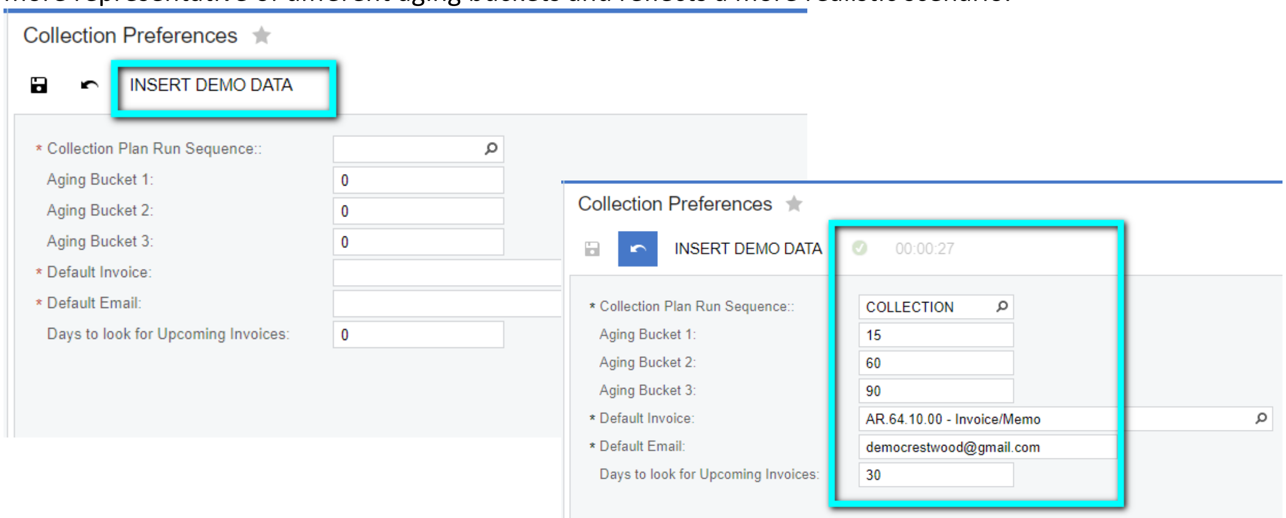
1. You are now ready to insert the Demo Data into your **TEST Tenant**.

Before Inserting the Demo Data, you must Check the **Manual Numbering** option on the Numbering Sequences Form: CS.20.10.10. New Invoices are added, and the numbers are appended with ARCM to enable Activities to be associated with them. The checkbox must be checked, or the Insert will fail. Remember to Uncheck the **Manual Numbering** after the INSERT DEMO DATA is complete if you use auto numbering for your AR Invoices.

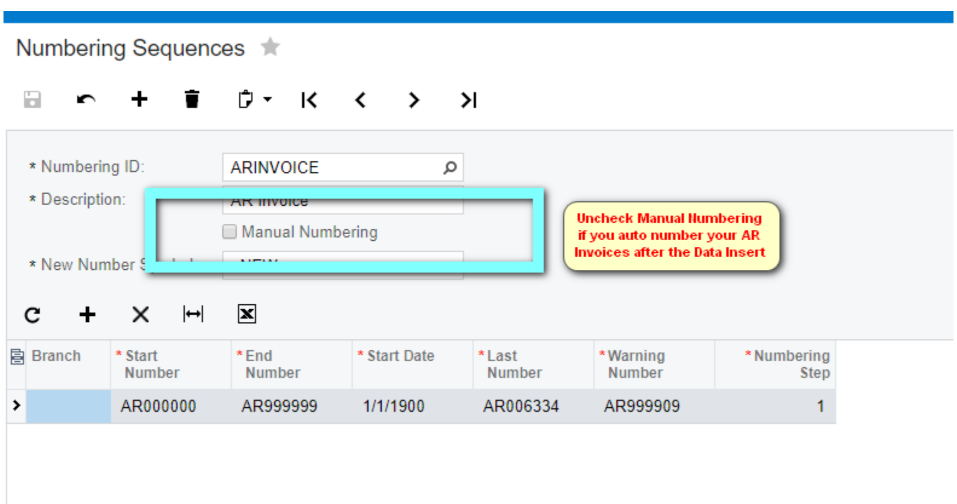



2. You will insert the demo data on the Collection Management Preferences Screen from the following navigation Location: “Collections Management” -> “Preferences” -> “Collection Preferences.”

3. Press "INSERT DEMO DATA" - This should only take about one minute depending on your environment. You will get a Green Check mark when done. You will notice the Preferences Screen is automatically filled in for you. As mentioned above, the Sample data includes all setup requirements, new AR Documents, and different Collection Activities associated with existing and new Acumatica AR Documents. The dates on some of the Activities and Invoices will also get updated based on the current system date of the insert. This ensures that the demo data is more representative of different aging buckets and reflects a more realistic scenario.



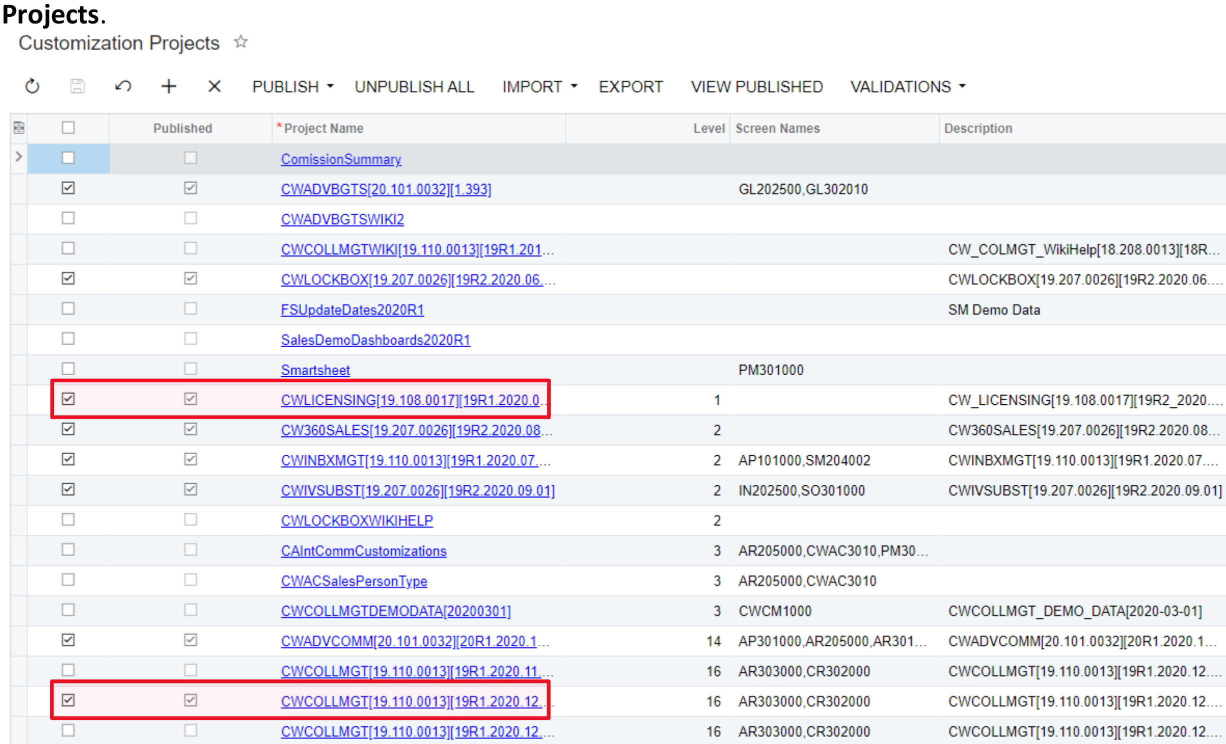

After Inserting the Demo Data, remember to Uncheck the **Manual Numbering** after the INSERT DEMO DATA is complete if you use the auto numbering for your AR Invoices.



## DELETE PROCEDURE

Applicable to embedded solutions and embedded parts of composite solutions.
To entirely remove the Collections Management solution, the following steps needed to be taken:

### Unpublish solution

1. Log in to the Acumatica instance under the tenant with the published Collections Management solution.
2. Navigate to **Customization Projects** Screen (SM204505): **More Items** -> **Customization** -> **Customization Projects**.
3. 

Customization Projects ☆

PUBLISH ▾ UNPUBLISH ALL IMPORT ▾ EXPORT VIEW PUBLISHED VALIDATIONS ▾

| ☐ | Published | * Project Name | Level | Screen Names | Description |
|---|---|---|---|---|---|
| ☐ | ☐ | ComissionSummary | | | |
| ☑ | ☑ | CWADVBGTS[20.101.0032][1.393] | | GL202500,GL302010 | |
| ☐ | ☐ | CWADVBGTSWIKI2 | | | |
| ☐ | ☐ | CWCOLLMGTWIKI[19.110.0013][19R1.201... | | | CW_COLMGT_WikiHelp[18.208.0013][18R... |
| ☑ | ☑ | CWLOCKBOX[19.207.0026][19R2.2020.06.... | | | CWLOCKBOX[19.207.0026][19R2.2020.06.... |
| ☐ | ☐ | FSUpdateDates2020R1 | | | SM Demo Data |
| ☐ | ☐ | SalesDemoDashboards2020R1 | | | |
| ☐ | ☐ | Smartsheet | | PM301000 | |
| ☑ | ☑ | CWLICENSING[19.108.0017][19R1.2020.0... | 1 | | CW_LICENSING[19.108.0017][19R2_2020.... |
| ☑ | ☑ | CW360SALES[19.207.0026][19R2.2020.08... | 2 | | CW360SALES[19.207.0026][19R2.2020.08... |
| ☑ | ☑ | CWINBXMGT[19.110.0013][19R1.2020.07.... | 2 | AP101000,SM204002 | CWINBXMGT[19.110.0013][19R1.2020.07.... |
| ☑ | ☑ | CWIVSUBST[19.207.0026][19R2.2020.09.01] | 2 | IN202500,SO301000 | CWIVSUBST[19.207.0026][19R2.2020.09.01] |
| ☐ | ☐ | CWLOCKBOXWIKIHELP | 2 | | |
| ☐ | ☐ | CAIntCommCustomizations | 3 | AR205000,CWAC3010,PM30... | |
| ☐ | ☐ | CWACSalesPersonType | 3 | AR205000,CWAC3010 | |
| ☐ | ☐ | CWCOLLMGTDEMODATA[20200301] | 3 | CWCM1000 | CWCOLLMGT_DEMO_DATA[2020-03-01] |
| ☑ | ☑ | CWADVCOMM[20.101.0032][20R1.2020.1... | 14 | AP301000,AR205000,AR301... | CWADVCOMM[20.101.0032][20R1.2020.1... |
| ☐ | ☐ | CWCOLLMGT[19.110.0013][19R1.2020.11.... | 16 | AR303000,CR302000 | CWCOLLMGT[19.110.0013][19R1.2020.12.... |
| ☑ | ☑ | CWCOLLMGT[19.110.0013][19R1.2020.12.... | 16 | AR303000,CR302000 | CWCOLLMGT[19.110.0013][19R1.2020.12.... |
| ☐ | ☐ | CWCOLLMGT[19.110.0013][19R1.2020.12.... | 16 | AR303000,CR302000 | CWCOLLMGT[19.110.0013][19R1.2020.12.... |

4. The **Customization Projects** will display the following:
5. Clear the checkbox for the installed projects:
   a. CWLICENSING[19.106.0017][19R1.2020.0...]
   b. CWCOLLMGMT[19.110.0013][19R1.2020.12...]

6. Click **PUBLISH** on the Toolbar to initiate the process. After the Compilation is complete, then click **Publish** in the Compilation window to finalize publication.
7. Sequentially select and delete (**X** in the toolbar) the rows with the solution packages unpublished in the previous step.
8. Click **Save**

### Remove the solution items that stored in the database

The following Generic Inquiries need to be removed:

1. CWCMCustomerPerformance.xml
2. CWCMCustomerPerformanceDetail.xml

## ACUMATICA LICENSE REQUIREMENTS

### Acumatica Modules

The Collections Management solution requires the following modules to be enabled:

- Financials

### Minimal License Tier

The minimal recommended Acumatica ERP license that should be applied for the Collections Management solution to function in alignment with license tier restrictions is:

- **S** License Tiers

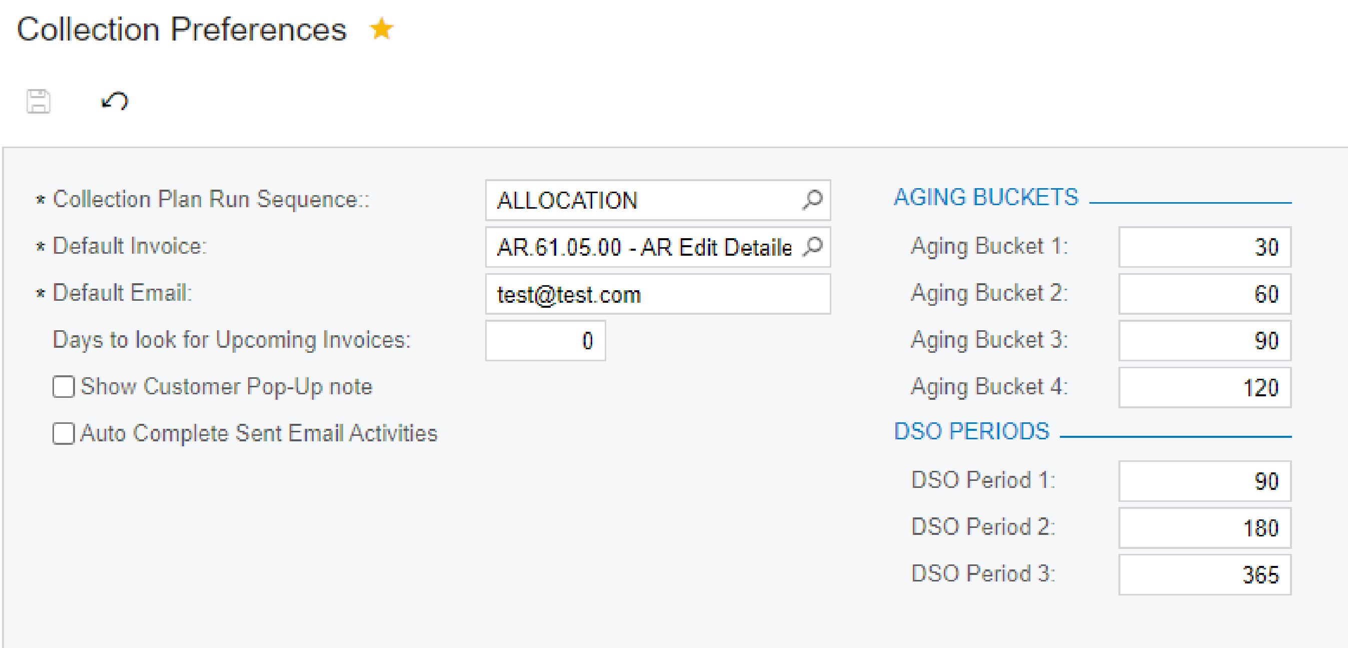
*The above statement is estimated based on the average normal use of the solution and may vary for an individual setup.*

## CONFIGURING COLLECTIONS MANAGEMENT

This section outlines the required setup to use the Collections Management for Acumatica. If you are Inserting the Demo Data in a "Test" Tenant, all the setup and sample data will automatically be imported for you; therefore, if this is a "Test" Tenant Install, you can ignore the Configuration Section. If you are installing Collections Management for Acumatica to your live/production environment or an "Active" Tenant, the setup is required to use the module:

### Collection Preferences Form ID: (CW.CM.10.00)

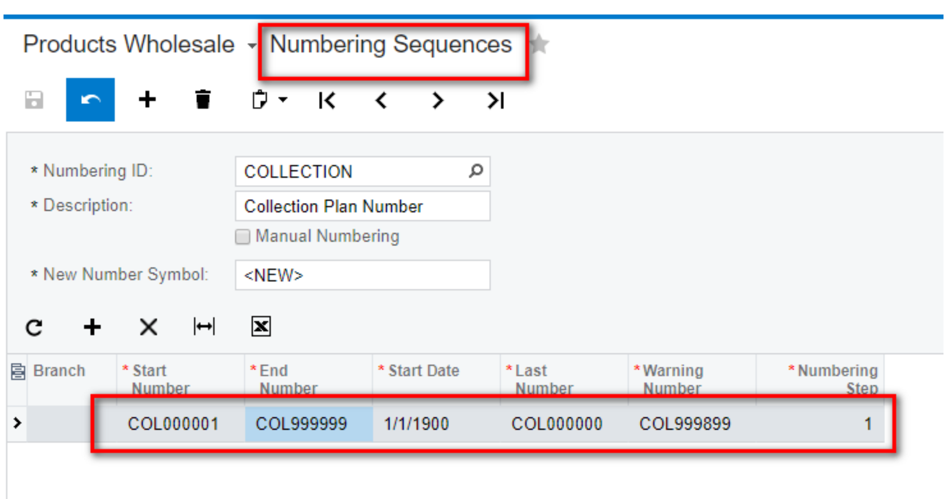
You use this form to configure the Collections Management Module. Settings defined on this form include the numbering sequence for Collections Plans, Collection Aging Buckets, DSO (Days Sales Outstanding) Periods, Default Invoice Format, Default User Email address, Days to look for Upcoming Invoices, Show Customer Pop-Up note and Auto Complete Sent Email Activities. This screen is accessed from the following navigation Location: "Collections Management" -> "Preferences" (or Configuration / CM Setup) "Customization Preferences."




For additional details on this section, including descriptions, suggestions, and processes of all fields, please refer to the Collection Management Forms/Profile area of the Collections Management User Manual with the same section title.

## Create Collection Plan Numbering Sequence Form ID: (CS.20.10.10)

Although you can select a predefined Numbering Sequence used for other modules, it is recommended that you set up your own Collections Plan Numbering Sequence for ease of use. A Sample Name is shown in the following Screenshot. This screen is accessed from the following navigation Location: “Configuration” -> “Common Settings” -> “Numbering Sequences.”

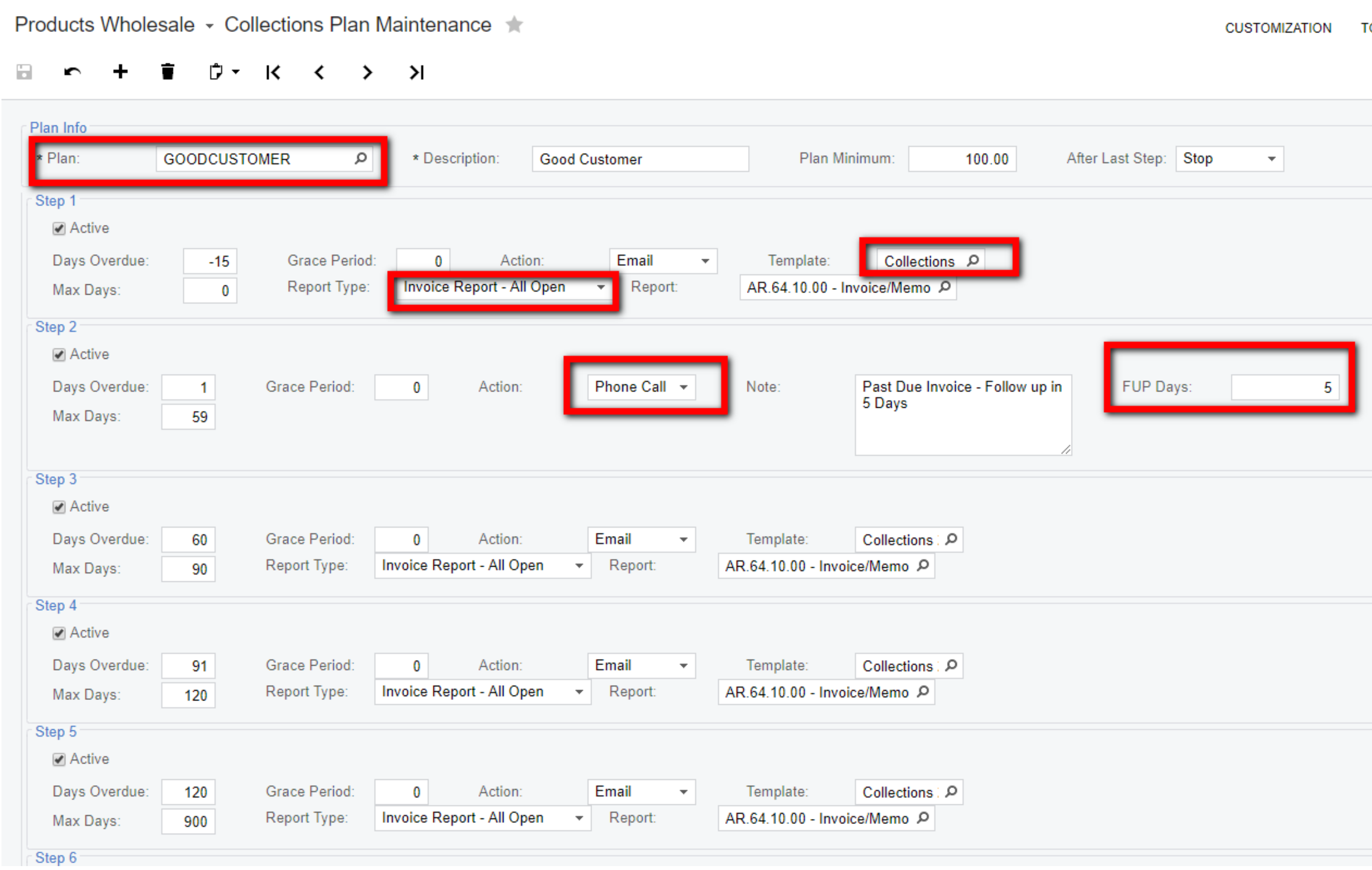



For additional details on this section, including descriptions, suggestions, and processes of all fields, please refer to the Collection Management Forms/Profile area of the Collections Management User Manual with the same section title.

## Customer Collection Plan Maintenance Form ID: (CW.CM.20.02)

Collection Plans allow users to set up and automate the collection process by customer, create different plans and assign the appropriate plan to your customers, and create automated actions such as emails, phone calls, and tasks based on the custom invoice aging dates.

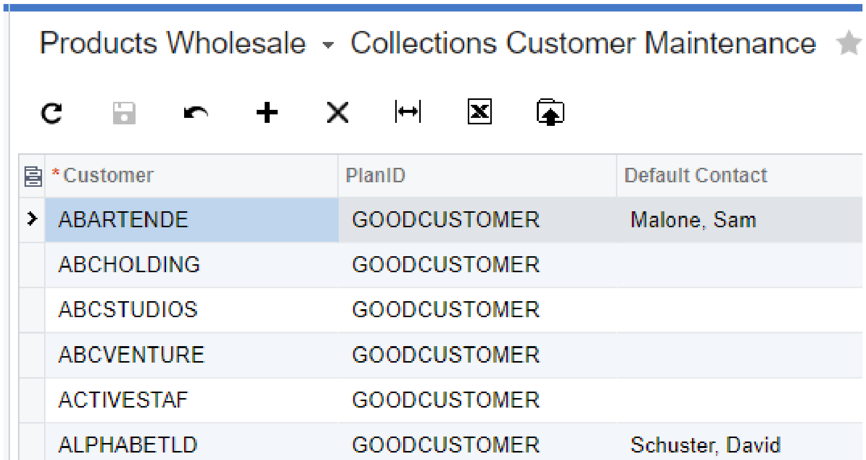
This screen is accessed from the following navigation Location: “Collections Management” -> “Profiles” -> “Collection Plan Maintenance.”




For additional details on this section, including descriptions, suggestions, and processes of all fields, please refer to the Collection Management Forms/Profile area of the Collections Management User Manual with the same section title.

## Collection Customer (Plan) Maintenance Form ID: (CW.CM.20.00)

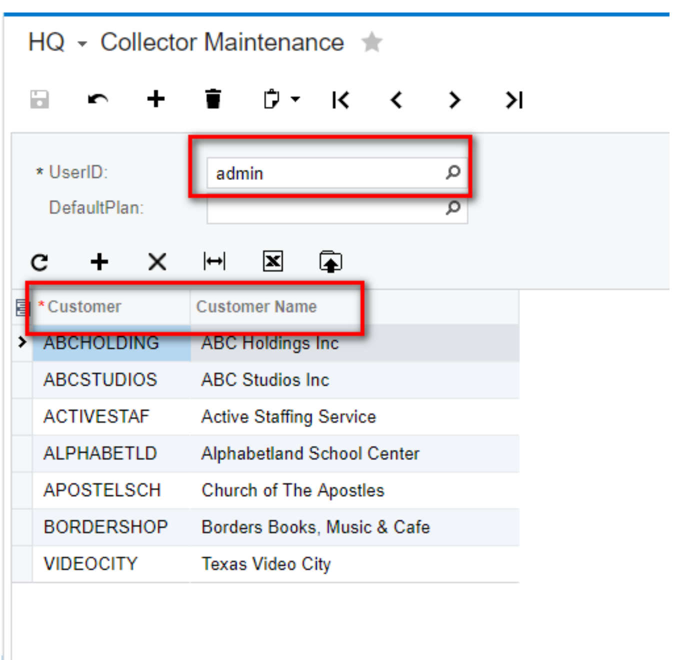
Assign Collection Plans to each Customer to automate the collection activities based on the collection requirements for each of your customers. This screen is accessed from the following navigation Location: "Collections Management" -> "Profiles" -> "Collection Customer Maintenance."




For additional details on this section, including descriptions, suggestions, and processes of all fields, please refer to the Collection Management Forms/Profile area of the Collections Management User Manual with the same section title.

## Collector (Customer) Maintenance Form ID: (CW.CM.20.01

Assign Collectors to Customers for collection activities and reporting. This screen is accessed from the following navigation Location: "Collections Management" -> "Profiles" -> "Collector Maintenance."




For additional details on this section, including descriptions, suggestions, and processes of all fields, please refer to the Collection Management Forms/Profile area of the Collections Management User Manual with the same section title.

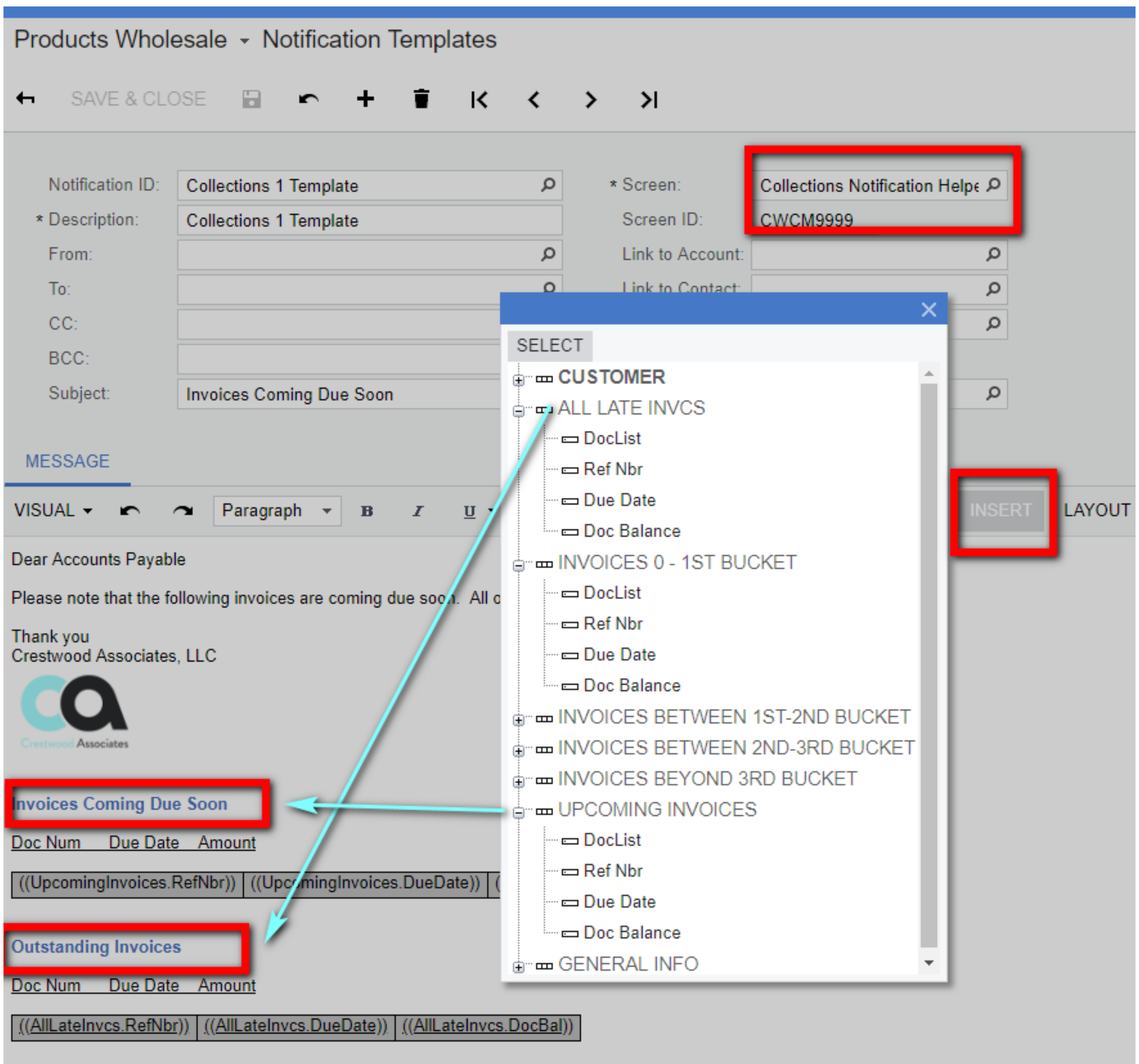
## Notification Templates Form ID: (SM.20.40.03)

For Collection Plan Setup and to select Notification Templates for “one-off” emails, Collection Notification Templates should be created. In the example below a Notification Template called “Collections 1 Template” was created. This Template will include a section for all Outstanding Invoices and a Section for “Upcoming Invoices”. Although not due, you may want to let your customers know there are some created.

This screen is accessed from the following navigation Location: “Collections Management” -> “Profiles” (or “Work Area / Manage”) -> “Notification Templates.”

For the Screen ID, select Collections Notification Helper. This table holds the Collection Management Fields. The Screen ID is located in the following folder: “Hidden” -> “Collections Notification Helper.”

To add fields from the Collections Management Helper table, select “Insert” -> “Datafield”.



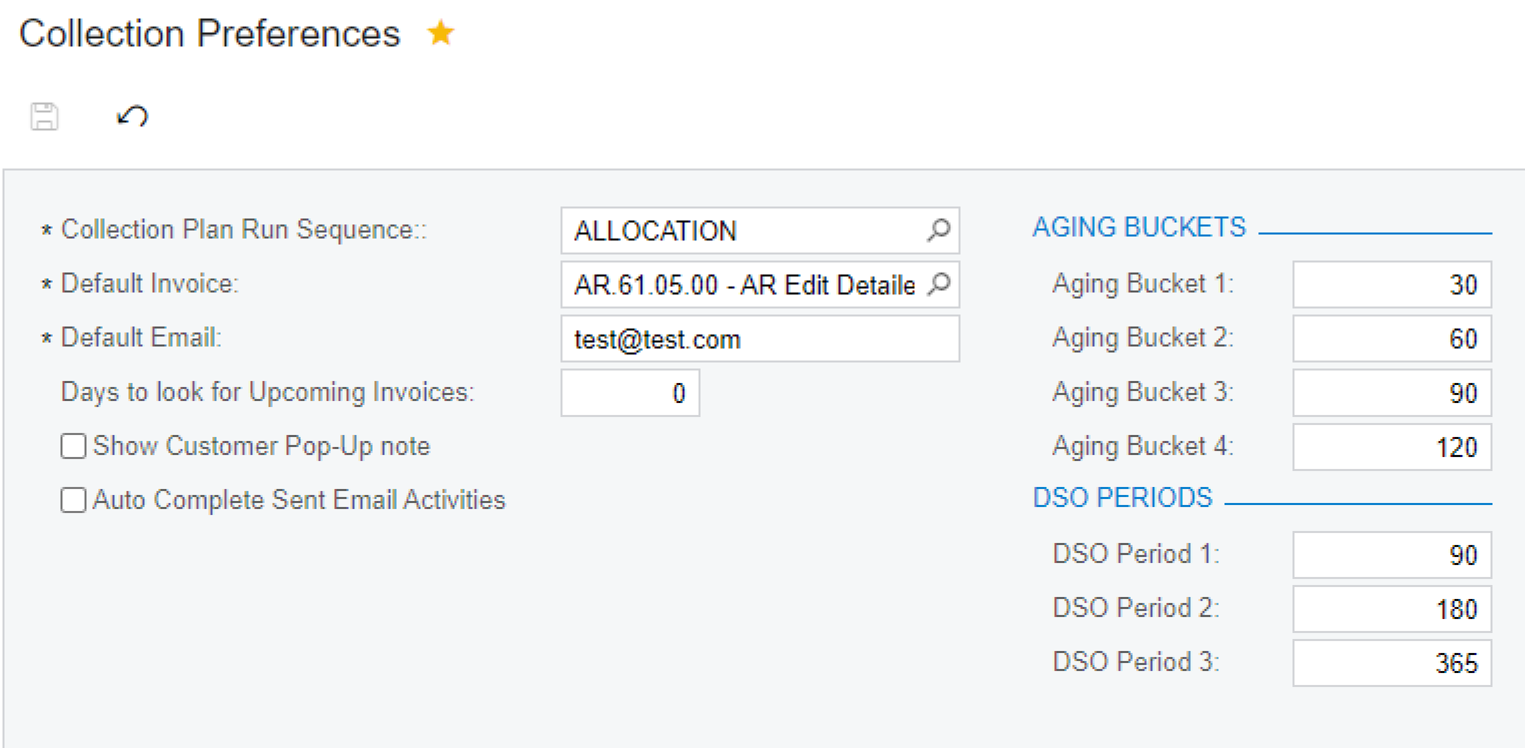

For additional details on this section, including descriptions, suggestions, and processes of all fields, please refer to the Collection Management Forms/Profile area of the Collections Management User Manual with the same section title.

# COLLECTIONS MANAGEMENT FORMS/PROFILES REFERENCE

## Collection Preferences Maintenance

Form ID: (CW.CM.10.00) – The **Collection Preferences** form must be set up before accessing any other Collections Management Screen.

| Element | Description |
|---|---|
| **Collection Plan Run Sequence** | This is the Collection Plan Run Sequence. Using the Acumatica Numbering Sequence Form, it is recommended that you create a new Collection Numbering Sequence for Collection Plan runs. |
| **Aging Buckets 1, 2, 3 and 4** | These Aging Buckets are used for the Notification Templates created for the Collection Management Emails. They are also used in calculating the aging buckets on the Collections Management Screen. |
| **Default Invoice** | For Email Activities created manually (or not by the Collection Plans), this is the Invoice format attached to the email. |
| **Default Email** | Information only - Not used Currently in processing. |
| **Days to look for Upcoming Invoices** | The Days to look for Upcoming Invoices is like the Aging Buckets and is used for the Notification Templates created for the Collection Management Emails, and defines how far in the future to look for open invoices. |
| **Show Customer Pop-Up note** | The system will automatically open Notes attached to the Customer Master for reference purposes. |
| **Auto Complete Sent Email Activities** | The system will automatically mark sent emails as completed activities. |
| **DSO Periods** | The Days Sales Outstanding (DSO) period buckets are user-defined and are utilized in the DSO calculation. |




## Collection Plan Maintenance Form

Form ID: (CW.CM.20.02)

The **Collections Plan Maintenance** form defines the steps to be processed during the “Run Collection” Process. Only one step will be launched for a customer. The system searches all open invoices (the Status of the Invoice must be equal to Open) for a customer. Based on the oldest overdue invoice, the step that falls between the Days Overdue and Max Days will be activated.

| Element | Description |
|---|---|
| **Plan** | Name of the Collection Plan to link to a Customer. |
| **Description** | Description of the Customer Plan. |
| **Plan Minimum** | The minimum document amount to be included in the Activities created in this Plan. |
| **After Last Step** | **Repeat the Last Step** – Repeat the last step each time the plan is executed.<br><br>**Stop** – After the last Step is run and executed, no activities will automatically be created for the customer. |
| **Steps 1-8** | A total of 8 Customer Steps can be defined for each Collection Plan. |
| **Active** | Must be checked to activate the Step. If unchecked, Plan Processing will ignore the step. |

| | |
|---|---|
| **Days Overdue** | The Days Overdue (Beginning Overdue Days) and Max Days (Ending Overdue Days) work together to determine the timeframe for the documents included in this step. For this field, enter the number of "beginning" days overdue that you would like to include in this collection Plan Step. For example, if "-15" is entered in Days Overdue and Max Days = "0", then the step will look at all invoices that will be due in 15 days but not any overdue invoices. If "1" is entered in the Days Overdue and the Max Days is 30, then this step will include all invoices that have a due date between 0-30 Days. |
| **Max Days** | The Days Overdue (Beginning Overdue Days) and Max Days (Ending Overdue Days) work together to determine the timeframe for the documents included in this step. For this field, enter the number of "ending" days overdue that you would like to include in this collection Plan Step. For example, if "-15" is entered in Days Overdue and Max Days = "0", then the step will look at all invoices that will be due in 15 days but not any overdue invoices. If "1" is entered in the Days Overdue and the Max Days is 30, then this step will include all invoices that have a due date between 0-30 Days.<br><br>If you would like to include two different types of activities for the same aging period, use the same Days Overdue and Max Days on the next step and the Plan will launch/create both Activity Types. |
| **Grace Period** | To avoid potential client irritation, enter the number of days you would like to wait before another activity is created for this customer (when a Customer Plan is run). For example, if you tend to run plans daily or often and you only want to send a collection email letter to your "Good" Customers every 5 days, then enter 5 in the Grace Period for this step. The system will search for the last time this step was launched for this customer and will not resend/recreate the activity for 5 days from that date. |

| | |
|---|---|
| **Action** | Four (4) Activity Action Types can be selected. For each Action Type, different options will be displayed. Select the one you would like to launch if this step is chosen during the Collection Plan Run.<br><br>• ***Email***: With the Action Type Email, select an email Template and Report Type to use in this step, and based on the Report Type, the Report to attach to the email. The email activity will automatically be completed once sent.<br>• ***Task***: With the Action Type Task, enter the Activity Subject in the Note Field and the number of days to Follow-Up. The Activity Due Date will be assigned (when the Plan is run) with the System Date plus the number of Follow-up Days.<br>• ***Phone***: With the Action Type Phone, enter the Activity Subject in the Note Field and the number of days to Follow Up. The Activity Due Date will be assigned (when the Plan is run) with the System Date plus the number of follow-up Days.<br>• ***Note***: With the Action Type Note, enter the Activity Subject in the Note Field. The Note activity will automatically be completed once the Plan is run and executed. |
| **Template** | Available with Email Type only. The Notification Email Collection Template to create is if this step is run during the Collection Plan run. For Email Activities, this is the email Format that will get used for the email subject, content, and related documents to attach, etc. Note: The Contact Recipients for the email will be pulled from the settings on the COLLECTIONS RECIPIENTS Tab of the **Customer Master** Form (AR.30.30.00). If the Notification Email Collection Template has an 'email from' value, this email address will be used when sending the email instead of the logged user email. If the Notification Email Collection Template is empty or the 'email from' field is empty, then the system will use the logged user email when sending out the email.<br><br>See Section **Changes in Standard Acumatica Forms** – **Activity Recipients**, in this Collections Manager User Manual, for additional details on how to define the Activity Recipients. This field will only include data for Email Activities. |

| | |
|---|---|
| **Report Type** | Available with Email Type only. Select the Report Type for this Step.<br>• ***Customer Report:*** For Reports that only require the Customer as a parameter. For example, the Customer Statement report can be selected as the Report.<br>• ***Invoice Report – All Open***: For Reports that only require the Customer and Document/Reference Number as the report parameters. For example, the Customer Invoice Report. If this option is selected and this step is selected during the Plan Run, then all Outstanding Invoices will be printed.<br>• ***Invoice Report – This Step***: For Reports that only require the Customer and Document/Reference Number as the report parameters. For example, the Customer Invoice Report. If this option is selected and this step is selected during the Plan Run, just the outstanding invoices that fall within the Days Overdue and Max Days in this Step will be printed. |
| **Report** | Available with Email Type Only<br>Select the report to attach to the email. Please note: although all reports are listed to ensure User Created Reports can be selected, you should only select reports that either require a customer ID parameter (for Report Type – Customer Report) or reports that require a Customer ID and Document/Reference Number Parameter (for Report Types Invoice Report – All Open and Report Types Invoice Report – This step). If you select a report that does not meet these parameters, the report may be blank.<br>It is recommended to run email tests to ensure the reports print the intended way. |
| **Note (Activity Subject)** | Enter a description of the Activity Subject. Available with Phone, Task, and Note Activity Types Only.<br>For FUP Phone Calls, FUP Tasks, and Closed Notes, the Note description will populate the Subject of the Activity and the Customer Plan Name will populate the Body of the activity that is created with the execution of the Customer Plan. For Email Activities, this field will be blank since the Email Template will be used for the Email information. |
| **FUP Days** | Enter the number of days to follow up on the activity created at this step. For FUP Phone Calls and FUP Tasks, this is the number of days pulled from the Customer Plan Step. The system will create an open Activity with an Activity Due Date. For example, if the Customer Plan Step FUP days are 5, then the open activity will have a due date of the current system date plus 5 days. Since Email and Note Activities are automatically completed/closed with the Run Collections Plan process, the Due Date is not needed. Available with Phone and Task Activity Types Only. |

## Collection Customer Maintenance Form

Form ID: (CW.CM.20.00)

The **Collections Plan Maintenance** form defines the Customers to assign to specific Customer Collection Plans. Only one plan can be assigned to a customer.

| Button | Icon | Description |
|---|---|---|
| **Refresh** | | Refresh Data in the Table. |
| **Save** | | Saves Customer Plan link. |
| **Cancel** | | Cancel Entry. |
| **Add** | | Add a new Customer Plan link. |
| **Delete** | | Deletes Customer Plan link. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP User Guide. |
| **Load Records from File** | | Opens the **File Upload** dialog box, described in detail below, so you can locate and upload a local file for import. You can use this option to import data from Excel spreadsheets (*.xlsx*) and *.csv* files. For the detailed procedure, see *To Import Data from a Local File to a Table*. |

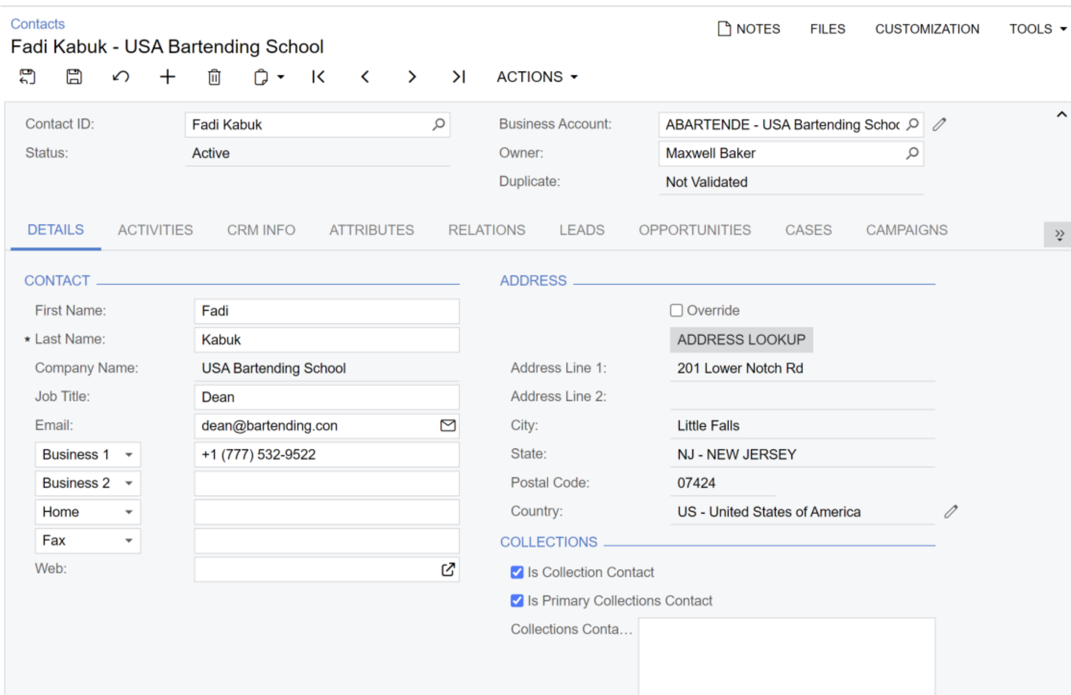
| Element | Description |
|---|---|
| **Customer ID** | Customer ID to link to the Customer Plan |
| **Customer Name** | Customer Name to link to the Customer Plan |
| **PlanID** | Description of the Customer Plan |
| **Default Collections Contact** | The field will only list collections contacts for the Customer selected. The field will be initialized with the current value of the Default Contact field. The plan calculation utilizes this field for pulling the default Customer Contact. |
| **LastRunDate** | For reference, only the field is generally not displayed in the list. This is the date the Last Customer Plan was run and is used with the Grace Period in the Customer Plan. |

To assist with the initial setup, export to Excel and Assign the Customer Plan to each Customer and then Import the Excel file back into the form.

## Contact Maintenance Form

Form ID: (CW.CR.20.00)

**The contact Maintenance** screen provides the ability to assign a Contact as a **Collection Contact**. Once the Contact is selected as a Collection Contact, then they can also be designated as the **Primary Collections Contact**.




## Collector Maintenance Form

Form ID: (CW.CM.20.01)

The **Collector Maintenance** form defines the Customers the Collector focuses on for Collection Activities.  For reporting and lists, the Collector's customers' documents and invoices will display, allowing the user to focus on their customers only. More than one user can be assigned to the same customer.

| Button | Icon | Description |
|---|---|---|
| **Save** | | Saves the Collector / Customer link. |
| **Refresh** | | Refreshes Data in the Table. |
| **Add** | | Adds a new Collector to assign Customers. |

| | | |
|---|---|---|
| **Delete** | | Deletes the Collector and assigned Customers. |
| **Clipboard** | | Copies/Pastes Collector/Customer Link. |
| **First** | | Displays the Collector/Customer Link. |
| **Previous** | | Displays the Collector/Customer Link. |
| **Next** | | Displays the Collector/Customer Link. |
| **Last** | | Displays the Collector/Customer Link. |

| **Element** | **Description** |
|---|---|
| **UserID** | The User ID of the Collector. |
| **DefaultPlan** | The Default Collection Plan this Collector uses. |
| **Admin** | The Collector is an Admin User. Currently used in reporting only. |
| **Collector** | This is a Collector User. Currently used in reporting only. |

| **Button** | **Icon** | **Description** |
|---|---|---|
| **Refresh** | | Refresh Data in the Table. |
| **Add** | | Add a new Collector / Customer link. |
| **Delete** | | Deletes Collector / Customer link. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP User Guide. |
| **Load Records from File** | | Opens the **File Upload** dialog box, described in detail below, so you can locate and upload a local file for import. You can use this option to import data from Excel spreadsheets (*.xlsx*) and *.csv* files. For the detailed procedure, see *To Import Data from a Local File to a Table*. |

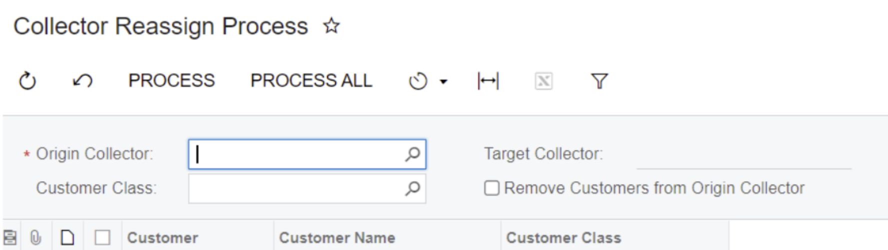
| **Element** | **Description** |
|---|---|
| **Customer** | The Customer to assign to the Collector. |
| **Customer Name** | This field will default automatically from the Customer Master record. You may need to refresh the screen for the name to display. |

For initial setup, Export to Excel and Assign the Customer Plan to each Customer and then Import the Excel file back into the form.

## Collector Reassign Process

Form ID: (CW.CM.50.04)

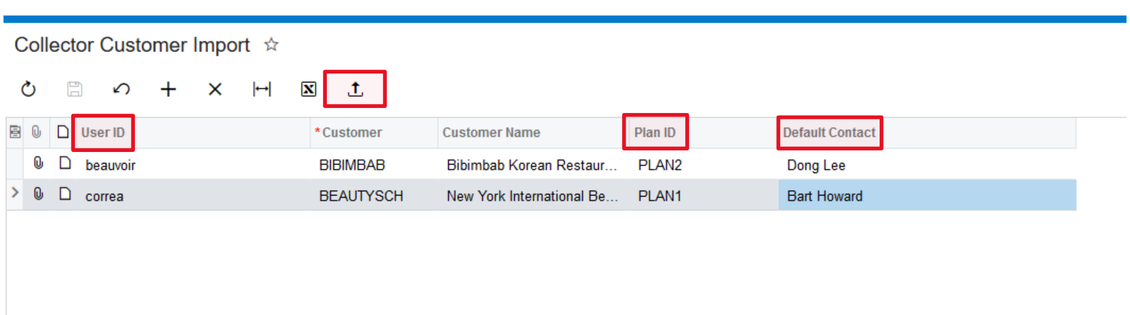
The **Collector Reassign Process** form provides the ability to copy/move Customers from one Collector to another. Customers can be selected by Customer Class as part of the copy/move process. The user has the option of having the copy/move process also remove the Customers from the former Collector.




## Collector Customer Import

Form ID: (CW.CM.20.04)

The **Collector Customer Import** form provides the ability to import a list of customers into Acumatica and assign them to Collectors instead of assigning one customer at a time to a Collector. Utilizing an existing customer list (that could have previously been exported from Acumatica utilizing the standard Excel export function), you will assign the **User ID, Plan ID, and Default Contact** to each customer record in Excel, and then import those records into Acumatica. Only collections contacts will be displayed as part of the import process.

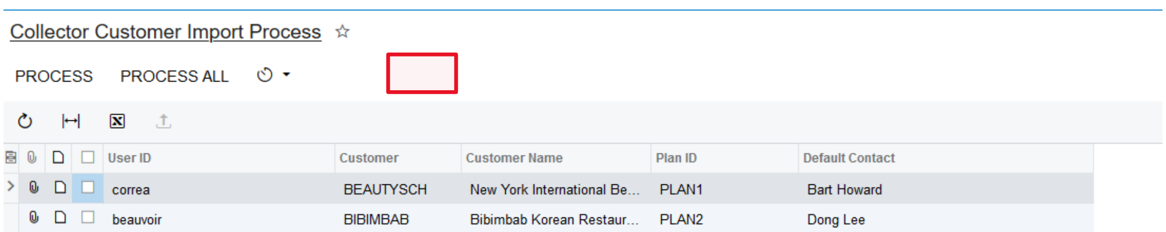


## Collector Customer Import Process

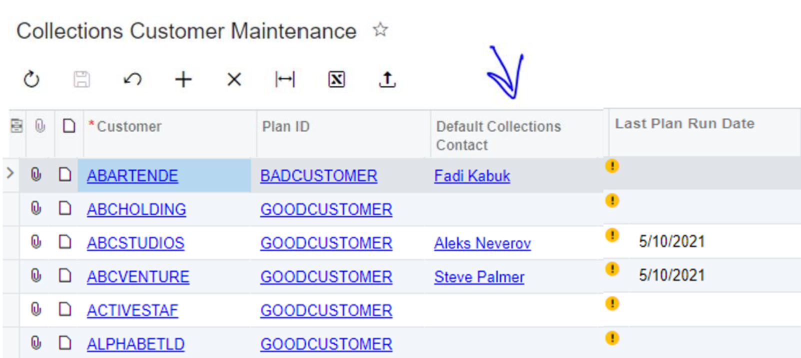
Form ID: (CW.CM.50.02)

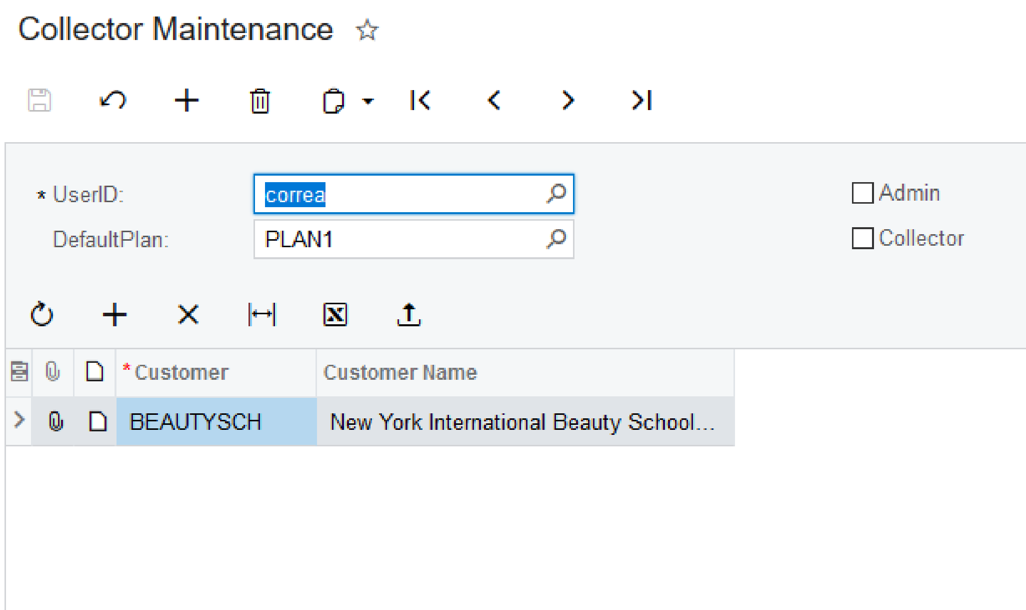
The **Collector Customer Import Process** form provides the ability to select one or more records and process them to add the **User ID, Plan ID, and Default Contact** values that had been uploaded into Acumatica to the **Collection Customer (Plan) Maintenance** (CW.CM.20.00) and the **Collector Customer Maintenance** (CW.CM.20.01) forms.

This form allows you to select one or more customer records that have been imported and either process those plans or schedule the processing of those plans at a later date/time via the standard Acumatica **Schedules** icon shown below.




The result of the import process (shown above) is to have assigned the Collectors, Plans, and Default Contacts to their associated customer records as shown below:






## Collection Notification Templates

Form ID: (SM.20.40.03)

Collections Management utilizes the Acumatica **Notification Templates** (SM204003) form to create the Collection Email Activities. The DAC Screen table to use to create Collections Management Templates is **Collections Notification Helper** and can be selected from the Site Menu location: Hidden -> Collections Notification Helper. You can configure Collections Management Templates to be utilized in the Customer Collection Plans and "One-off" Email Activities by pressing the button **SELECT SOURCE** and selecting the template. The default template will display but can be edited for the specific "one-off" activity email.

You can create as many Collection Management Email Templates as needed; however, the DAC Screen Table **Collections Notification Helper** must be used.

**To Add a Notification Template for Collections Management:**

To add a notification template, you use the ***Notification Templates*** (SM204003) form. The template you add must be associated with the **Collections Notification Helper** DAC Table (CW.CM.99.99).

After you added the notification template, you can include it with one of the Collection Plan Steps or select it from the **SELECT SOURCE** button of an email activity.

This topic describes how you can add a Collection Management notification template.

**To Add a Notification Template for Collections Management**

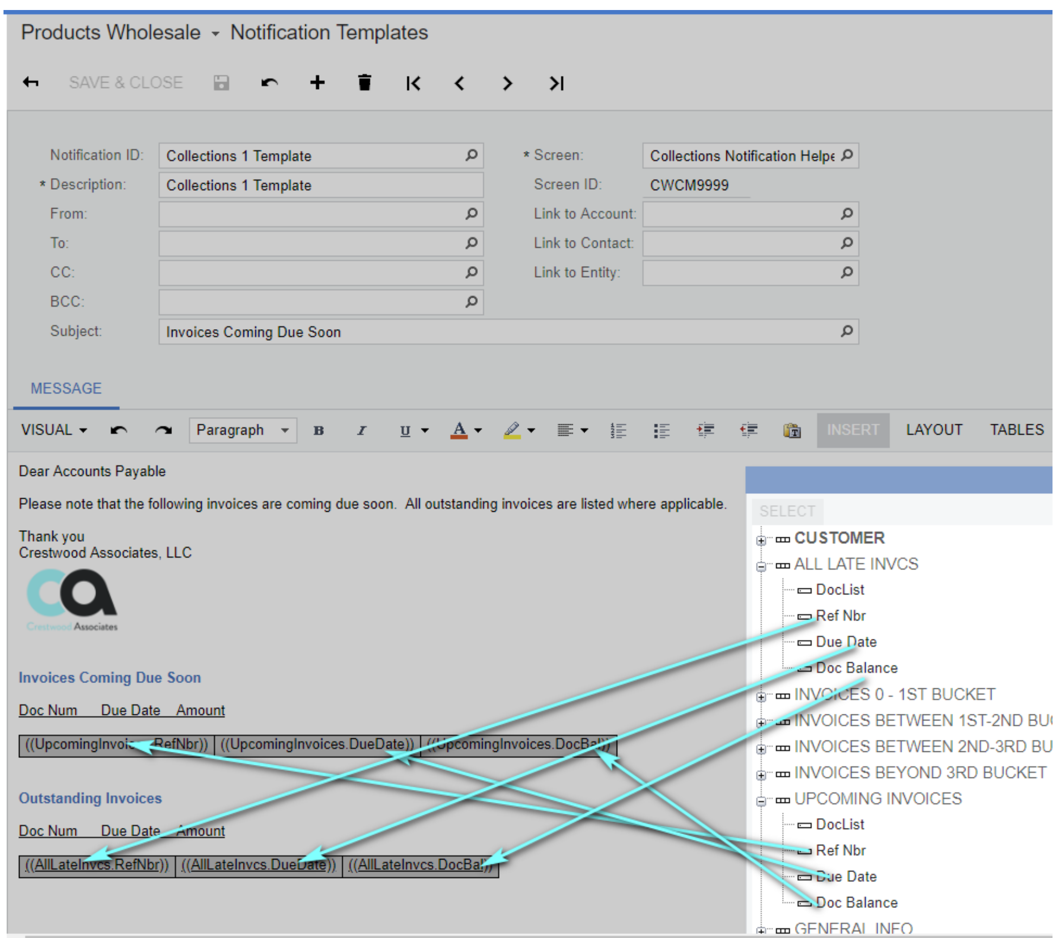
1. On the Collections Management Menu > Click **Notification Templates**.
2. On the form toolbar, click **Add New Record**.
3. In the **Notification** box, type the name of the notification. For example, Collection 1 Template.

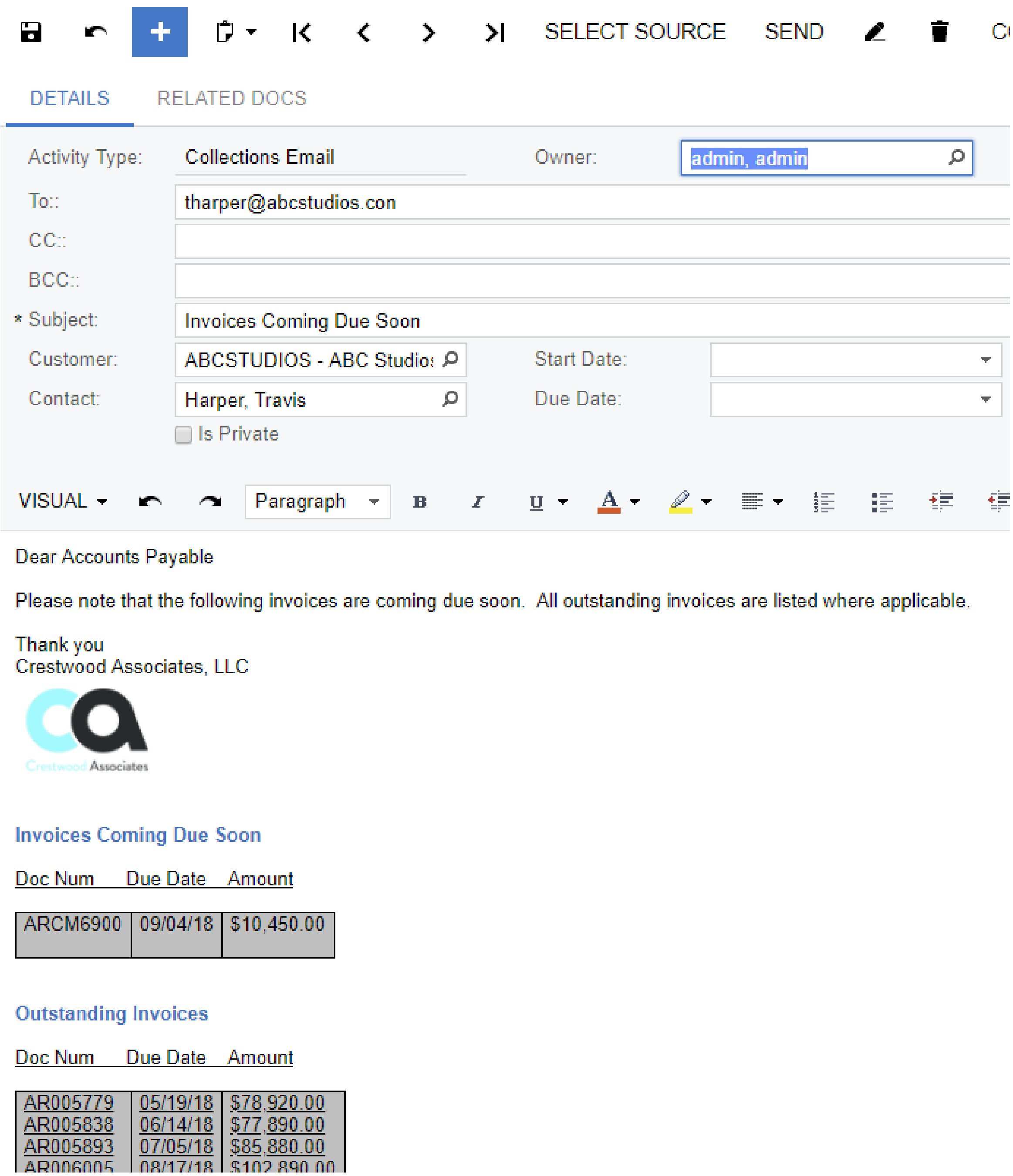
4. In the Screen ID box, select Hidden > Collections Notification Helper > to associate the template with the Collections Management Email Template.
5. In the From box, select the system email account to be used to send emails.
6. In the Subject box, type the subject of the email—for example, Outstanding Invoices.
7. In the text area, enter the email text and add the contents of the change. Do the following:
   - Enter the text of the email.
   - Add the Invoice Aging Bucket Fields that you would like to present to the customer, in the body of the email.

Please refer to the following Screenshot examples of the Sample Collections Template and the Sample Email Display for reference.

8. On the form toolbar, click Save.

Using the **TABLES** option can assist with displaying each invoice with respective fields in separate rows. The example Template is using a 3 Row Table.




SELECT SOURCE
SEND
DETAILS
RELATED DOCS
Activity Type:
Collections Email
Owner:
admin, admin
To::
tharper@abcstudios.con
CC::
BCC::
* Subject:
Invoices Coming Due Soon
Customer:
ABCSTUDIOS - ABC Studios
Start Date:
Contact:
Harper, Travis
Due Date:
Is Private
VISUAL
Paragraph
Dear Accounts Payable
Please note that the following invoices are coming due soon. All outstanding invoices are listed where applicable.
Thank you
Crestwood Associates, LLC
Invoices Coming Due Soon
Doc Num Due Date Amount
ARCM6900 09/04/18 $10,450.00
Outstanding Invoices
Doc Num Due Date Amount
AR005779 05/19/18 $78,920.00
AR005838 06/14/18 $77,890.00
AR005893 07/05/18 $85,880.00

## COLLECTION ACTIVITY MAINTENANCE

Form ID: (CW.CM.30.01)

The **Collections Activity Maintenance** form is used to create individual Collection Activities for any type of Collections activity including, Collection Task, Collection Phone Call, Collection Note, and Collection Email. The Collection Activities including, Collection Phone Calls, Collection Tasks, Collection Notes, and Collection Emails are separate from the Acumatica Activities and provide greater flexibility and focus on collection management activities.

| Buttons | Icon | Description |
| --- | --- | --- |
| **Add** | | Add a new Activity |
| **Cancel** | | Cancel Activity |
| **Clipboard** | | The Copy/Paste Icon is not currently used with the Collection Activity Maintenance Screen. |
| **First** | | Displays the first activity. |
| **Previous** | | Displays the previous activity. |
| **Next** | | Displays the next activity. |
| **Last** | | Displays the last activity. |
| **SELECT SOURCE** | | For Email Activities, Select the Collections Notification Template to be used as a default. Once populated, the information can be modified as needed. |
| **SEND** | | Sends the Collections Email Activity. Will include an invoice attachment if Related Documents are selected. |
| **Parameters** | | Navigates back to the select document in the RELATED DOCS tab. By default, it will navigate to the first document in the list. |
| **Delete** | | Delete Activity Record. |
| **COMPLETE** | | Changes the status of the selected activity to *Completed*. |
| **COMPLETE & FOLLOW UP** | | Changes the status of the selected activity to *Completed* and opens up a new Activity. If there are documents selected on the **Related Docs** tab of the original activity, a box will pop up with the question "Would you like to copy OPEN Related Docs to new Activity?"<br>YES – All Open Invoices selected on the original activity will get selected on the New Activity<br>NO- No Open Invoices will get selected for the new Activity.<br>All other information will be copied to the new activity and modified as needed. |

## Collections Activity Maintenance Detail Tab

On this tab, you specify the details of the Activity.

| Column | Description |
|---|---|
| **Activity Type** | Select one of the four Activity Types: Collections Task, Collections Phone Call, Collections Note, or Collections Email. Based on the Selection, additional fields will display. |
| **Owner** | Activity Owner defaults to the current user and can be changed if needed. |
| **Category** | Select the Category for the Activity. The Category lists are pulled from the Acumatica Event and Task Categories Form: (EP.20.40.40). Additional Categories can be added or modified as needed. |
| **To:** | The recipient of the email. This field will only display when the Activity Type **Email Collections Activity** is selected. |
| **CC:** | Additional recipients of the email to be carbon copied. This field will only display when the Activity Type **Email Collections Activity** is selected. |
| **BCC:** | Additional recipients of the email to be blind carbon copied. This field will only display when the Activity Type **Email Collections Activity** is selected. |
| **Subject** | The subject of the Collections Management Activity. |
| **Customer** | The customer with which this activity is associated. |
| **Contact** | The contact with which this activity is associated. Based on the customer selected, a list of associated contacts will display. |
| **Is Private** | For reporting purposes only. |
| **Start Date** | The start date for the activity. |
| **Due Date:** | The date when the task is expected or required to be completed. |
| **Phone to Call:** | Phone call number for the Contact. Will default based on the Contact selected and a phone number that exists for the Contact. This field will only display when the Activity Type **Phone Collections Activity** is selected. |
| **Completed Date:** | The date the Activity is completed or closed. |
| **Activity Body:** | For individual activities, type the information for the activity. For Activities created automatically by Customer Collection Plans, the body will be filled out based on the Plan template selections and step launched. |

## Collections Activity Maintenance RELATED DOCS tab

On this tab, you can select individual documents you would like to associate with the activity. The documents listed will attach an invoice (based on the default invoice selected in the Collections Preferences Form) to the Email if the activity is a Collections Email Activity.

| Buttons | Icon | Description |
|---|---|---|
| **Add** | | Add a new document |
| **Delete** | | Delete the selected document from the list. |

| Element | Description |
|---|---|
| **Type** | Document Type |
| **Reference Nbr.** | Reference number for the document. |
| **BranchID** | BranchID associated with the document. |
| **Due Date** | Document due date. |
| **Past Due** | The number of days past the document's due date. |
| **Days Old** | The number of days past the current system date. |
| **Doc Bal** | The current balance of the document. |
| **Orig Doc Amt** | The original amount of the document. |
| **Description** | The main description of the document. |
| **Status** | The status of the document. |
| **Project ID** | The project ID associated with the document. |

A customer must be selected on the DETAILS tab to select documents.

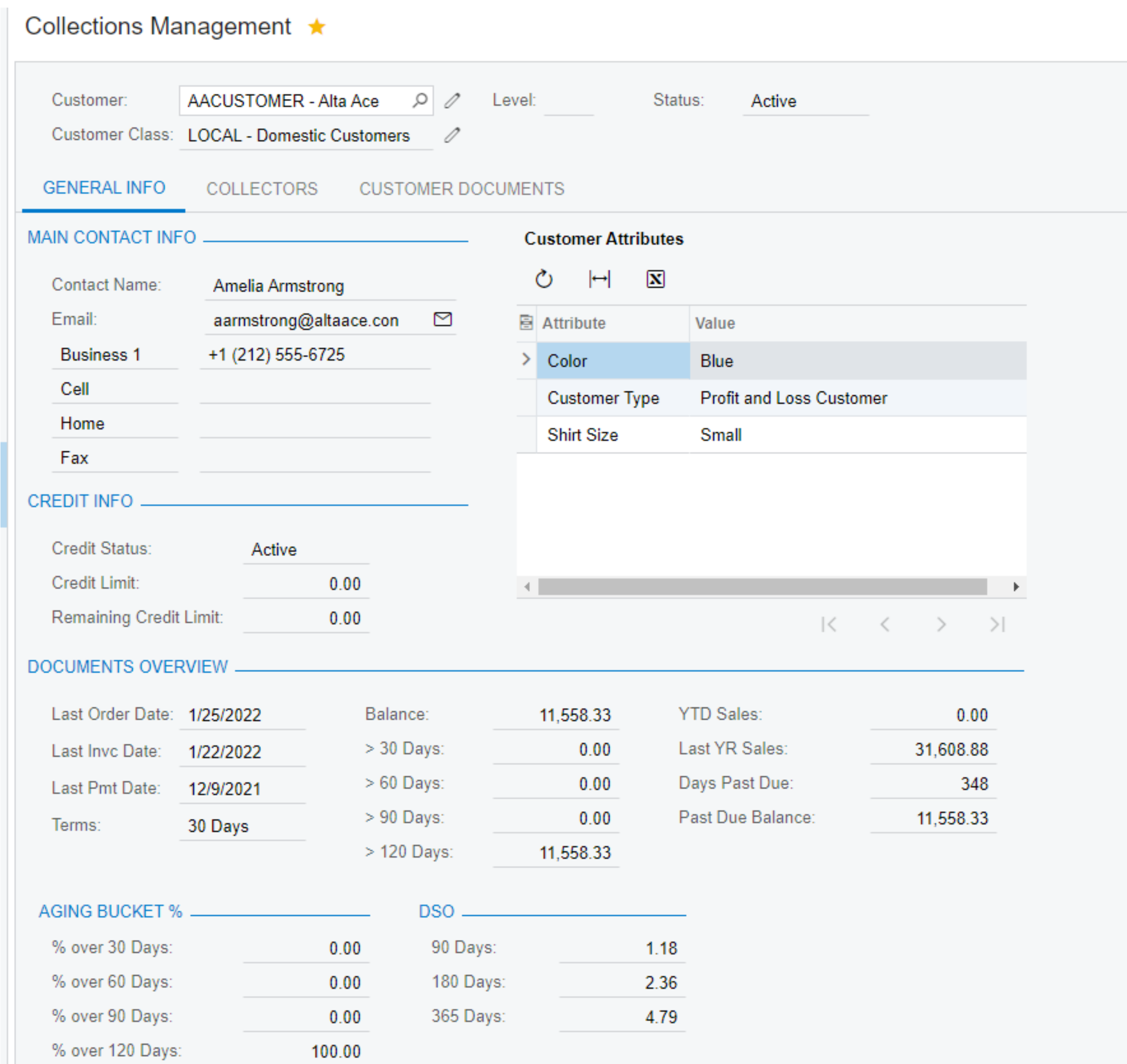
## Collections Management

Form ID: (CW.CM.40.01)

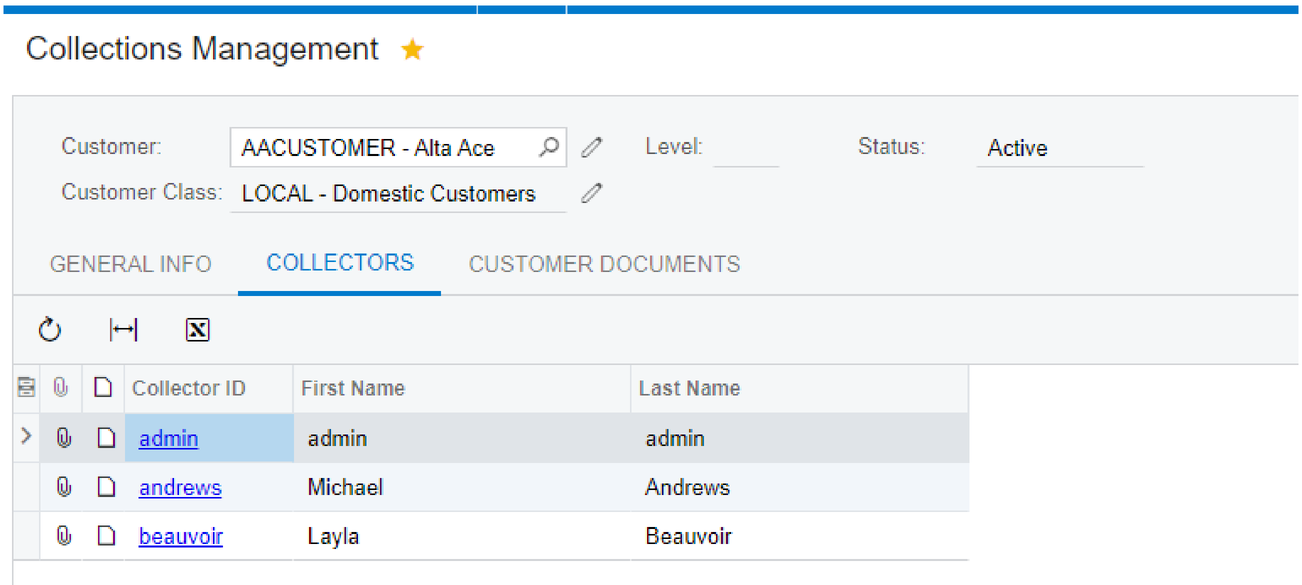
The **Collections Management** form is the primary form for viewing overdue invoices, collection activities and creating new collection activities, and associating the activities with specific documents. The tabs of information – **General Info, Collectors, and Customer Documents** – have been provided to provide a robust understanding of the customer that relates to the collection process.

The **General Info** tab provides the User with contact information, Customer Attributes from the Customer record, credit information, payment details, AR Aging Bucket Percentages, and DSO (Days Sales Outstanding).

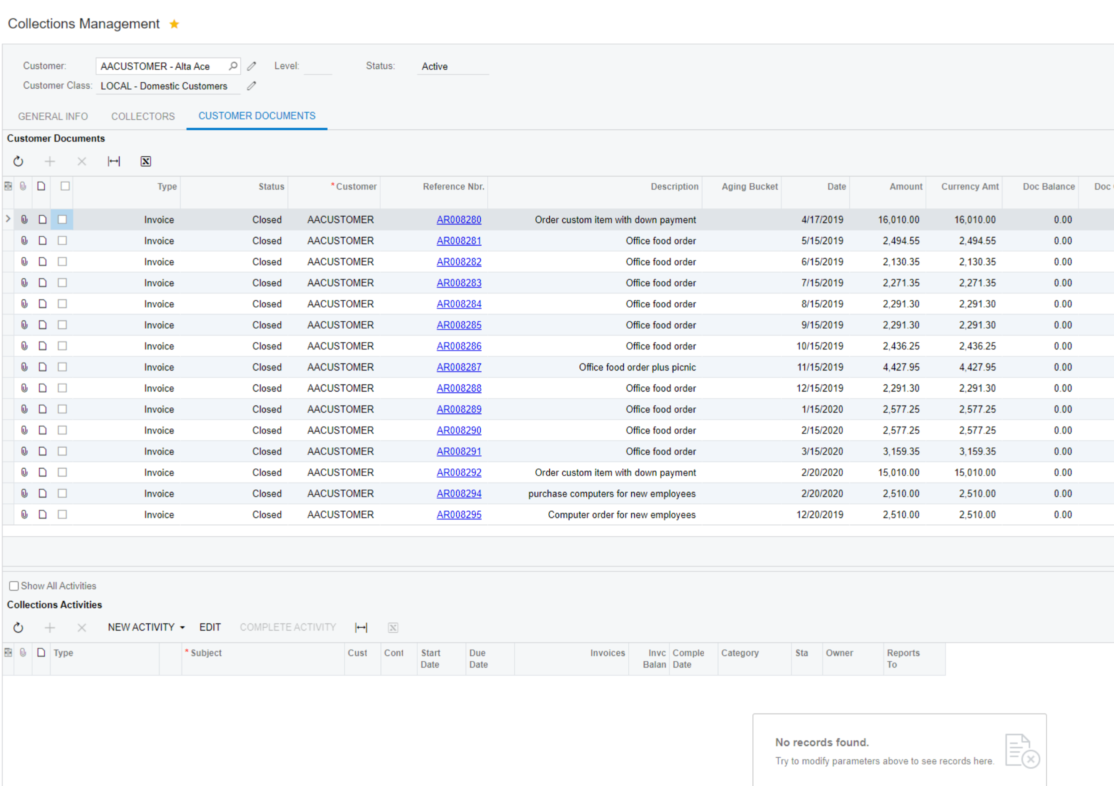
If a "Parent" Customer is selected, a checkbox called "Include Children" will appear. If the "Include Children" box is checked, then the Parent and All Children Documents and Activities can be displayed.



The **Collectors** tab of the **Collections Management** screen provides a detailed list of the Collectors assigned to the selected Customer record.




The **Customer Documents** tab of the **Collections Management** screen provides a detailed list of all of the AR documents and the Collections Activities associated with the selected Customer record.



**Summary Area**

The Summary area provides an overview of the current customer.

| Element | Description |
| --- | --- |
| **Customer** | Customer |
| **Customer Class** | The class that the Customer has been assigned to. |
| **Level** | C indicates that the account is a Child<br>P indicates that the account is a Parent<br>Blank/Empty indicates that the account is neither a Child nor a Parent |
| **Status** | Customer Status |
| **Include Children** | If a "Parent" Customer is selected, and this box is checked, then the Parent and All Children Documents and Activities can be displayed. |

## General Info Area

The General Info Area provides an overview of the contact and AR financial metrics related to the customer selected. If the Customer is a "Parent" Customer and the **Include Children** Box is checked, financial metrics for the parent and all children will be displayed.

| Element | Description |
| --- | --- |
| **Main Contact Info** | Contact information for the Contact on the Customer record designated as the main contact for collections |
| **Customer Attributes** | Displays attributes that have been configured on the Customer record |
| **Credit Status** | Status is pulled from the Customer record |
| **Credit Limit** | Limits are pulled from the Customer record. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child limits. |
| **Remaining Credit Limit** | The limit is pulled from the Customer record. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child limits and documents. |
| **Last Order Date** | Date of last Sales Order for the selected customer. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **Last Invc. Date** | Date of the last Invoice for the selected customer. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |

| | |
|---|---|
| **Last Pmt Date** | Date of the last document payment date for the selected customer. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **Balance** | The current balance of the document. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **X Days** | Aging Buckets for Outstanding Invoices. The X days are pulled from Aging Bucket 1 of the Preferences Tab. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **X Days** | Aging Buckets for Outstanding Invoices. The X days are pulled from Aging Bucket 2 of the Preferences Tab. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **X Days** | Aging Buckets for Outstanding Invoices. The X days are pulled from Aging Bucket 3 of the Preferences Tab. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **X Days** | Aging Buckets for Outstanding Invoices. The X days are pulled from Aging Bucket 4 of the Preferences Tab. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **YTD Sales** | Total Invoice Sales for the current year. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **Last YR Sales** | Total Invoice Sales for the previous year. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **Terms** | Customer Payment Terms. |
| **Days Past Due** | The number of days past due for the oldest Customer Document. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **Past Due Balance** | Total balance for all overdue Customer documents. For Parent Customers with the **Include Children** box checked, the field will consider all parent and child documents. |
| **Average Days to Pay** | The field is calculated by the following: (Payment Date – Invoice Date)/Total Number of Closed Invoices for the Customer |

## Collectors Area

The Collectors Area provides a detailed list of the Collectors assigned to the selected Customer record.

| **Element** | **Description** |
|---|---|
| **Files** | Attach a file(s) to the invoice. Please note, attaching the file to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Notes** | Attach a note to the activity row. Please note, attaching the Note to the Document in the Collections Management Screen, will also attach it to the Document in Invoice & Memos Form. |
| **Selected** | Select the Document or Documents to associate with a Collector |
| **Collector ID** | The ID assigned to the Collector during the Collector setup process |
| **First Name** | First name of the selected Collector |
| **Last Name** | Last name of the selected Collector |

## Customer Documents Area

The Customer Documents Area provides a list of all documents related to the customer selected, and different filters can be created to view different lists. The grid only displays Open Invoices, Payments, and Prepayments. The selection field allows the user to select specific invoices to tie to a new activity they create. If the Customer is a "Parent" Customer and the **Include Children** Box is checked, documents for the parent and all children will be listed.

| **Element** | **Description** |
|---|---|
| **Files** | Attach a file(s) to the invoice. Please note, attaching the file to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Notes** | Attach a note to the activity row. Please note, attaching the Note to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Selected** | Select the Document or Documents to associate with a New Activity or to display the existing associated Activities with the selected Documents. For a new Activity, the selected documents will also be included on the **RELATED DOCS** of the **Collections Activity Maintenance** Form ID: (CW.CM.30.01). Only Open Invoices are available for selecting to create and link to new activities. |

| | |
|---|---|
| **Type** | Select one of the four Activity Types. Collections Task, Collections Phone Call, Collections Note, Collections Email. Based on the Selection additional fields will display. |
| **Status** | Document Status. |
| **Reference Nbr.** | Document Number |
| **Date** | Document Date |
| **DocBal** | Document Balance |
| **Amount** | Original Document Amount |
| **Due Date** | Document Due Date |
| **Project** | Project associated with the Document. |
| **Branch** | Main Branch associated with the Document. |

## Collection Activities Area

Based on the highlighted invoices, the associated activities will display in the Collections Activities Area. To view all Activities for the Customer (including activities that are not associated with an invoice), select the **Show All Activities** Button. Activities can be created that are not tied to an Invoice. Note: If the Customer is a "Parent" Customer and the **Include Children** Box is checked, activities for the parent and all children can be listed.

| Buttons | Icon | Description |
|---|---|---|
| **Show All Activities** | | To view all Activities for the Customer (including activities that are not associated with an invoice), select the **Show All Activities** Button. |
| **Refresh** | | Refresh Data in the Table. |
| **Add** | | Add a new Activity. |
| **Delete** | | Deletes selected Activity |
| **NEW ACTIVITY** | | Select one of the four collection activity types and launch the Collections Activity Maintenance Screen. If invoices were selected in the **Customer Documents** Area, they will automatically be included in the **RELATED DOCS** Tab |
| **EDIT** | | Edit an existing Activity. |
| **COMPLETE ACTIVITY** | | Complete/Close an open Activity. |

| | | |
|---|---|---|
| **Filters** | | Opens the **Filter Settings** dialog box, which you can use to define a new filter. After the filter is created and saved, the corresponding tab appears on the table. For more information about filtering, see *Filters*.<br>It is recommended that you create a default filter called "**Open Invoices**", so the list is focused on Open Documents each time you open the Collections Management Screen. |

| Element | Description |
|---|---|
| **Files** | Attach a file(s) to the activity row. |
| **Notes** | Attach a note to the activity row. |
| **Type** | Collection Activity Type (Note, Phone Call, or Email). |
| **Class Icon** | Collection Activity Icon. |
| **Subject** | Subject Line of the Activity. |
| **Customer ID** | Customer ID associated with the Activity. |
| **Customer Name** | Customer Name associated with the Activity. |
| **Contact** | Contact selected for the Activity. The contacts will be associated with the Customer Record. |
| **Collector** | Displays the Collector associated with the Customer. If the Customer has multiple Collectors assigned to it, then the system will display the first Collector assigned to the Customer (based on the earliest creation date). |
| **Start Date** | Start Date of the Activity. |
| **Due Date** | Due Date of the Activity. |
| **Invoices** | List of documents that were associated with the Activity. All documents will display in the same column. |
| **Inv. Balances** | The total documents that were associated with the Activity. For example, if Invoice 12345 and Invoice 4567, with balances of $5,000 and $2,000 respectively, were originally associated with this activity, the amount that will be shown in this field is the combination of all documents. In this example, $7,000. |
| **Completed Date** | Date the Activity was Completed/Closed. |
| **Category** | The Category originally selected for the Activity. The Category lists were pulled from the Acumatica Event and Task Categories Form: (EP.20.40.40). Additional Categories can be added or modified as needed. |
| **Status** | Status of the Activity. |

| | |
|---|---|
| **Owner** | Owner of the Activity. |
| **Reports To** | The Owner of the Activity's supervisor/manager. The field is pulled from the Employee (EP.20.30.00) record (tied to the Activity owner) and **Reports to** the field. By adding this field to the main Collections Activity Table, Reports, Generic Inquiries, and Dashboards can be easily created for a Manager's Collection Team. |

## Collections Activity List

Form ID: (CW.CM.40.00)

The Collections Activity List displays all Collection Activities. If there are associated documents (invoices) to the activity, the documents will display in the **Documents Tied to Activity**

**Summary Area**

| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refresh Data in the Table. |
| **Cancel** | | Cancel Activity. |
| **Parameters** | | Navigates to the selected activity and allows the user to edit the activity if open. |
| **NEW ACTIVITY** | | Select one of the four collection activity types and launches the Collections Activity Maintenance Screen. If invoices were selected in the Customer Documents Area, they will automatically be included in the **RELATED DOCS** Tab. |
| **COMPLETE ACTIVITY** | | This action will complete/close the selected Activity. |
| **OPEN COLLECTIONS** | | This action will open the Collections Management Form (CW.CM.40.01) for the Customer associated with the Activity. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP User Guide. |
| **Filter Settings** | | Opens the **Filter Settings** dialog box, which you can use to define a new filter. After the filter is created and saved, the corresponding tab appears on the table. For more information about filtering, see *Filters*. |

| Element | Description |
|---|---|
| **Files** | Attach a file(s) to the activity row. |
| **Notes** | Attach a note to the activity row. |
| **Type** | Collection Activity Type (Note, Phone Call, or Email). |

| | |
|---|---|
| **Class Icon** | Collection Activity Icon. |
| **Subject** | The Subject Line of the Activity. |
| **Customer** | The Customer Associated with the Activity. |
| **Contact** | The Contact selected for the Activity. The contacts will be associated with the Customer Record. |
| **Start Date** | The Start Date of the Activity. |
| **Due Date** | The Due Date of the Activity. |
| **Invoices** | List of documents that were associated with the Activity. All documents will display in the same column. |
| **Inv. Balances** | The total of the documents that were associated with the Activity. For example, if Invoice 12345 and Invoice 4567, with balances of $5,000 and $2,000 respectively, were originally associated with this activity, the amount that will be shown in this field is the combination of all documents. In this example, $7,000. |
| **Completed Date** | The date the Activity was Completed/Closed. |
| **Category** | The Category originally selected for the Activity. The Category lists were pulled from the Acumatica Event and Task Categories Form: (EP.20.40.40). Additional Categories can be added or modified as needed. |
| **Status** | The Status of the Activity. |
| **Owner** | The Owner of the Activity. |
| **Reports To** | The Owner of the Activity's supervisor/manager. The field is pulled from the Employee (EP.20.30.00) record (tied to the Activity owner) and **Reports to** the field. By adding this field to the main Collections Activity Table, Reports, Generic Inquiries, and Dashboards can be easily created for a Manager's Collection Team. |

**Documents Tied to Activity Area**

| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refresh Data in the Table. |
| **Add** | | Add a new Activity. |
| **Delete** | | Deletes selected Activity |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP User Guide. |

| Element | Description |
|---|---|
| **Files** | Attaches a file(s) to the invoice. Please note, attaching the file to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Notes** | Attaches a note to the activity row. Please note, attaching the Note to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Type** | Select one of the four Activity Types: Collections Task, Collections Phone Call, Collections Note, or Collections Email. Based on the Selection additional fields will display. |
| **Reference Nbr.** | Document Number. |
| **BranchID** | Main Branch associated with the Document. |
| **Due Date** | Document Due Date |
| **Past Due** | The number of days past the document's due date. |
| **Days Old** | The number of days past the current system date. |
| **DocBal** | Document Balance |
| **Orig Doc Amt** | Original Document Amount |
| **Description** | Document Description |
| **Status** | Document Status. |
| **ProjectID** | Project associated with the Document. |

# COLLECTION MANAGEMENT PROCESSES

## Run Collection Plans

Form ID: (CW.CM.50.01)

Use this screen, **Run Collection Plans**, to prepare a list of Collection Activities based on the Collection Plan Selected and the due dates of the documents. By entering the “Plan” and “Run as User” and pressing the **CALCULATE PLAN** button, a list of Activities will be presented. The Activities can be modified, or additional Activities added. Once the list is ready, press the **EXECUTE PLAN** button and the Activities in the list will be created.

The plan calculation process will not generate any new activities if the last step is executed for a given customer and the plan is equal to the newly 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.

**Summary Area**

| Buttons | Icon | Description |
|---|---|---|
| **Save** | | Saves the Collection Plan selections. |
| **Refresh** | | Refreshes Data in the Table. |
| **Add** | | Adds a new Run Collection Plan. |
| **Delete** | | Deletes selected Run Collection Plan |
| **Clipboard** | | Copy/Paste a previous Run Collection Plan list. |
| **First** | | Displays the first Run Collection Plan. |
| **Previous** | | Displays the Run Collection Plan. |
| **Next** | | Displays the Run Collection Plan. |
| **Last** | | Displays the Run Collection Plan. |
| **CALCULATE PLAN** | | Based on the Collection Plan Selected and the Run as User Selected, the suggested activities are created. The activities can be modified, or deleted, or additional activities can be manually added. |
| **EXECUTE PLAN** | | Based on the Activities created (by the Collection Plan) and any changes to the activities, this action will execute and create all activities, attach the invoices, etc. listed in the second section or Activity List. |

| Element | Description |
|---|---|
| **PlanRefNbr** | Created based on the Numbering Sequencing setup and entered in the Collections Preferences Screen. |
| **Plan** | The Collection Plan Name |
| **Run as User** | The user will default to the current user; however, if you would like to create activities and assign them to another user, you can change the user in this field, and the created Activities "Owner" will be the Run as User. |
| **Delete Selected Lines** | Provides the ability to mass delete details for the line(s) selected |
| **Summary** | This Section provides a summary list of the number of Closed Emails, follow-up tasks, Closed Notes, and Follow up Phone Calls that will be created with the Execute Plan process. |

**Activity Creation List**

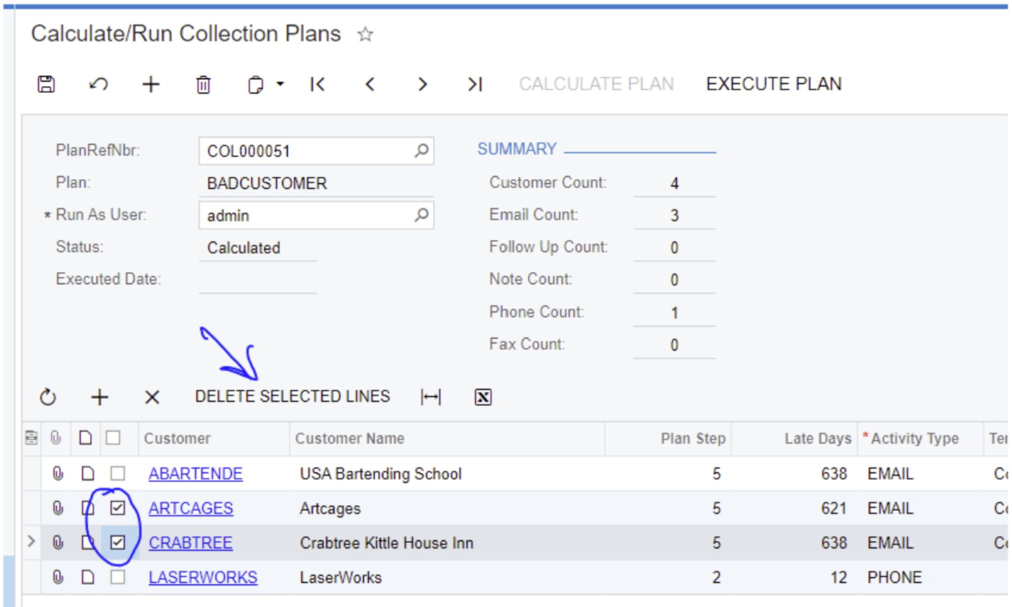
By entering the "Plan" and "Run as User" and pressing the **CALCULATE PLAN** button, a list of Activities will be presented. The Activities can be modified or additional Activities can be added. Once the list is ready, press the **EXECUTE PLAN** button and the Activities in the list will be created.

| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refreshes Data in the Table. |
| **Add** | | Adds a new Run Collection Plan. |
| **Delete** | | Deletes selected Run Collection Plan |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see *Integration with Excel* in the Acumatica ERP User Guide. |

| Element | Description |
|---|---|
| **Customer** | The Activity will get created for this Customer. |
| **Plan Step** | The Plan Step that caused the creation of this Activity. |
| **Late Days** | The number of days late from the Due date of the Invoice. |
| **Activity Type** | The type of Activity that will get created for this line. |

| | |
|---|---|
| **Template** | For Email Activities, this is the email Format that will get used for the email subject, content, and related documents to attach, etc. Note: The Contact Recipients for the email will be pulled from the settings on the **COLLECTIONS RECIPIENTS** Tab of the **Customer Master** Form (AR.30.30.00). See Section **Changes in Standard Acumatica Forms** – **Activity Recipients**, in this Collections Manager User Manual, for additional details on how to define the Activity Recipients. This field will only include data for Email Activities. |
| **Report** | The Report defined in the Customer Plan Step. This is the report format that will be used for the Email Attachment. This field will only include data for Email Activities. |
| **Note (Activity Subject)** | For FUP Phone Calls, FUP Tasks, and Closed Notes, the Note description will populate the Subject of the Activity and the Customer Plan Name will populate the Body of the activity that is created with the execution of the Customer Plan. For Email Activities, this field will be blank since the Email Template will be used for the Email information. |
| **FUP Days** | For FUP Phone Calls and FUP Tasks, this is the number of days pulled from the Customer Plan Step. The system will create an open Activity with an Activity Due Date. For example, if the Customer Plan Step FUP days are 5, then the open activity will have a due date of the current system date plus 5 days. Since Email and Note Activities are automatically completed/closed with the Run Collections Plan process, the Due Date is not needed. |
| **Email To** | The Email Recipients for the Email Activity. The email recipients will be pulled from the settings on the COLLECTIONS RECIPIENTS Tab of the **Customer Master** Form (AR.30.30.00). See Section **Changes in Standard Acumatica Forms** – **Activity Recipients**, in this Collections Manager User Manual, for additional details on how to define the Activity Recipients. This field will only include data for Email Activities. |
| **Activity Subject** | For Phone Calls, Tasks, and Notes, the Subject will display the Subject of the Customer Plan Step. For Email Activities, the Activity Subject will get pulled from the Email Template |
| **Executed Date** | The date the Activity is created. |

The user also can mass delete details in **Calculate/Run Collections Plans** form by selecting the appropriate row(s) to be removed and hit the **Delete Selected Lines** button.


Calculate/Run Collection Plans
CALCULATE PLAN
EXECUTE PLAN
PlanRefNbr: COL000051
Plan: BADCUSTOMER
Run As User: admin
Status: Calculated
Executed Date:
SUMMARY
Customer Count: 4
Email Count: 3
Follow Up Count: 0
Note Count: 0
Phone Count: 1
Fax Count: 0
DELETE SELECTED LINES
Customer
Customer Name
Plan Step
Late Days
Activity Type
ABARTENDE
USA Bartending School
5
638
EMAIL
ARTCAGES
Artcages
5
621
EMAIL
CRABTREE
Crabtree Kittle House Inn
5
638
EMAIL
LASERWORKS
LaserWorks
2
12
PHONE

As part of the **Calculate/Run Collection** Plans process, the system operates as follows:

- When you **Calculate Plan** the system utilizes the oldest overdue invoice to define which collections step to apply within the associated **Collections Plan**
- As part of the generated activity, it will include all of the overdue invoices in the activity and not just the invoice that triggered the applicable collections activity
- When you **Execute Plan** the system will automatically complete the associated collections activities that were selected by the User

To automate the **Calculate/Run Collections Plans** functionality, the **Collections Management** module also includes the **Schedule Plan Calculation** screen so that the User can define the frequency for when Collection Plans should be processed (details are provided below in the **Schedule Plan Calculation** section). The objective is to run both of these processes regularly so that as Customer invoices age over time, they continue to fall within the various collection plan steps that have been defined.

## Customer Plan Execution Maintenance (CW.CM.20.05)

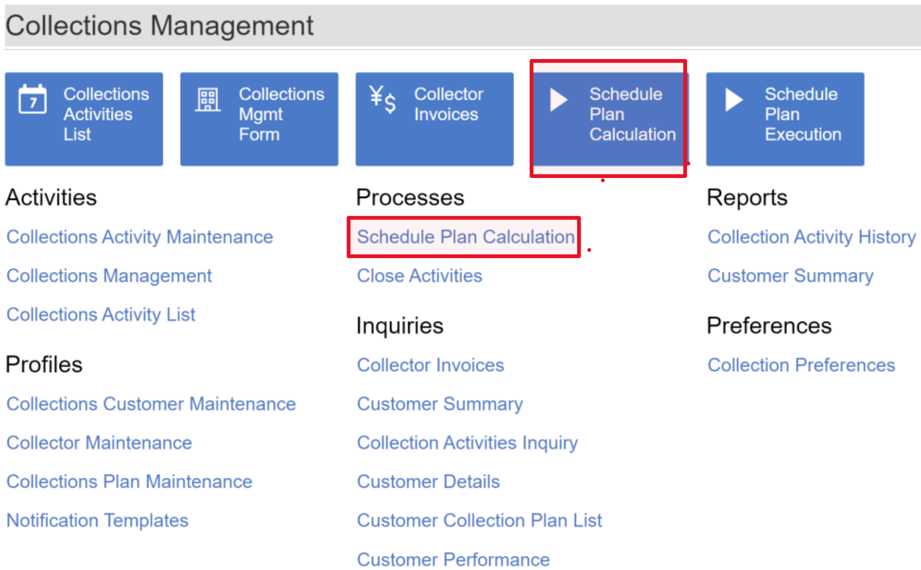
This screen holds the information about the last executed step for a given Customer/Plan. Records in this screen are inserted/updated by the Plan Execution process. Inserting or deleting records is disabled to prevent any malfunction. Updates are only allowed for the LastExecuted step in case a calculation reset is needed. It is highly recommended that access to this screen is limited to admin or consultant users who are configuring the system.

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 |

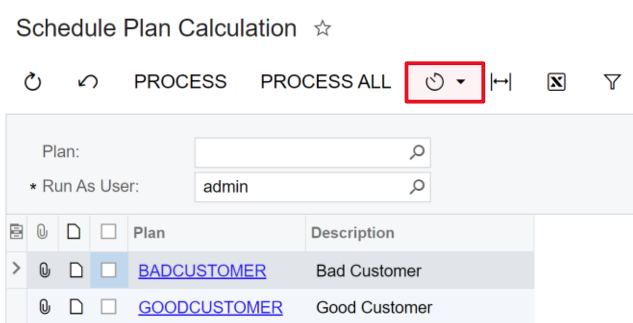
## Schedule Collection Plan Calculation

The Collections Management module provides the ability to schedule the collection plan calculation utilizing the standard scheduling functionality built into Acumatica. To begin the process from the Collections Management homepage, select **Schedule Plan Calculation** tile in the header ribbon or from the Processes section of the menu.



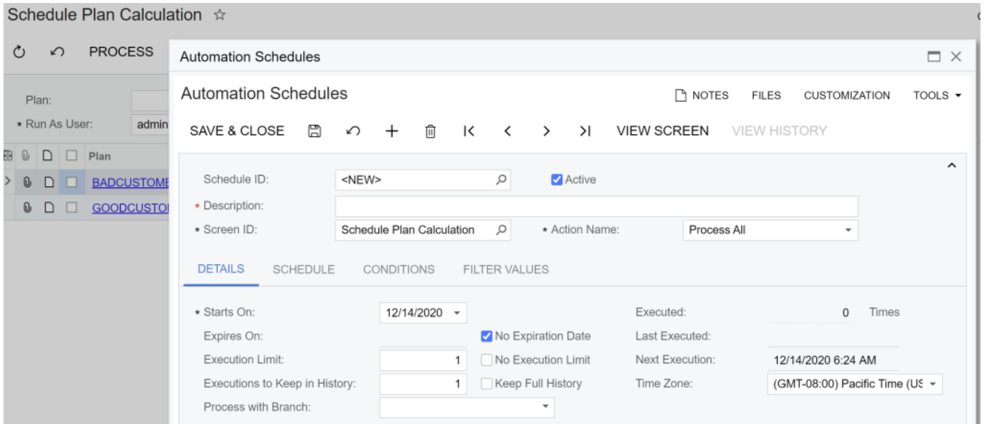

**Schedule Plan Calculation**
Form ID: (CW.CM.50.01)

The **Schedule Plan Calculation** window allows you to select one or multiple Collections Plans that have been defined and either process those plans or schedule the processing of those plans at a later date/time via the standard Acumatica **Schedules** icon shown below.




**Automation Schedules**
Form ID: (SM.20.50.20)

Selecting the **Schedules** icon opens the standard Acumatica **Automation Schedules** window which provides the ability to specify the frequency of when the collection plans should be calculated, and the **Activity List** be updated with collections-related activities.




| Buttons | Icon | Description |
|---|---|---|
| **Schedules** | | Gives you the ability to schedule the processing. For more information, see the *To Schedule Processing* topic in the Acumatica ERP User Guide. |

## Close Activities

Form ID: (CW.CM.50.00)

The **Close Activities** screen is used to remove all activities that have customer documents with zero balances. If an Activity is tied to more than one document, then all documents must have a zero balance before the activity will be automatically completed/closed. This screen can be manually processed for specific activities or by using the Acumatica Scheduling function, which can be scheduled to process automatically based on the schedule set up by the user.

| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refreshes Data in the Table. |
| **Cancel** | | Cancels selection |
| **Add** | | The Add button in the **Closed Activities** is currently not used. |
| **Delete** | | The Delete button in the **Closed Activities** is currently not used. |
| **PROCESS** | | Closes Selected Activities for Activities that have associated Documents with a zero balance. |
| **PROCESS ALL** | | Closes all activities with associated Documents that have a zero balance. |
| **Schedules** | | Gives you the ability to schedule the processing. For more information, see the *To Schedule Processing* topic in the Acumatica ERP User Guide. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see Integration with Excel in the Acumatica ERP User Guide. |

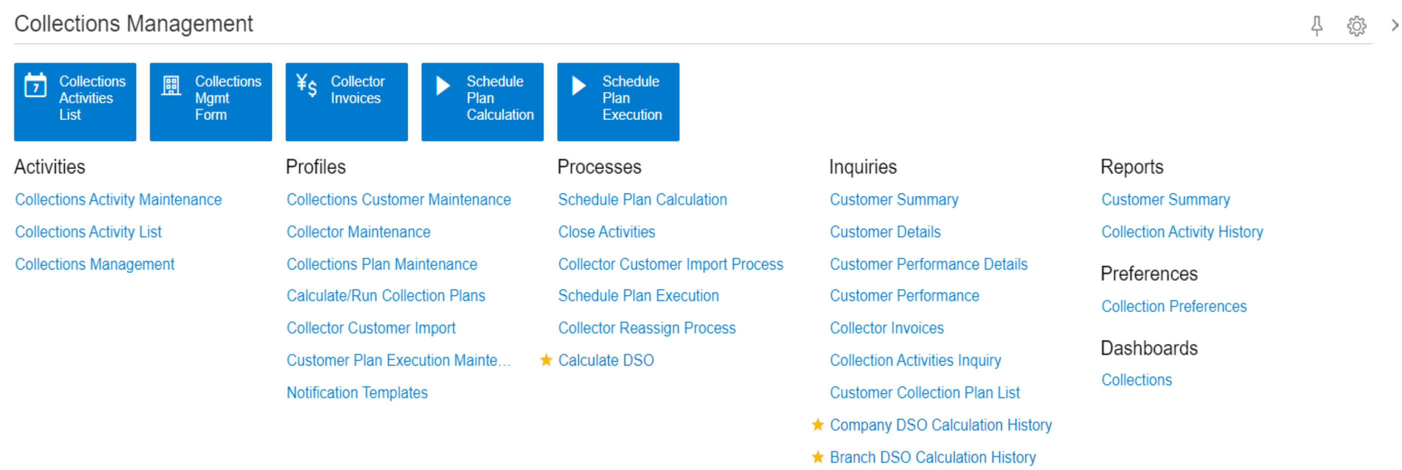
| Element | Description |
|---|---|
| **Files** | Attach a file(s) to the invoice. Please note, attaching the file to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Notes** | Attach a note to the activity row. Please note attaching the Note to the Document in the Collections Management Screen will also attach it to the Document in Invoice & Memos Form. |
| **Select** | Select the specific Activities to Complete/Close. |
| **Type** | Type of Collection Activity: Collections Task, Collections Phone Call, Collections Note, or Collections Email. |
| **Type Icon** | Icon for the Collection Activity. |
| **Subject** | The Subject Activity. |
| **Customer** | The Customer associated with the Activity. |
| **Contact** | The Contact for the Customer. |
| **Start Date** | The Start Date of the Activity. |
| **Due Date** | The Due Date of the Activity. |
| **Invoices** | List of documents that were associated with the Activity. All documents will display in the same column. |
| **Inv. Balances** | The total of the documents that were associated with the Activity. For example, if Invoice 12345 and Invoice 4567, with balances of $5,000 and $2,000 respectively, were originally associated with this activity, the amount that will be shown in this field is the combination of all documents. In this example, $7,000. |
| **Category** | The Category originally selected for the Activity. The Category lists were pulled from the Acumatica Event and Task Categories Form: (EP.20.40.40). Additional Categories can be added or modified as needed. |
| **Owner** | The Owner of the Activity. |
| **Reports To** | The Owner of the Activity's supervisor/manager. The field is pulled from the Employee (EP.20.30.00) record (tied to the Activity owner) and **Reports to** the field. By adding this field to the main Collections Activity Table, Reports, Generic Inquiries, and Dashboards can be easily created for a Manager's Collection Team. |

## Calculate Days Sales Outstanding (DSO)

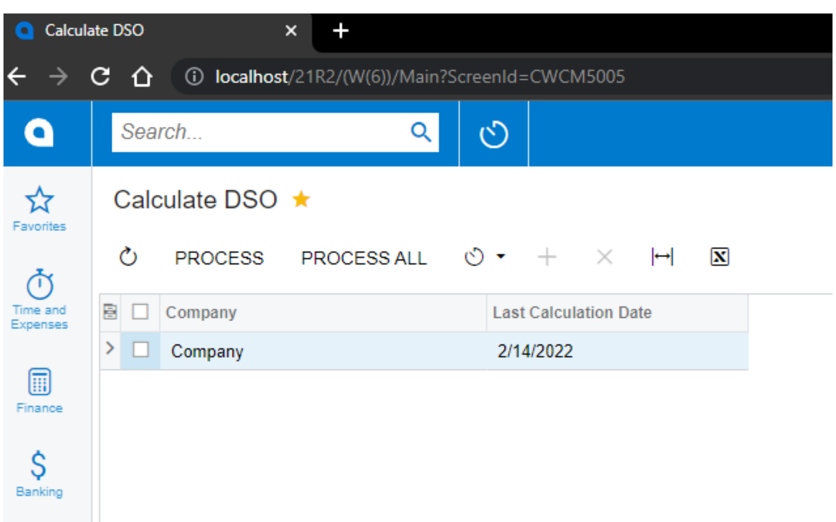
Form ID: (CW.CM.50.05)

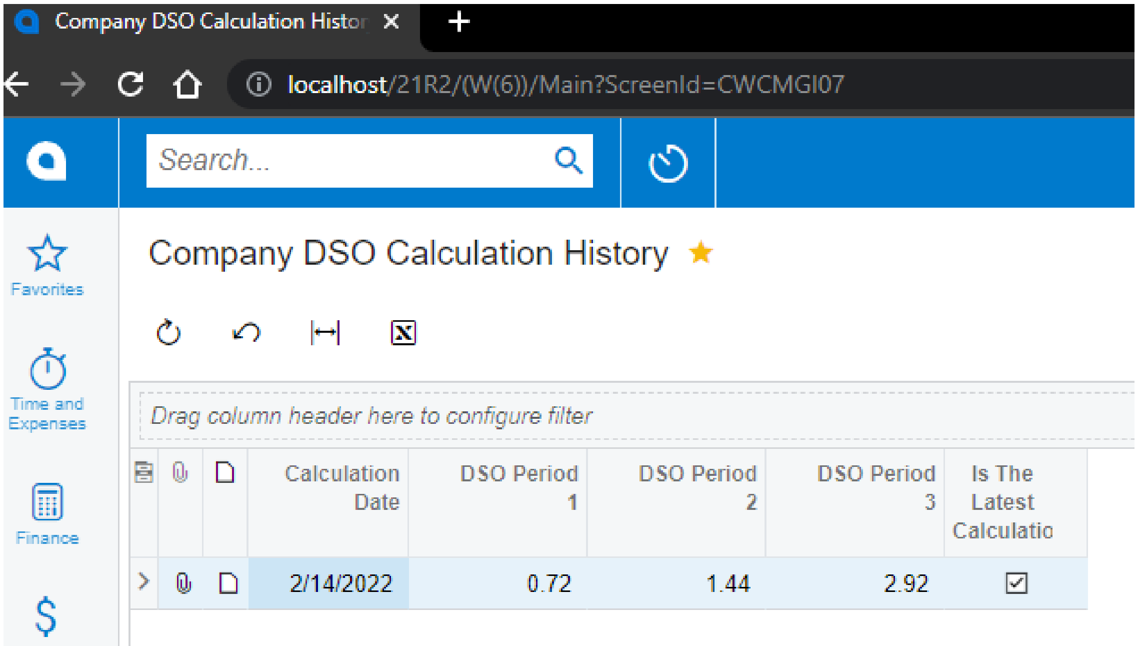
**Days Sales Outstanding (DSO)** is a measure of the average number of days that it takes for a company to collect payment after a sale has been made. The calculation of DSO involves dividing the Accounts Receivable balance by the revenue for the Period, which is then multiplied by 365 days.

A company-level DSO calculation can be manually run or scheduled at the direction of the User. A **Calculate DSO** process has been added to Collections Management as follows:

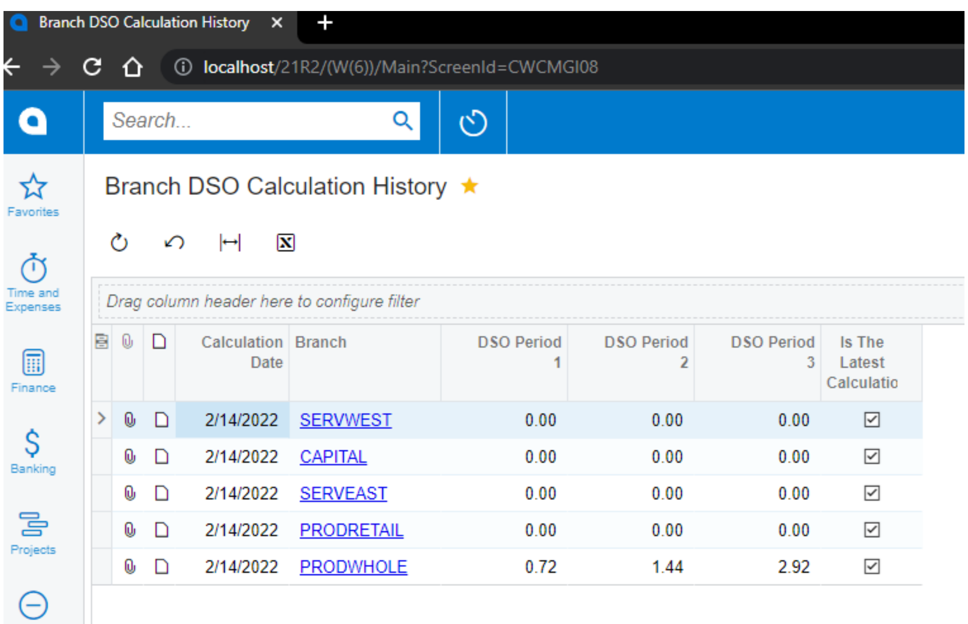



By selecting **Calculate DSO,** the User is taken to the screen below that only lists the current company that the user is logged into. It also shows when the last DSO calculation was performed. Executing the DSO process will calculate the DSO for the entire company AR and calculate it by Branch (if Branches are defined for the Company). Company-level can be quickly observed in the DSO dashboard tiles that are available or in the Company DSO Calculation History screen.

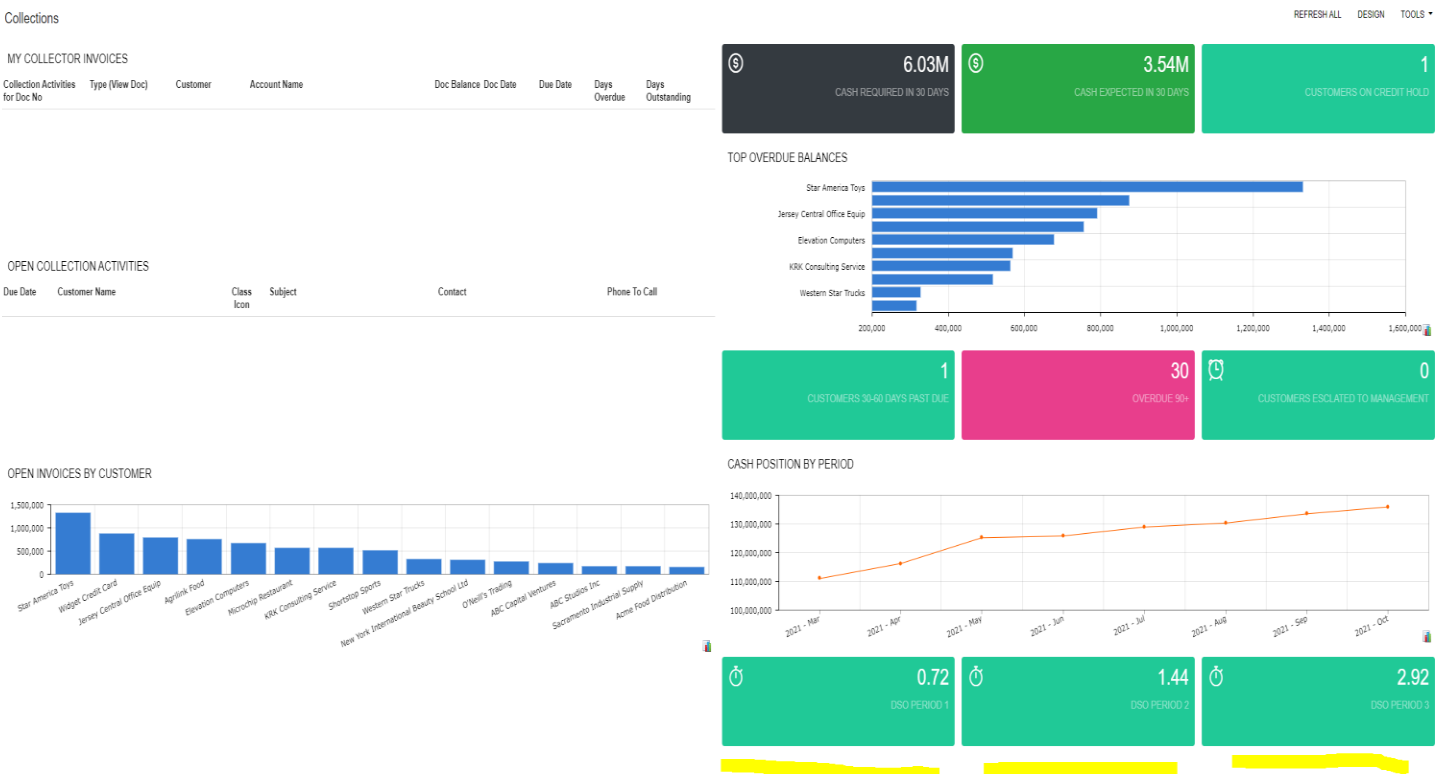





**The branch DSO Calculation History** screen utilizes a Generic Inquiry to populate the screen and list all the DSO calculations that have been performed. The most recent DSO calculation will be listed first followed by the rest of the historical calculations in date order (newest to oldest).



**DSO Dashboard Tiles** are available for each Period that utilize the **DSO Company Calculation History** Generic Inquiry to obtain the DSO values and filter by newest to oldest DSO calculation. As a result, the DSO Calculation must be run regularly (either manually or scheduled) so the latest results are presented to the User.



# CHANGES IN STANDARD ACUMATICA ERP FORMS

## Customer Master – Collection Activities Tab

The new tab **Collection Activities** has been added to the Customer Master Form ID: (AR.30.30.00) screen allowing the user to view specific or add new Collection Activities for that Customer. This tab is different than the Acumatica Activities Tab and specific to Collections Management only.

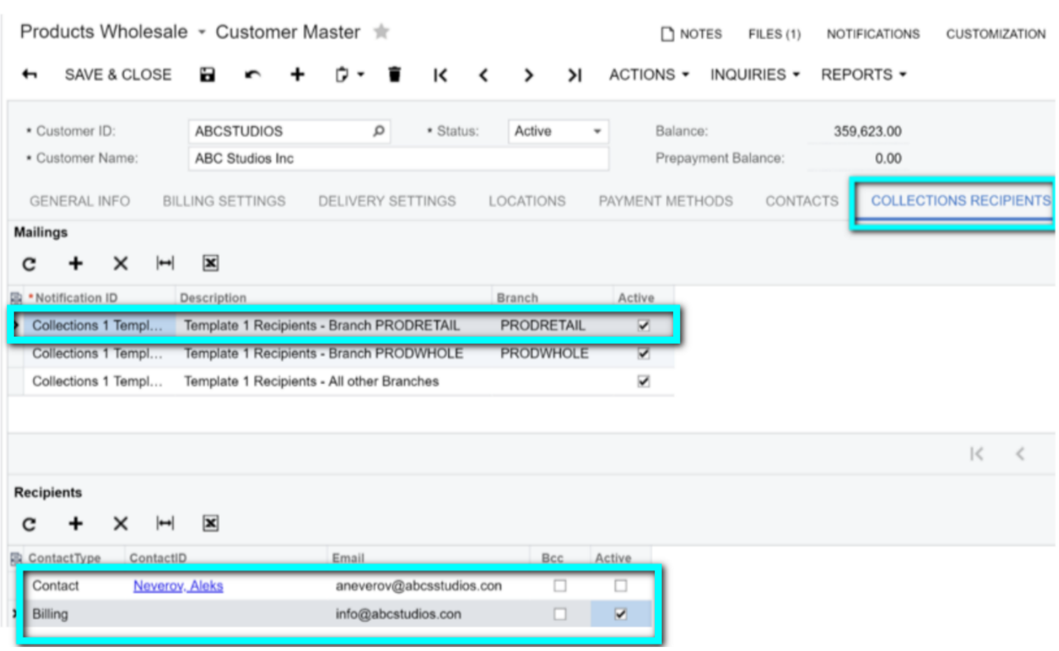
| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refreshes Data in the Table. |
| **NEW EMAIL** | | Adds a new Collection Email Activity for this Customer. |
| **NEW PHONE** | | Adds a new Collection Phone Call Activity for this Customer. |
| **NEW NOTE** | | Adds a new Collection Note Activity for this Customer. |
| **NEW TASK** | | Adds a new Collection Task Activity for this Customer. |
| **EDIT ACTIVITY** | | Edits an existing Activity for this Customer. |
| **COMPLETE** | | Completes/Closes an open Activity for this Customer. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see Integration with Excel in the Acumatica ERP User Guide. |

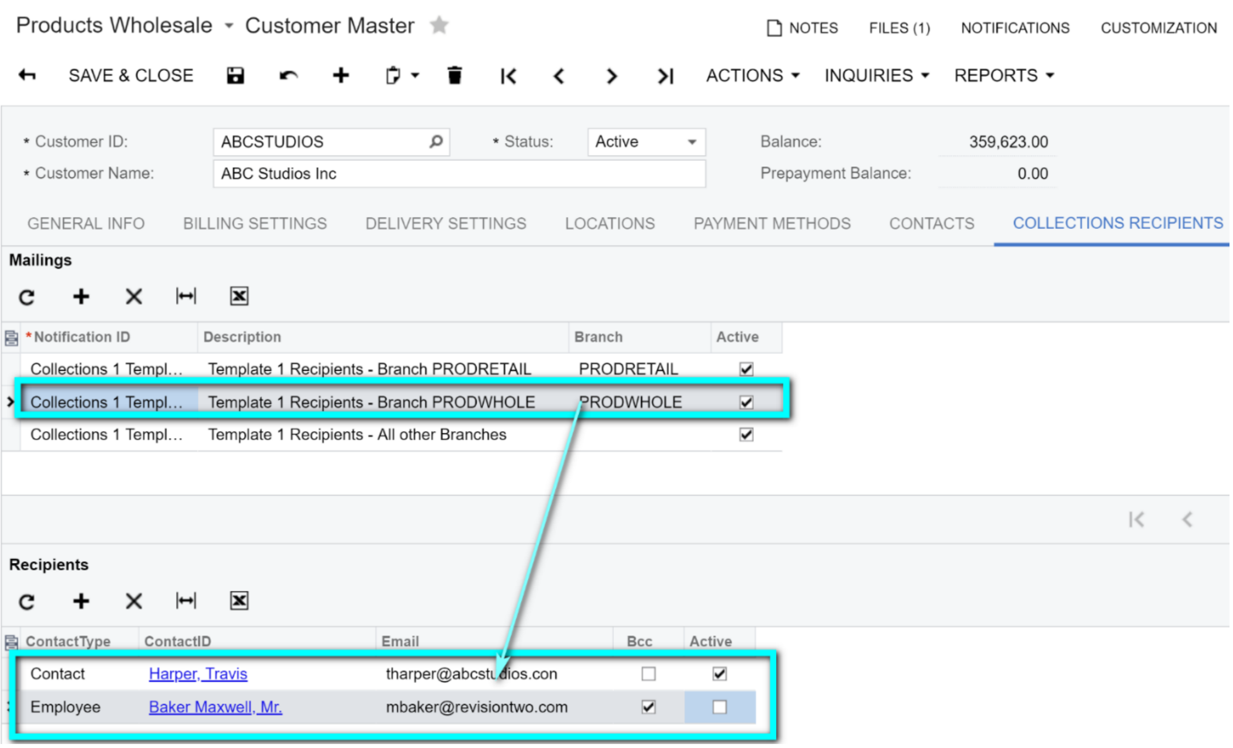
| Element | Description |
|---|---|
| **Files** | Attach a file(s) to the activity row. |
| **Notes** | Attach a note to the activity row. |
| **Type** | Collection Activity Type (Note, Phone Call, or Email). |
| **Class Icon** | Collection Activity Icon. |
| **Subject** | The Subject Line of the Activity. |
| **Customer** | The Customer Associated with the Activity. |
| **Contact** | The Contact selected for the Activity. The contacts will be associated with the Customer Record. |
| **Start Date** | The Start Date of the Activity. |
| **Due Date** | The Due Date of the Activity. |
| **Invoices** | List of documents that were associated with the Activity. All documents will display in the same column. |

| | |
|---|---|
| **Inv. Balances** | The total of the documents that were associated with the Activity. For example, if Invoice 12345 and Invoice 4567, with balances of $5,000 and $2,000 respectively, were originally associated with this activity, the amount that will be shown in this field is the combination of all documents. In this example, $7,000. |
| **Category** | The Category originally selected for the Activity. The Category lists were pulled from the Acumatica Event and Task Categories Form: (EP.20.40.40). Additional Categories can be added or modified as needed. |
| **Status** | The Status of the Activity. |
| **Created By** | The User that created the Activity. |

## Customer Master – Collection Recipients Tab

The new tab **Collection Recipients** has been added to the Customer Master Form ID: (AR.30.30.00) screen allowing the user to define the recipients for the Collection emails that will get created by the Collection Plan Run Processes. The following two screenshots display examples of how the recipients can be defined in multiple ways. The first screenshot – Row 1, displays the first Notification ID Settings and the associated Recipients. In the first screenshot, notice the first Contact does not have the Active box checked. In this case, only the Billing Contact (which is the 2nd Recipient Listed with the Active checkbox checked) will be included in the email. The second screenshot – Row 2, displays the section Notification ID Settings and the associated Recipients. In the second screenshot, notice the 2nd contact is an employee, and the bcc: is checked. In this case, the email will be sent to the contact with a blind carbon copy to the employee. This tab is different than the Acumatica Mail Settings tab and specific to Collections Management only.






**Mailings Section**

| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refreshes Data in the Table. |
| **Add** | | Adds a new Email Notification Template to associate with Email Recipients. |
| **Delete** | | Deletes the highlighted Email Notification Template. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see Integration with Excel in the Acumatica ERP User Guide. |

| Element | Description |
|---|---|
| **Notification ID** | Email Notification Template to associate with email Recipients. |
| **Description** | Enter a Description for the Email Template to associate with email Recipients. |
| **Branch** | When the Customer Plan is run and a Branch is entered in this field, the plan will attach invoices tied to that Branch and use the associated Recipients to include with the Email that is sent to the Customer. If the Plan does not find an associated Branch in the Mailing Settings (or the Branch is left blank), the Plan will include all invoices and use the recipients associated with the Collections Notification Template ID. |

| **Active** | If checked and the Plan Step includes the Notification ID Template and the document is for a specific Branch included in the Branch field of the Collection Recipients Mailings Row, then the Recipients associated with the Notification template will be used. If unchecked, the Customer Plans will ignore the recipients associated with the Mailing Notification ID. |
|---|---|

**Recipients Section**

| Buttons | Icon | Description |
|---|---|---|
| **Refresh** | | Refreshes Data in the Table. |
| **Add** | | Adds a new Email Recipients rows to the associated Email Notification Template. Multiple lines can be added to include multiple contacts or users as needed. |
| **Delete** | | Deletes Email Recipient row associated with Email Notification Template. Multiple lines can be added to include multiple contacts or users as needed. |
| **Export to Excel** | | Exports the data to an Excel file. For more information, see Integration with Excel in the Acumatica ERP User Guide. |

| Element | Description |
|---|---|
| **Contact Type** | Select the Contact Type to include with the Email<br><br>**Primary** – If selected, the Primary Contact and email address will auto-fill.<br><br>**Billing -** If selected, the Billing Contact and email address will auto-fill.<br><br>**Shipping** - If selected, the Default Shipping Contact and email address will auto-fill.<br><br>**Employee:** If Selected, enter a UserID in the ContactID Field and then the email address will auto-fill.<br><br>**Contact:** If selected, enter one of the Contacts associated with the Customer. Unlike the standard Acumatica Mail Settings, Collection Management allows the user to include multiple Contacts by using multiple **Contact** Types in multiple lines. |
| **Contact ID** | For Primary, Billing, and Shipping ContactTypes, the Contact ID and Email Address will default based on the information set up on the Customer and Contact Records.<br><br>For Employee and Contact ContactTypes, select the applicable Employee or Contact and the Email Address will default based on the Customer Contact Record.<br><br>Ensure an email address is associated with the Primary, Billing, Shipping, Employee, or Contact Records, if selected, in the applicable Acumatica Entity. |

| | |
|---|---|
| **Email** | For Primary, Billing, and Shipping ContactTypes, the Email Address will default based on the information set up on the Customer and Contact Records.<br>This is a read-only field. Ensure an email address is associated with the Primary, Billing, Shipping, Employee, or Contact Records. |
| **Bcc** | By default, and if Active is checked, the Contact email address will be used on the Email Template. If you would like to Bcc a contact, select Bcc on that row. An example might be to bcc an employee when the documents are emailed. |
| **Active** | The Recipient associated with this row will be included in the email sent. |

# REPORTS /GENERIC INQUIRIES /COLLECTION DASHBOARD

## Collector Invoices (Inquiry)

Form No (CW.CM.GI.01)

The Collector Invoices Inquiry provides a list of Invoices by the Collector (Owner). Different filters can be created using the Acumatica Filter functionality. This Generic Inquiry can also be displayed on any Acumatica Dashboard or used in an Acumatica Pivot Table. Note: The Type (View Doc) column will drill into the actual AR Document or Invoice and Memo Screen Form No (AR.30.10.00) and the Collections Activates for Doc No. will drill into another Generic Inquiry **Collections Activity Inquiry** Form No (CW.CM.GI.02) created for the selected document/invoice.

Products Wholesale · Collector Invoices

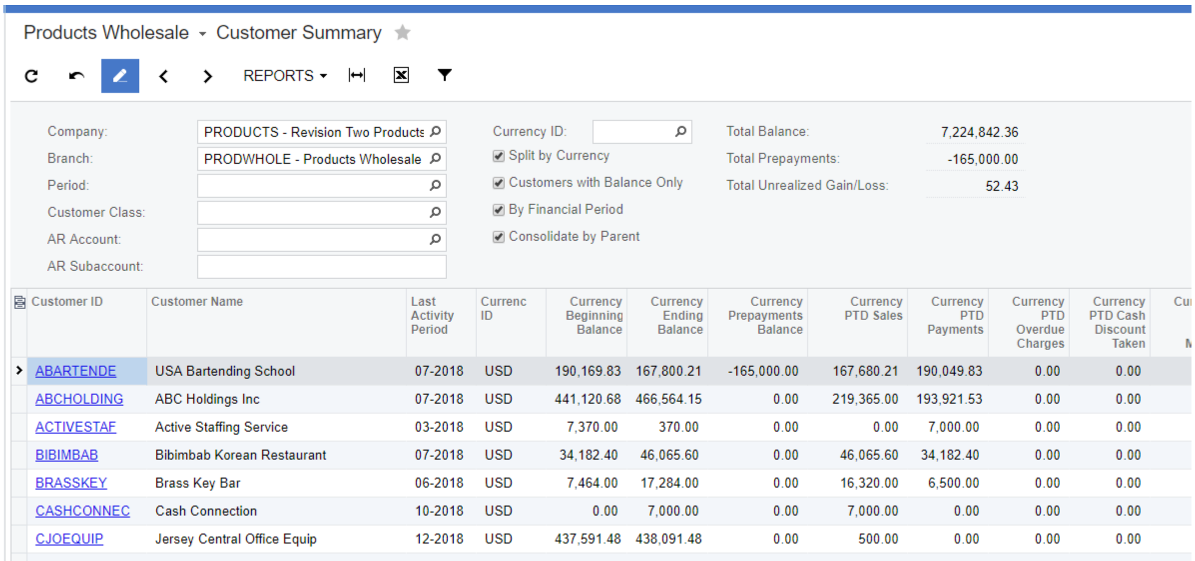
CUSTOI

*Drag column header here to configure filter*

| Branch | Owner | Customer | Account Name | Type (View Doc) | Collection Activities for Doc No | Doc Balance | Doc Date | Current Date | Due Date | Days Overdue | Days Outstanding | Original Doc Balance | ARInvoices_c |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PROD... | admin | WATERPROC | CHENGDU RONGYI WATE... | Invoice | 002145 | 0.00 | 2/28/2013 | 9/4/2018 | 3/30/2013 | 1984 | 2014 | Closed | 2,400.00 |
| PROD... | admin | TOYSTAR | Star America Toys | Invoice | AR006018 | 480.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 480.00 |
| PROD... | admin | TOYSTAR | Star America Toys | Invoice | AR006019 | 260.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 260.00 |
| PROD... | admin | BRASSKEY | Brass Key Bar | Invoice | AR006012 | 220.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 220.00 |
| PROD... | admin | BRASSKEY | Brass Key Bar | Invoice | AR006013 | 120.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 120.00 |
| PROD... | admin | TOYSTAR | Star America Toys | Invoice | AR006016 | 210.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 210.00 |
| PROD... | admin | TOYSTAR | Star America Toys | Invoice | AR006017 | 172.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 172.00 |
| PROD... | admin | ABARTENDE | USA Bartending School | Invoice | AR006009 | 120.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 120.00 |
| PROD... | admin | ACTIVESTAF | Active Staffing Service | Invoice | AR006010 | 260.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 260.00 |
| PROD... | admin | ACTIVESTAF | Active Staffing Service | Invoice | AR006011 | 110.00 | 5/1/2014 | 9/4/2018 | 5/31/2014 | 1557 | 1587 | Open | 110.00 |
| PROD... | admin | BRASSKEY | Brass Key Bar | Invoice | AR006014 | 514.00 | 6/1/2014 | 9/4/2018 | 7/1/2014 | 1526 | 1556 | Open | 514.00 |

## Customer Summary

This is a standard Acumatica Query Screen (AR.40.10.00) listed on the Collections Workspace for quick reference. Please refer to the Acumatica Help for details on this screen.



Products Wholesale - Customer Summary

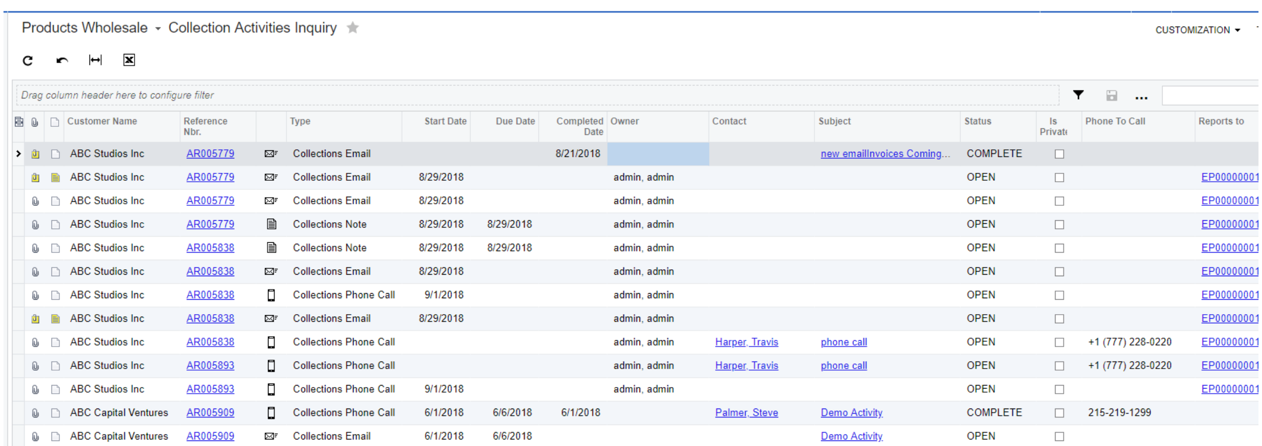
REPORTS

Company: PRODUCTS - Revision Two Products
Branch: PRODWHOLE - Products Wholesale
Period:
Customer Class:
AR Account:
AR Subaccount:
Currency ID:
Split by Currency
Customers with Balance Only
By Financial Period
Consolidate by Parent
Total Balance: 7,224,842.36
Total Prepayments: -165,000.00
Total Unrealized Gain/Loss: 52.43

| Customer ID | Customer Name | Last Activity Period | Currenc ID | Currency Beginning Balance | Currency Ending Balance | Currency Prepayments Balance | Currency PTD Sales | Currency PTD Payments | Currency PTD Overdue Charges | Currency PTD Cash Discount Taken |
|---|---|---|---|---|---|---|---|---|---|---|
| ABARTENDE | USA Bartending School | 07-2018 | USD | 190,169.83 | 167,800.21 | -165,000.00 | 167,680.21 | 190,049.83 | 0.00 | 0.00 |
| ABCHOLDING | ABC Holdings Inc | 07-2018 | USD | 441,120.68 | 466,564.15 | 0.00 | 219,365.00 | 193,921.53 | 0.00 | 0.00 |
| ACTIVESTAF | Active Staffing Service | 03-2018 | USD | 7,370.00 | 370.00 | 0.00 | 0.00 | 7,000.00 | 0.00 | 0.00 |
| BIBIMBAB | Bibimbab Korean Restaurant | 07-2018 | USD | 34,182.40 | 46,065.60 | 0.00 | 46,065.60 | 34,182.40 | 0.00 | 0.00 |
| BRASSKEY | Brass Key Bar | 06-2018 | USD | 7,464.00 | 17,284.00 | 0.00 | 16,320.00 | 6,500.00 | 0.00 | 0.00 |
| CASHCONNEC | Cash Connection | 10-2018 | USD | 0.00 | 7,000.00 | 0.00 | 7,000.00 | 0.00 | 0.00 | 0.00 |
| CJOEQUIP | Jersey Central Office Equip | 12-2018 | USD | 437,591.48 | 438,091.48 | 0.00 | 500.00 | 0.00 | 0.00 | 0.00 |
| CRABTREE | Crabtree Kittle House Inn | 08-2018 | USD | 0.00 | 500.00 | 0.00 | 500.00 | 0.00 | 0.00 | 0.00 |

## Collection Activities Inquiry

Form No (CW.CM.GI.02) – The Collection Activities Inquiry screen provides a list of all Activities and associated Invoices. This Generic Inquiry can also be displayed on any Acumatica Dashboard or used in an Acumatica Pivot Table.



Products Wholesale - Collection Activities Inquiry

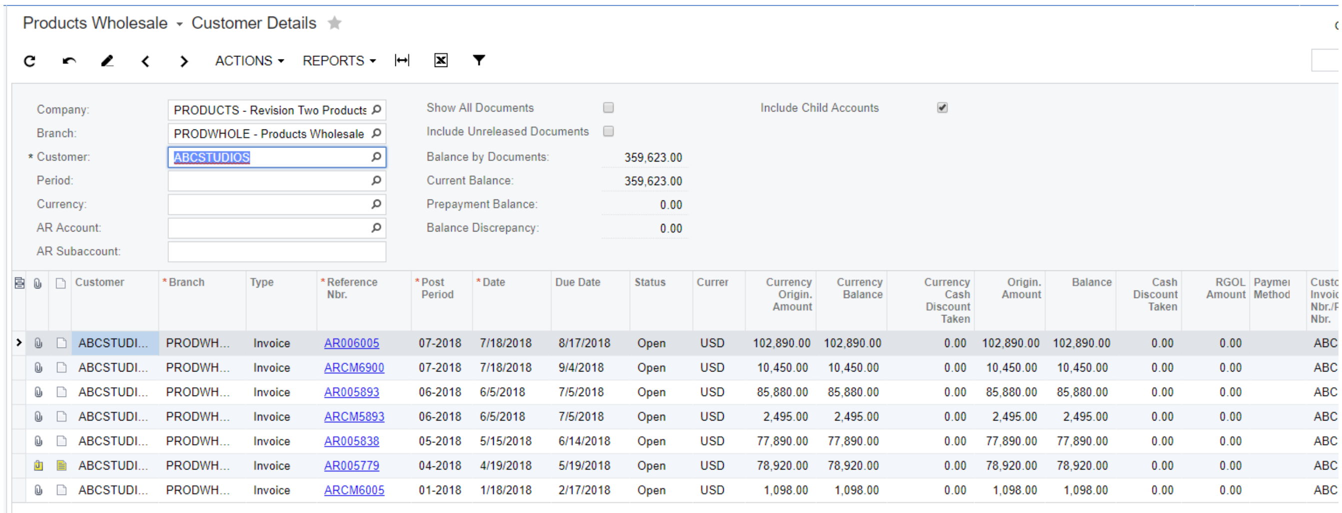
CUSTOMIZATION

Drag column header here to configure filter

| Customer Name | Reference Nbr. | Type | Start Date | Due Date | Completed Date | Owner | Contact | Subject | Status | Is Private | Phone To Call | Reports to |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ABC Studios Inc | AR005779 | Collections Email | | | 8/21/2018 | | | new emailInvoices Coming... | COMPLETE | | | |
| ABC Studios Inc | AR005779 | Collections Email | 8/29/2018 | | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005779 | Collections Email | 8/29/2018 | | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005779 | Collections Note | 8/29/2018 | 8/29/2018 | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005838 | Collections Note | 8/29/2018 | 8/29/2018 | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005838 | Collections Email | 8/29/2018 | | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005838 | Collections Phone Call | 9/1/2018 | | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005838 | Collections Email | 8/29/2018 | | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Studios Inc | AR005838 | Collections Phone Call | | | | admin, admin | Harper, Travis | phone call | OPEN | | +1 (777) 228-0220 | EP00000001 |
| ABC Studios Inc | AR005893 | Collections Phone Call | | | | admin, admin | Harper, Travis | phone call | OPEN | | +1 (777) 228-0220 | EP00000001 |
| ABC Studios Inc | AR005893 | Collections Phone Call | 9/1/2018 | | | admin, admin | | | OPEN | | | EP00000001 |
| ABC Capital Ventures | AR005909 | Collections Phone Call | 6/1/2018 | 6/6/2018 | 6/1/2018 | | Palmer, Steve | Demo Activity | COMPLETE | | 215-219-1299 | |
| ABC Capital Ventures | AR005909 | Collections Email | 6/1/2018 | 6/6/2018 | | | | Demo Activity | OPEN | | | |

## Customer Details

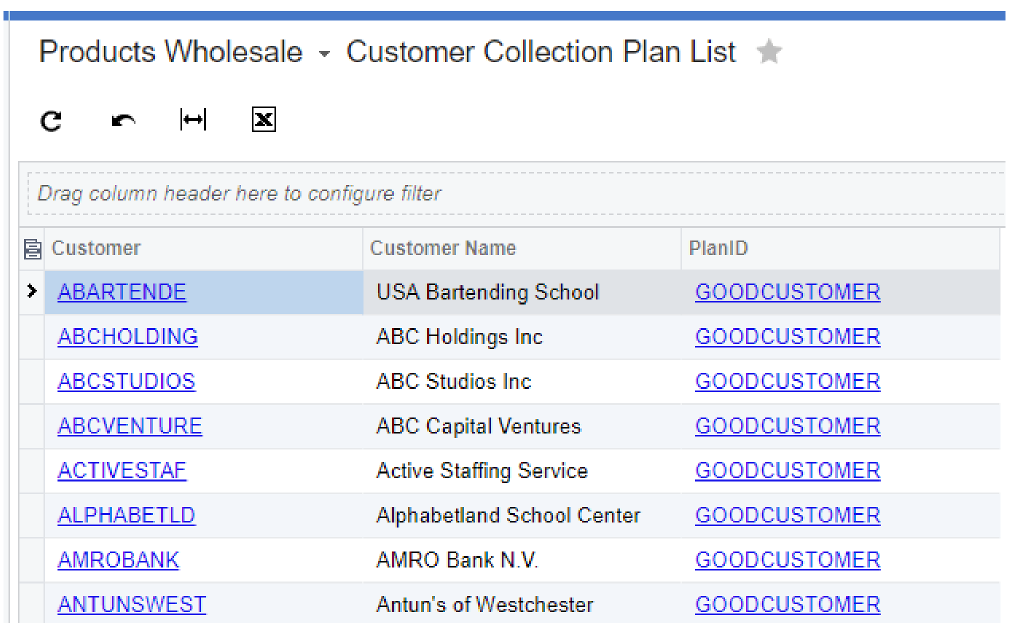
This is a standard Acumatica Query Screen (AR.40.20.00) listed on the Collections Workspace for quick reference. Please refer to the Acumatica Help for details on this screen.




| Customer | *Branch | Type | *Reference Nbr. | *Post Period | *Date | Due Date | Status | Currer | Currency Origin. Amount | Currency Balance | Currency Cash Discount Taken | Origin. Amount | Balance | Cash Discount Taken | RGOL Amount | Paymei Method | Custo Invoic Nbr./F Nbr. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ABCSTUDI... | PRODWH... | Invoice | AR006005 | 07-2018 | 7/18/2018 | 8/17/2018 | Open | USD | 102,890.00 | 102,890.00 | 0.00 | 102,890.00 | 102,890.00 | 0.00 | 0.00 | | ABC |
| ABCSTUDI... | PRODWH... | Invoice | ARCM6900 | 07-2018 | 7/18/2018 | 9/4/2018 | Open | USD | 10,450.00 | 10,450.00 | 0.00 | 10,450.00 | 10,450.00 | 0.00 | 0.00 | | ABC |
| ABCSTUDI... | PRODWH... | Invoice | AR005893 | 06-2018 | 6/5/2018 | 7/5/2018 | Open | USD | 85,880.00 | 85,880.00 | 0.00 | 85,880.00 | 85,880.00 | 0.00 | 0.00 | | ABC |
| ABCSTUDI... | PRODWH... | Invoice | ARCM5893 | 06-2018 | 6/5/2018 | 7/5/2018 | Open | USD | 2,495.00 | 2,495.00 | 0.00 | 2,495.00 | 2,495.00 | 0.00 | 0.00 | | ABC |
| ABCSTUDI... | PRODWH... | Invoice | AR005838 | 05-2018 | 5/15/2018 | 6/14/2018 | Open | USD | 77,890.00 | 77,890.00 | 0.00 | 77,890.00 | 77,890.00 | 0.00 | 0.00 | | ABC |
| ABCSTUDI... | PRODWH... | Invoice | AR005779 | 04-2018 | 4/19/2018 | 5/19/2018 | Open | USD | 78,920.00 | 78,920.00 | 0.00 | 78,920.00 | 78,920.00 | 0.00 | 0.00 | | ABC |
| ABCSTUDI... | PRODWH... | Invoice | ARCM6005 | 01-2018 | 1/18/2018 | 2/17/2018 | Open | USD | 1,098.00 | 1,098.00 | 0.00 | 1,098.00 | 1,098.00 | 0.00 | 0.00 | | ABC |

## Collection Customer Plan List

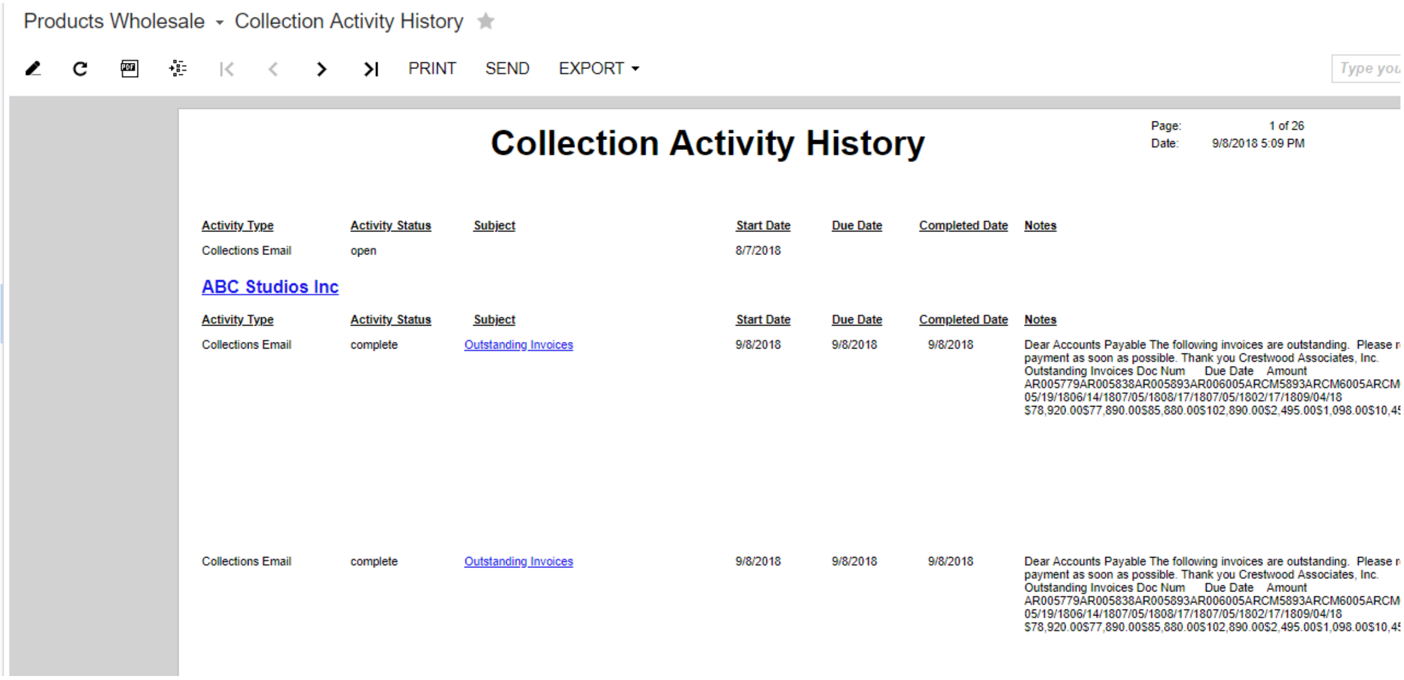
The Collection Customer Plan List Inquiry screen (CW.CM.GI.03) provides a list of all Customers and their associated Collection Plan. This Generic Inquiry can also be displayed on any Acumatica Dashboard or used in an Acumatica Pivot Table.




| Customer | Customer Name | PlanID |
|---|---|---|
| ABARTENDE | USA Bartending School | GOODCUSTOMER |
| ABCHOLDING | ABC Holdings Inc | GOODCUSTOMER |
| ABCSTUDIOS | ABC Studios Inc | GOODCUSTOMER |
| ABCVENTURE | ABC Capital Ventures | GOODCUSTOMER |
| ACTIVESTAF | Active Staffing Service | GOODCUSTOMER |
| ALPHABETLD | Alphabetland School Center | GOODCUSTOMER |
| AMROBANK | AMRO Bank N.V. | GOODCUSTOMER |
| ANTUNSWEST | Antun's of Westchester | GOODCUSTOMER |

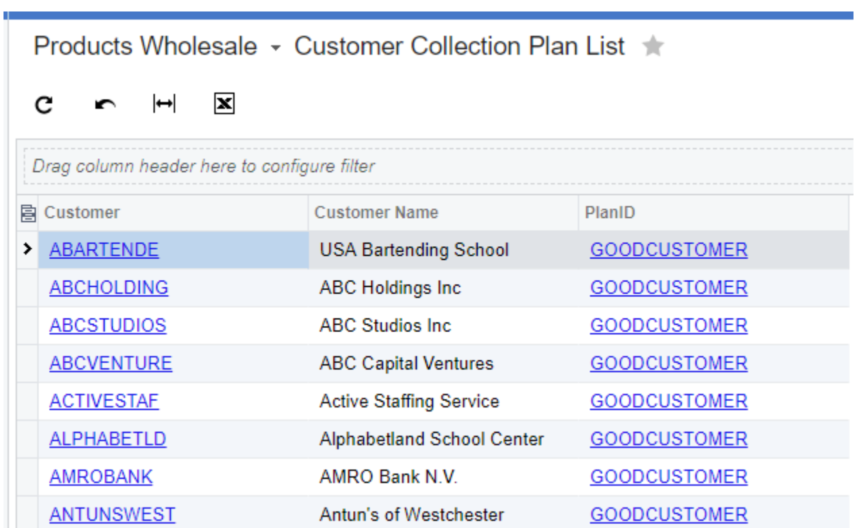
## Collection Activity History Report

The **Collection Activity History Report** (CW.CM.66.01) lists all the Activity details including notes in the body of the activity. The report can be run for all customers or a specific customer and can include open activities or open and closed activities.




## Customer Summary Report

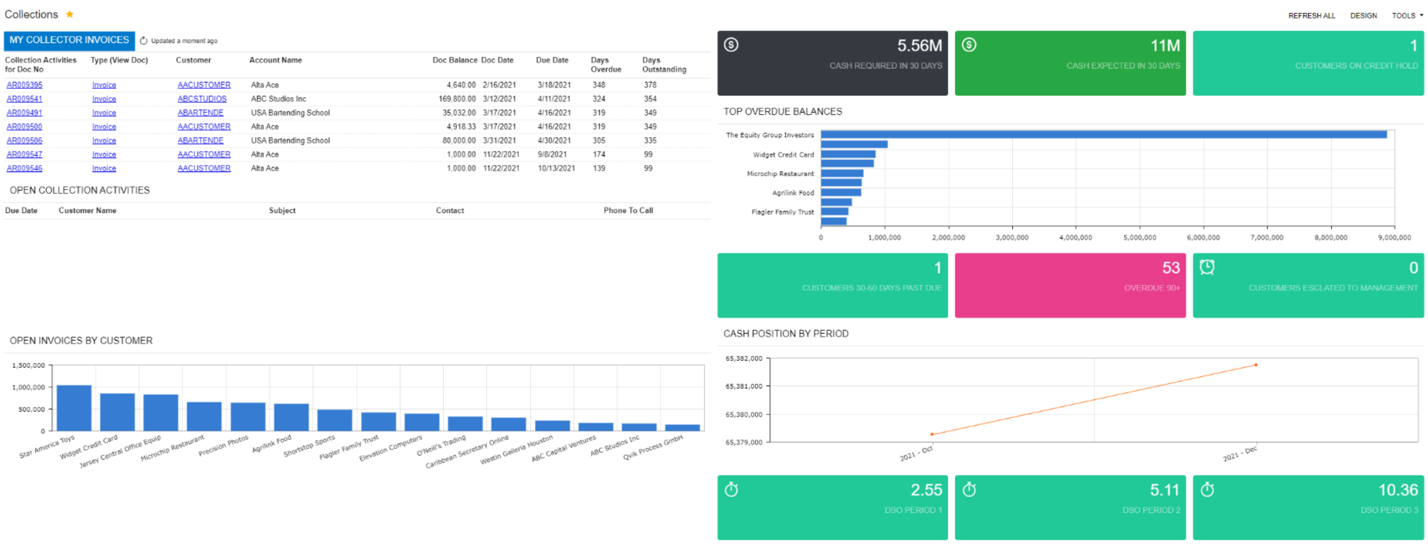
This is a standard Acumatica Customer Summary Report (CW.CM.65.01) listed on the Collections Workspace for quick reference. Please refer to the Acumatica Help for details on this screen.

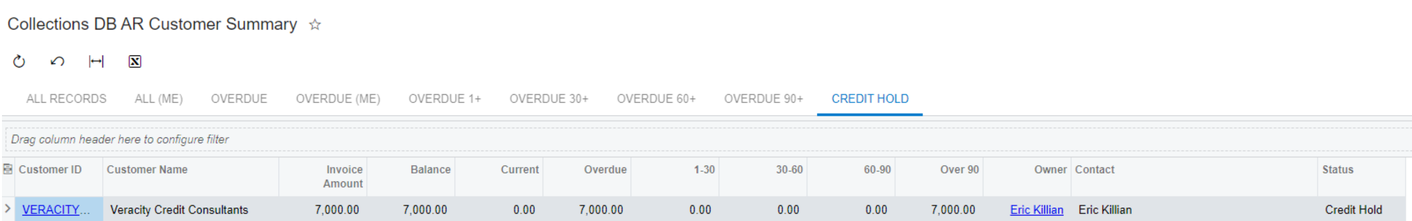


## Collections Management Dashboard

The Collections Management Dashboard is created for the Collector that focuses on Collection Activities and Outstanding Documents.   Using the standard Acumatica Dashboard tool, the Collections Dashboard can be modified to suit specific business needs. The Dashboard can be accessed from the Shared Dashboards Menu -> Finance -> Collections.

The Generic Inquiry **Collections DB AR Customer Summary GI** is utilized when you drill down on the Customer ID on Collections Dashboard and the user will be taken to the Collections Management screen. An example of the GI is included below.



Collections DB AR Customer Summary

ALL RECORDS | ALL (ME) | OVERDUE | OVERDUE (ME) | OVERDUE 1+ | OVERDUE 30+ | OVERDUE 60+ | OVERDUE 90+ | CREDIT HOLD

Drag column header here to configure filter

| Customer ID | Customer Name | Invoice Amount | Balance | Current | Overdue | 1-30 | 30-60 | 60-90 | Over 90 | Owner | Contact | Status |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VERACITY... | Veracity Credit Consultants | 7,000.00 | 7,000.00 | 0.00 | 7,000.00 | 0.00 | 0.00 | 0.00 | 7,000.00 | Eric Killian | Eric Killian | Credit Hold |