



# **AR Collections Manager for Microsoft Dynamics® SL**

## **SL 7.0 Installation and User's Guide**

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## AR Collections Manager Overview

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

### Stop searching for information—and start using it.

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

### Save time and money.

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

### Get Results.

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

## Product Specifications

Microsoft Dynamics® is a registered trademark of Microsoft Corporation in the United States and/or other countries. For purposes of this documentation, Microsoft Dynamics SL refers to Solomon v6.0 and Microsoft Dynamics SL v6.5 and v7.0.

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

## Product Type

- Microsoft Dynamics SL VB Tools Developed Application
- Customization Manager Enabled

## Technical Requirements

- Standard Microsoft Dynamics SL Environment

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## Supported Versions

- Solomon 6.0, Microsoft Dynamics SL 6.5, Microsoft Dynamics SL 7.0. Please note there are two different installation programs for Microsoft Dynamics SL 7.0. There is one for SL 7.0 SP1, SP2 and another for FP1 and SP3.

## Module Compatibility

- Requires Microsoft Dynamics SL Accounts Receivable Module
- Compatible with (but not required) Microsoft Dynamics SL Order Management, Flexible Billings, Currency Manager and Multi-Company Module.

## Supported Databases and Operating Systems

### Database

Microsoft SQL Server 2000 SP3, SP3a, SP4, 2005

Note: This product will require a license key if you are installing the product to a database other than the Solomon or Dynamics SL Demo Databases (ie. DemoSolomonSystem and DemoSolomonApp60).

### Server operating systems

Windows NT Server 4.0 (Service Pack 6a or later)  
Windows 2000 Server  
Windows 2003 Server

### Client operating systems

Windows NT Workstation 4.0  
Windows NT Server 4.0 TSE and Citrix MetaFrame 1.8  
Windows 2000 Professional  
Windows XP  
Windows Vista

## Microsoft Dynamics SL 7.0 Installation Note

When the installation instructions refer to the Utility area in Microsoft Dynamics SL, this area falls under System Manager in Microsoft Dynamics SL 7.0.

AR Collections for Microsoft Dynamics SL 7.0 requires a process be run on each PC that will access AR Collections Manager. Please see section Configuring Client PC to Run AR Collections Manager.

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# AR Collections Manager Installation

## Before You Begin

### **Back up your system before you install AR Collections Manager.**

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

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

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

AR Collections Manager will add customizations to the following screens:

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

Back up any customizations you may have on these screens.

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

### **Information you will need to know**

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

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

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

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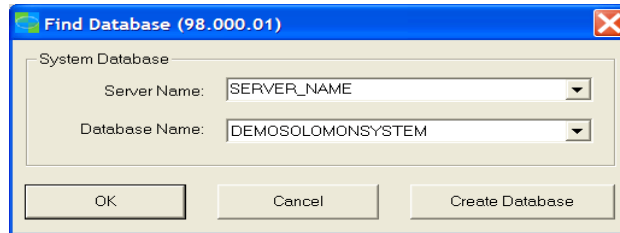
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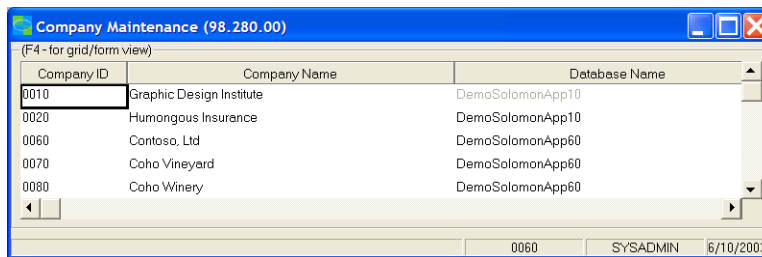
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AR Collections Manager will also need to know the name of your Microsoft Dynamics SL application database. This information may be obtained by logging into Microsoft Dynamics SL and selecting Utility/Company Maintenance from the Microsoft Dynamics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



If you are upgrading your version of AR Collections Manager, you will also need to know the location of the setup.exe file from your current installation of AR Collections Manager. This may be located in c:\AR Collections Manager. You will need this to uninstall the current version of AR Collections Manager. Please note, no data will be lost during the uninstall.

Note: This product will require a license key if you are installing the product to a database other than the Solomon or Dynamics SL Demo Databases (ie. DemoSolomonSystem and DemoSolomonApp60).

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

## **Type of AR Collections Manager Installation**

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

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

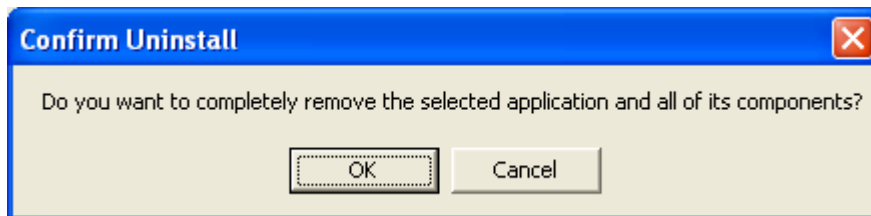
## Installing AR Collections Manager on Your Server

### Remove your current version of AR Collections Manager

If you are installing an upgrade, you will need to uninstall the current version. Run the setup.exe application for your current version of AR Collections Manager. You will be prompted with the following screen. Select Remove and click Next.



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



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

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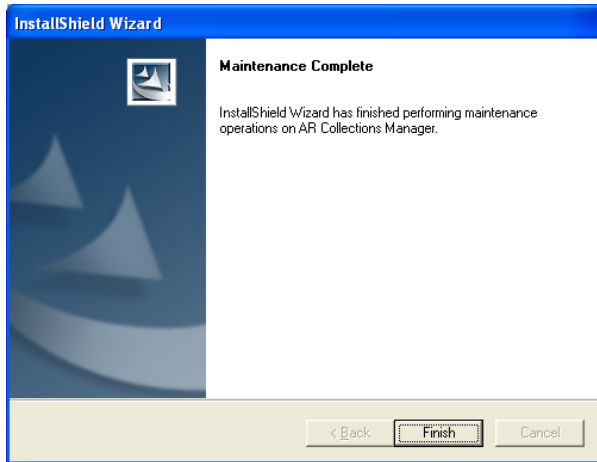
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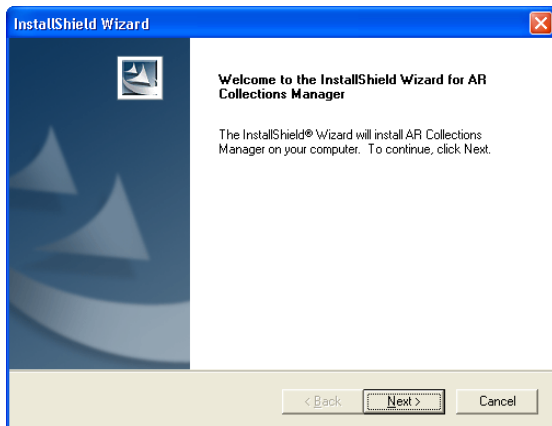
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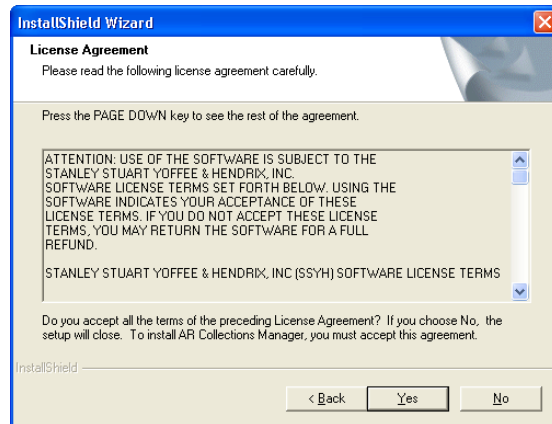
## Installing AR Collections Manager

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

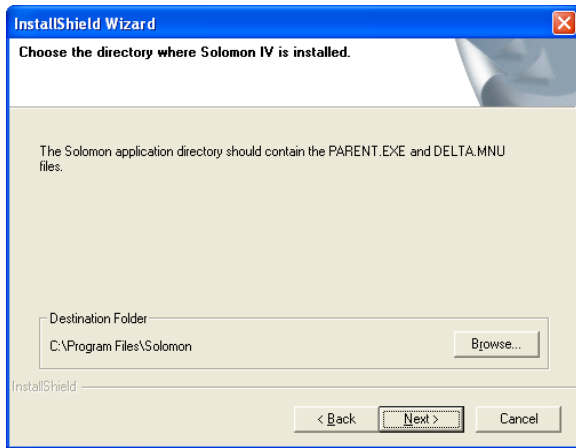


Launch the zip file and extract the files into the same subdirectory. Launch setup.exe and follow the Install Shield steps. Click Next when presented with the AR Collections Manager welcome screen.

Review the license agreement and click Yes if you wish to continue with the installation process.

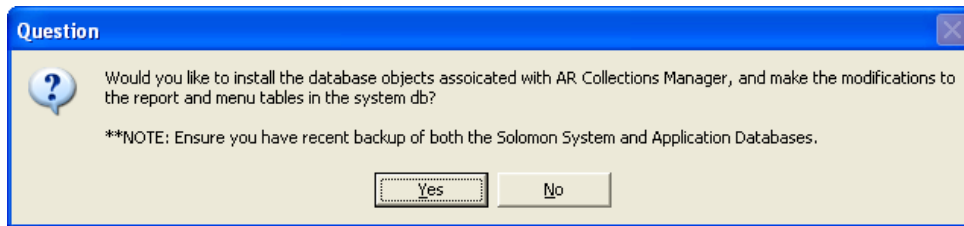




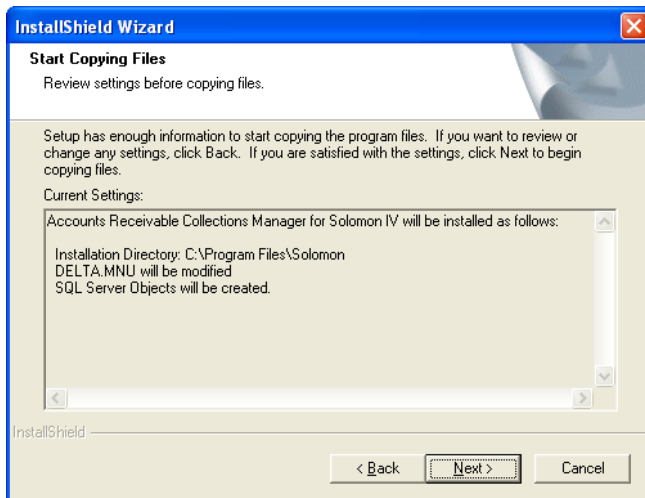


You will be prompted for the installation path where your Microsoft Dynamics SL applications presently reside. If necessary, click the Browse button to change or modify the destination directory. The proper installation directory should be the Microsoft Dynamics SL root directory similar to that displayed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

You will be prompted with the following message:



Click Yes to install the database objects. If you are upgrading from a prior version of AR Collections Manager, you must click Yes to this question. No data from your existing AR Collections Manager application will be lost.

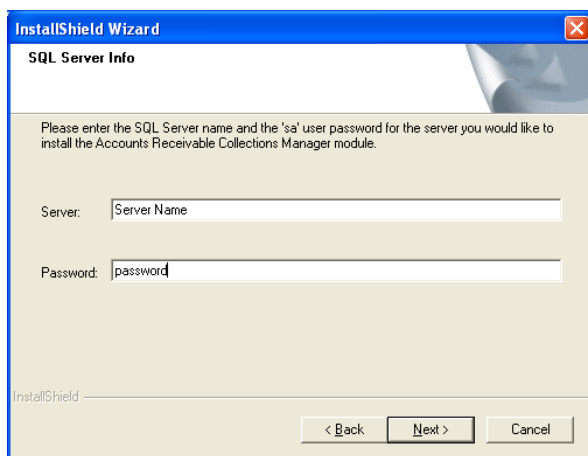


Next you will be prompted to review the installation parameters and continue with the installation. To begin the installation click Next. To go back and make a change click Back. To cancel the installation click Cancel.

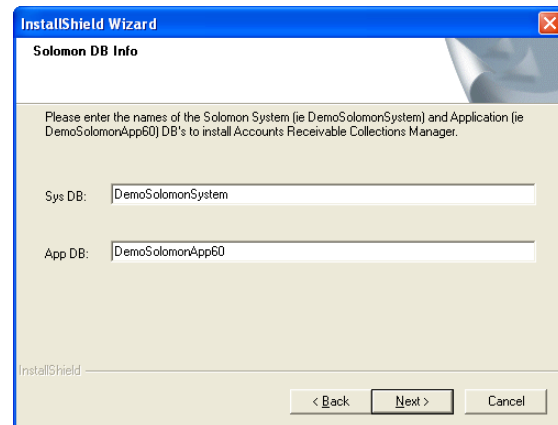
You will be prompted with the following message if you are upgrading:



Click OK to continue. If you are upgrading from Solomon 5.x or below, please refer to the section labeled Upgrading from Solomon 5.x or below, after you have installed AR Collections Manager.

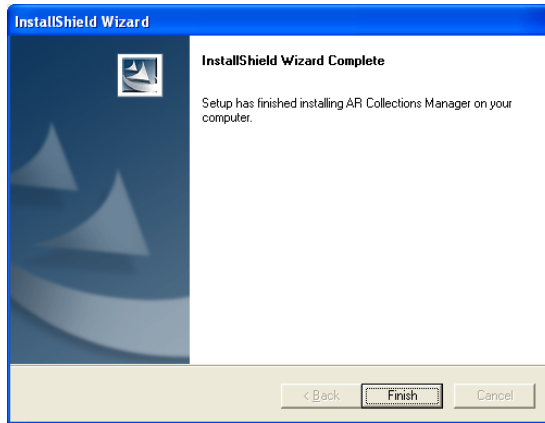


Once you click OK, the application will be installed and you will be prompted for your SQL Server name and password. Once you have entered them, click Next.



You will be prompted to enter your System and Application Databases. Once you have entered them, click Next.

The application will install the necessary database updates. There is no message displayed during this process and when it is completed the installation complete screen will display. Click Finish.



If you upgraded from Solomon 5.x or below please complete the following section titled Upgrading from Solomon 5.x or below. Otherwise please continue to the Completing the Setup section.

## Upgrading from Solomon 5.x or below

The AR Collections Manager application names have changed from Solomon 5.x. You will need to modify the delta.mnu to reflect these changes.

Make a backup of your delta.mnu file.

Modify the delta.mnu using the ARPAL.mnu file located in the Solomon\SSYHAR Collections folder.

## Completing the Setup

### **Installing the AR Collections Manager Screens using Customization Manager**

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

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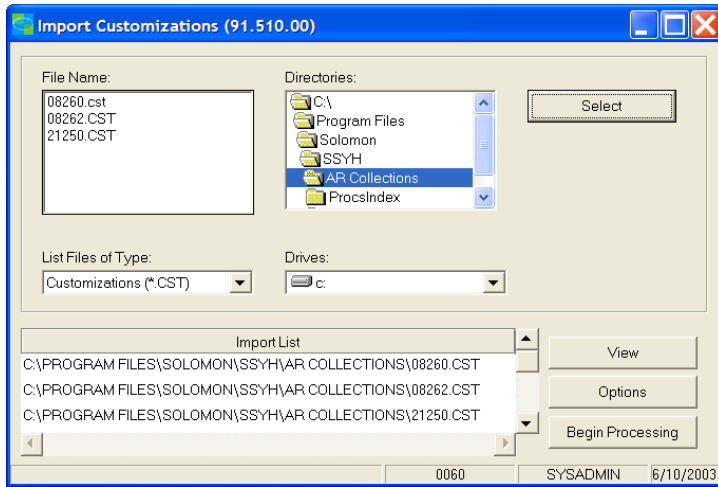
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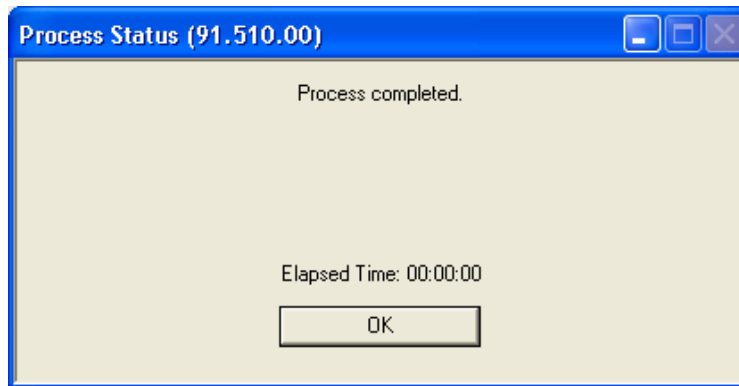


Note: Prior to importing the customizations, make sure you have a backup of any customizations you may have on these screens.

To update the screens, select Customize\Import Customizations from the Microsoft Dynamics SL toolbar and navigate to the SOLOMON\SSYH\AR Collections directory. Highlight 08260.cst, 08262.cst and 21250.cst and click Select to add these files to the import list.

Note: If you have existing customizations on these screens, select the Options button and select Merge for conflict resolution.

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



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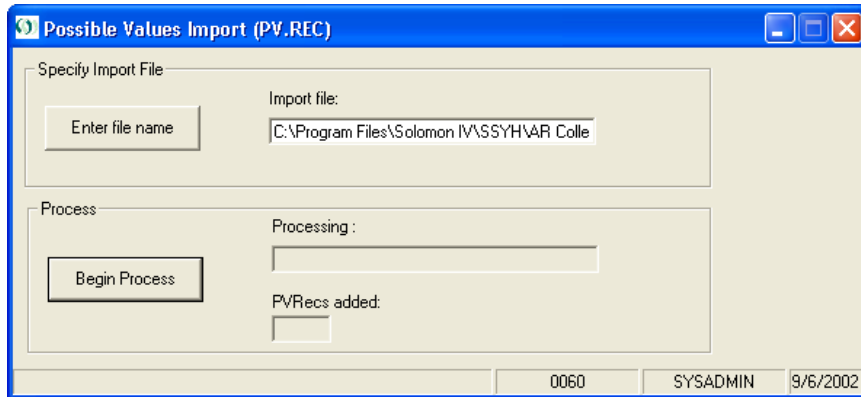
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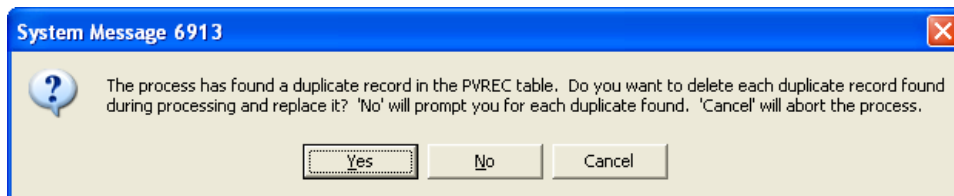
## Adding AR Collections Manager Possible Values (PV) using the Microsoft Dynamics SL PV Import Utility

Select Utility\Possible Value Import from the Microsoft Dynamics SL toolbar to begin the PV Import process.



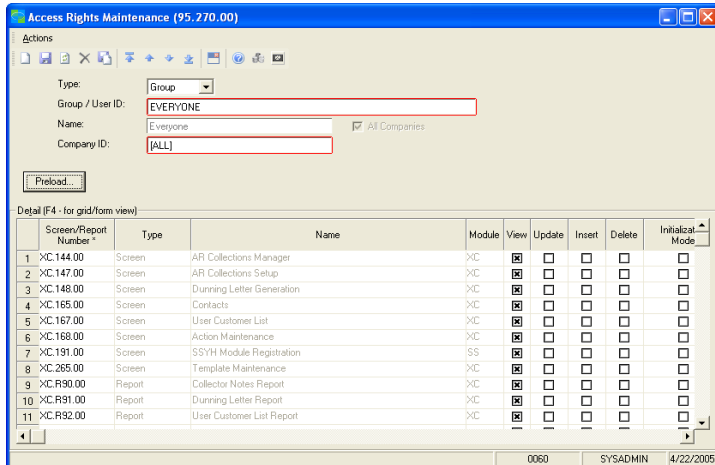
Click the Enter file name button and navigate to the Solomon\SSYH\AR Collections directory. Double-click on ARPALPVREC.CSV to add the file to the import file list. Click Begin Processing to update Microsoft Dynamics SL with the AR Collections Manager PV Values.

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



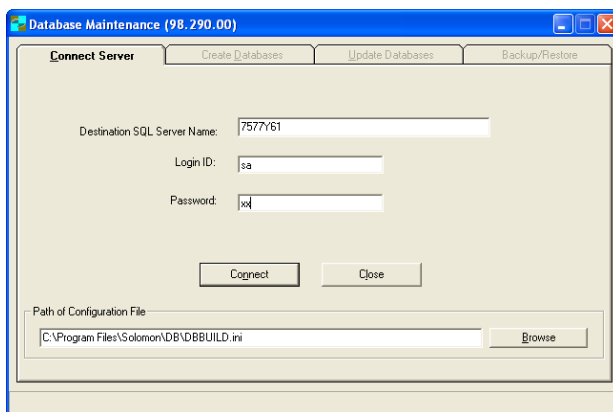


## Adding Access Rights for AR Collections Manager Screens and Report



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

## Installing AR Collections Manager to Additional Databases

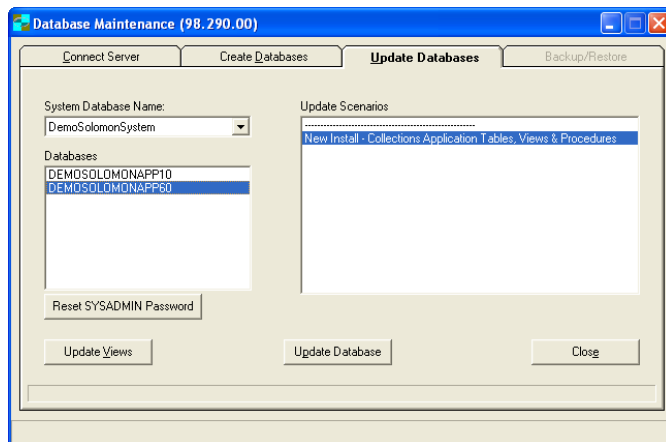
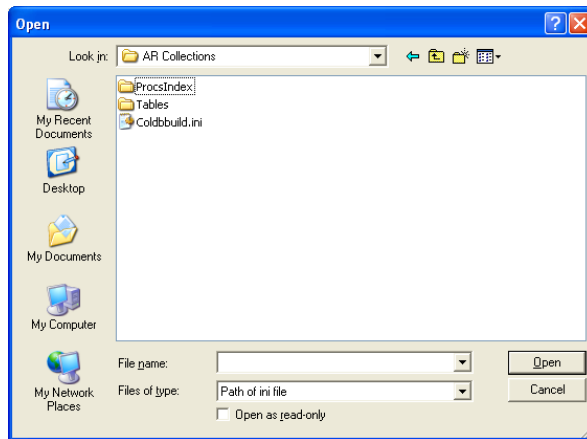


Once you have installed AR Collections Manager to at least one database, you can add the product to additional databases.

Run the Microsoft Dynamics SL Database Maintenance application. Enter the SQL Server Name, use the 'sa' Login Id, and enter the 'sa' password.

Click on the Browse button to change the Path of Configuration File. Browse to the SOLOMON\SSYH\ARCollections folder and open Coldbuild.ini.

Click on the Connect button. Once you are connected to the server, the Update Databases tab will be active. Click on the Update Databases tab.



Verify the System Database Name. If it is not correct, use the drop-down arrow to select the correct database. Click on the appropriate database (only select one). If you need to add AR Collections Manager to multiple databases, please run this process for each database. Click on New Install – Collections Application Tables, Views & Procedures. Click on the Update Database button. You will receive a message when the process is completed.

If you have installed AR Collections Manager to a new System and Application database, please follow the section titled Completing the Setup. If you have only added AR Collections Manager to a new application database, you do not need to follow the Completing the Setup section.

\*\*\* The following only applies when installing AR Collections Manager to Solomon 6.0 or 6.5\*\*\*

There is a known issue that a Stored Procedure does not get installed when running the Database Maintenance. You will need to use SQL to create the Stored Procedure (SP) . The SP can be created by using the script called XCollectorNotes\_RefNbr.crp located in the SSYH\AR Collections\ProcsIndex folder. It should be run against the application database.

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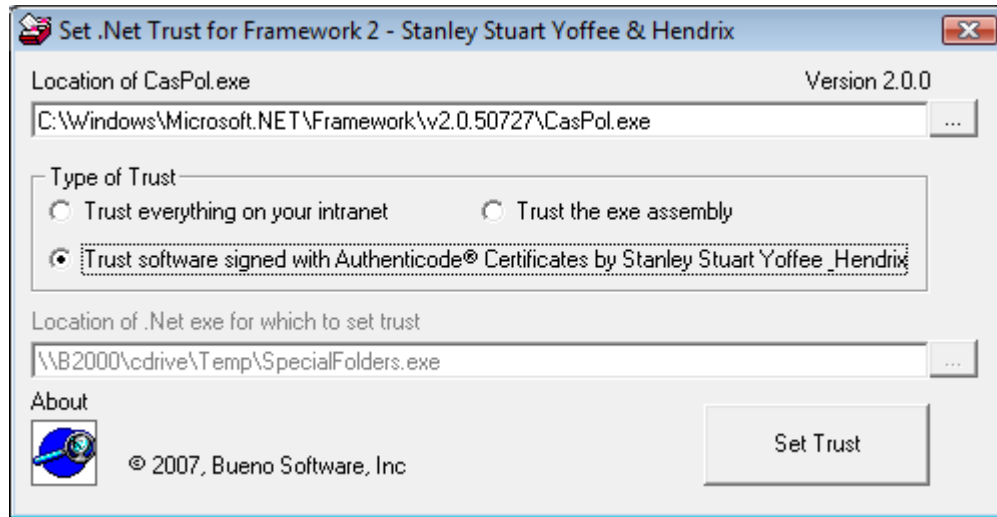
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## Configuring Client PC to Run AR Collections Manager

This section only applies when installing AR Collections Manager on Microsoft Dynamics SL 7.0.

From the client PC that needs to run AR Collections Manager, log in to the PC with full admin rights. Go to the Solomon\SSYH\DOTNETTRUST folder. Double click on the MakeTrust.exe application. The following screen will appear:



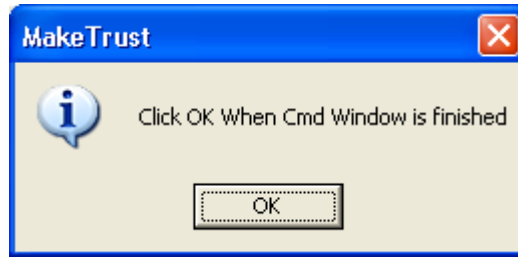
Click the Trust software signed with Authenticode Certificates® by Stanley Stuart Yoffee\_Hendrix radio button.

Note: The default location of the Windows CasPol.exe application is displayed under Location of CasPol.exe. If the CasPol.exe application is in a different location, you will need to change the Location of CasPol.exe to reflect the correct location. CasPol.exe is a windows application, not an AR Collections Manager application.

Click the Set Trust button. A command window will open and display various information. You should see the following message:

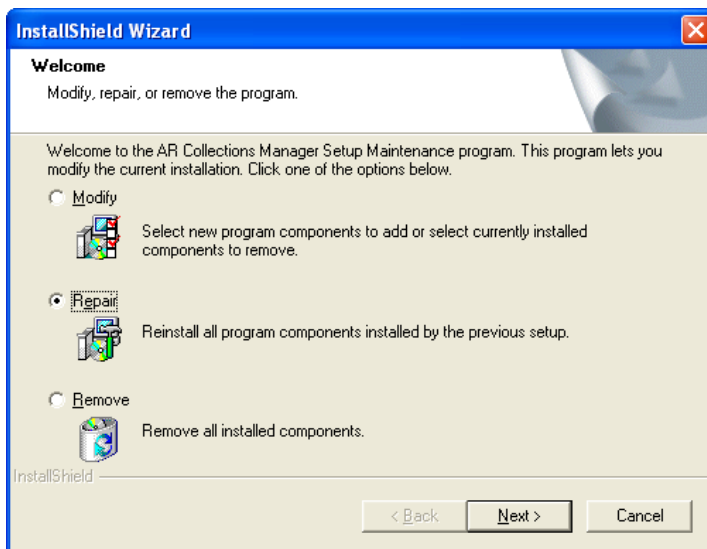
“Added union code group with “-pub” membership condition to the Machine level. Success. Press any key to continue.” After the message is displayed, press the Enter key.

The following screen will appear. Press OK.

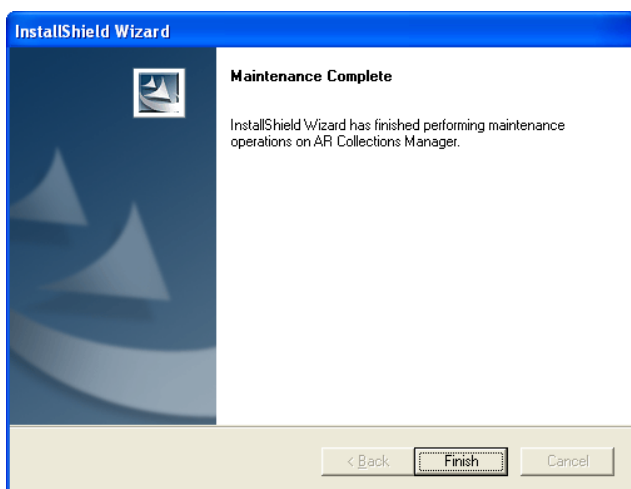


Run the above steps on any PC that needs to run AR Collections Manager.

## Reinstalling AR Collections Manager



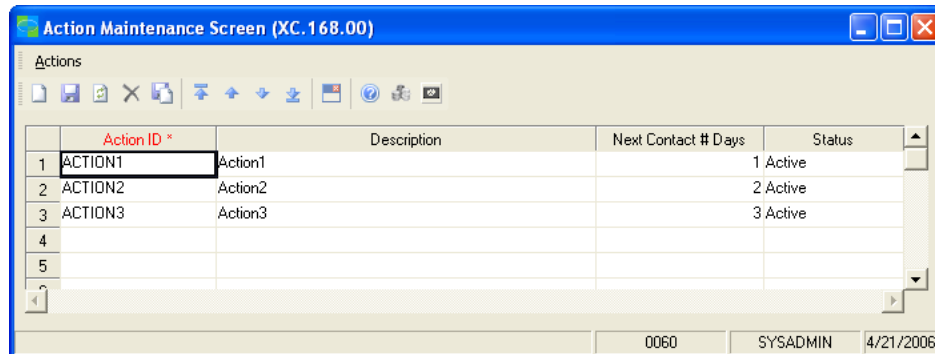
Create a subdirectory to extract temporary files, i.e. C:\AR Collections Manager. Copy the zip file received from SSYH into this subdirectory. Launch the zip file and extract the files into the same subdirectory. Launch setup.exe and select Repair from the InstallShield Wizard screen. Click Next.



The AR Collections Manager Install Shield Wizard will reinstall the applications. No database updates are performed. Click Finish to exit the InstallShield Wizard. You are finished reinstalling AR Collections Manager.

## AR Collections Manager Application Instructions

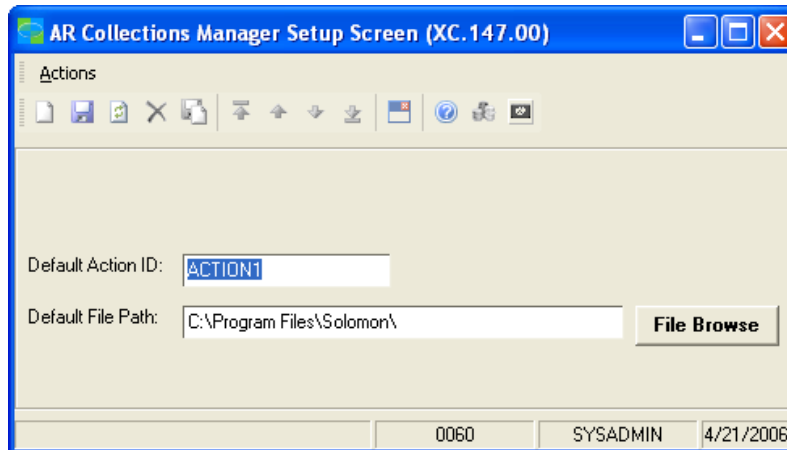
### Action Maintenance Screen



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

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

## AR Collections Manager Setup Screen



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

## User Customer List Screen

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

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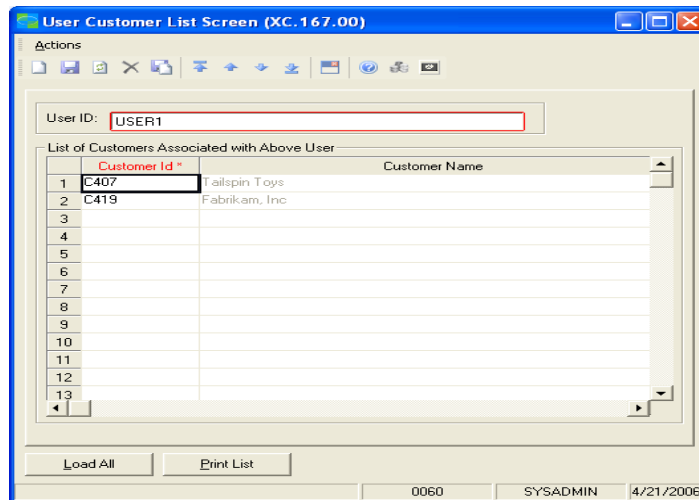
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1. **User ID:** Enter the Solomon User ID. Either manually enter the User ID or press F3 and select a User ID.
2. **Customer ID:** Enter the Customer ID as depicted in the AR Customer Maintenance Screen. Either manually enter the Customer ID or press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

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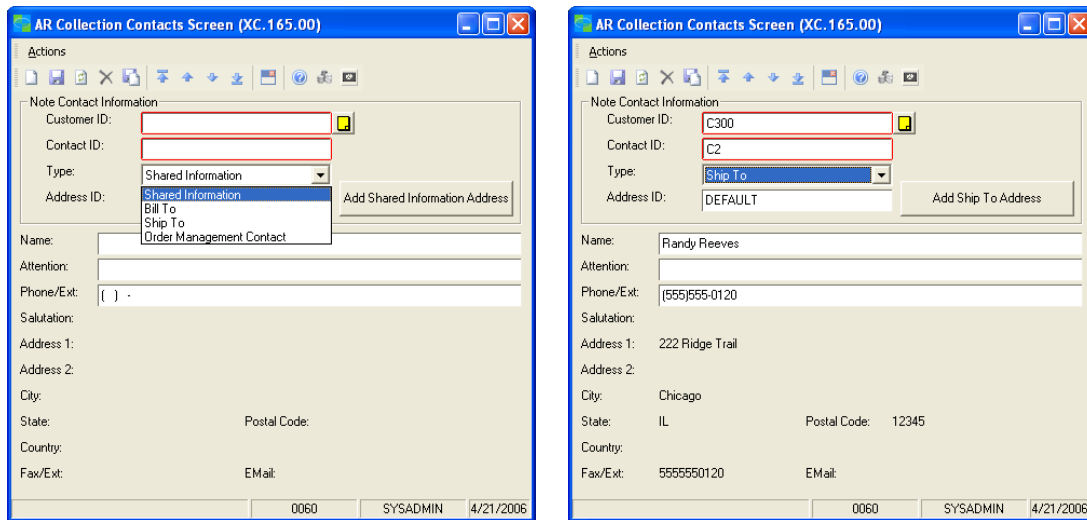
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## AR Collection Contacts Screen

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



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

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

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

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

## AR Collections Manager Screen

AR Collections Manager (XC.144.00)

Actions

Customer Information

Customer: Name/Days: 0 Total: 0.00 31 To 60: 0.00  
 Contact: Altn: Current: 0.00 61 To 90: 0.00  
 Cust Mnt: Contacts Phone: ( ) 1 To 30: 0.00 Over 90: 0.00

Invoice Information Note/Action Information View Options

Print?	Preview	Write Off	Reference Nbr	Company ID	Doc Date	Doc Type	Original Amount	Cury Orig Am
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							
5	<input type="checkbox"/>							

Filter:

Current Note (View Only)

New Note

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

0060 SYSADMIN 4/21/2006

AR Collections Manager (XC.144.00)

Actions

Customer Information

Customer: CT0100 Name/Days: Denise Smith -75 Total: 2286.07 31 To 60: 107.75  
 Contact: Altn: Denise Current: 80.00 61 To 90: 0.00  
 Cust Mnt: Contacts Phone: (555) 555-0150 1 To 30: -204.22 Over 90: 2502.54

Invoice Information Note/Action Information View Options

Print?	Preview	Write Off	Reference Nbr	Company ID	Doc Date	Doc Type	Original Amount	Cury Orig Am
1	<input type="checkbox"/>		000080	0060	12/15/1999	IN	58936.23	
2	<input type="checkbox"/>		000083	0060	3/29/2006	CM	538.75	
3	<input type="checkbox"/>		000091	0060	1/20/2006	IN	107.75	
4	<input type="checkbox"/>		12123	0060	3/29/2006	PA	1000.00	
5	<input type="checkbox"/>		24	0060	4/17/2006	PA	100.00	

Filter:

Current Note (View Only)

New Note

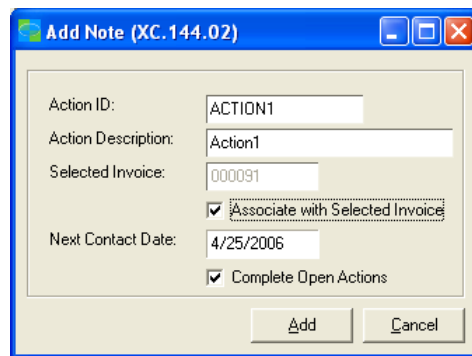
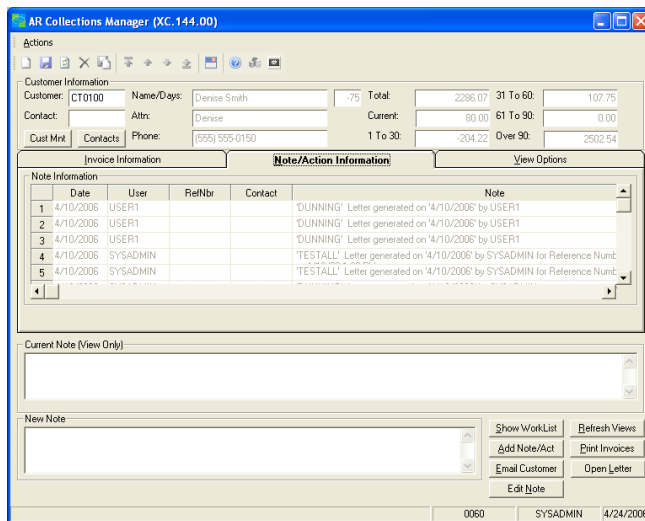
Show WorkList Refresh Views  
 Add Note/Act Print Invoices  
 Email Customer Open Letter  
 Edit Note

0060 SYSADMIN 4/24/2006



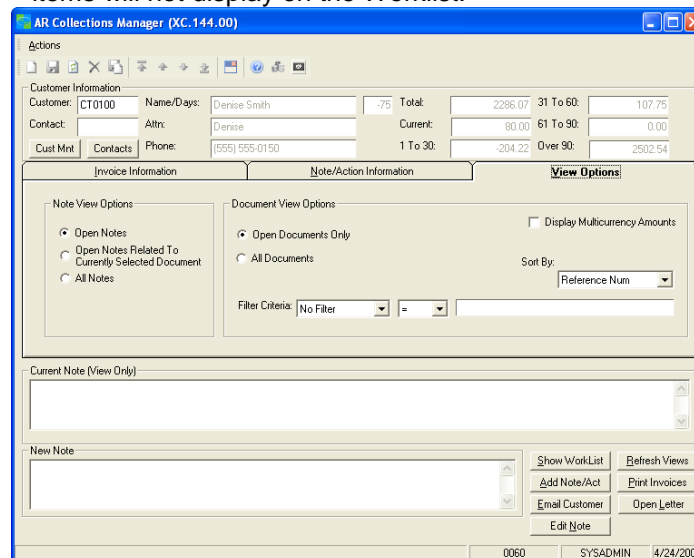
This is the main screen within the AR Collections module. If you have associated a User ID with a customer, the application will check to see if there are any open worklist items. If there are, a message will display indicating that you have open items. Click the Show WorkList button.

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





3. **Note/Action Information:** Any note added through the AR Collections module is recorded in this tab. The Customer Note (View Only) section will display automatically whenever the user clicks on a record.
  - a. Notes are added through the *Add Note/Act* command button.
  - b. Every note is assigned an ActionID.
  - c. The note can be associated with the client only or associated with a particular document (by checking *Associate with Selected Invoice*).
  - d. Next Contact Date is auto populated based on the ActionID and the current Business Date. The field can be manually overridden, effectively making the contact date a “suggestion” only.
  - e. Notes added outside this screen will not be recorded by AR Collections.
  - f. Note status can be changed from Open to Closed on a per note basis. Additionally, Action items can also be left Open or set to Completed. Completed items will not display on the Worklist.



4. **View Options:** This tab allows the user to control how notes display, whether to display all Open Documents or All Documents and whether to Display MultiCurrency Amounts.
5. **Customer Note (View Only):** Displays the selected note from the *Note/Action Information* tab.
6. **New Note:** After clicking on the document (i.e. invoice), the user can manually enter their note into the field. The note is added when the user clicks on the *Add Note/Act* button.

7. *Command Buttons*: There are eight buttons on the screen. They are as follows:
- a. Cust Mnt – This will open the Customer Maintenance screen.
  - b. Contacts – This will open the AR Collections Customer Contact screen.
  - c. Show Worklist – The Worklist screen displays all the actions needing to be completed. It provides the user an Action Description, Action Date & ID, and Customer. Whenever the user loads the AR Collections Manager screen, if there are any items needing attention, the user is prompted with “*You have items in your worklist*” command button.
  - d. Email Customer – This will open the Document Generation screen for the user to select the email template to use. Once selected, Microsoft Outlook will open and generate an email using the selected template to the email address listed on the contact. If the email address is missing, the email is still created but the user has to enter an email address.
  - e. Edit Note – Click this button to edit the note in the Current Note (View Only) window. Note: Users can edit all notes including notes entered by other users.
  - f. Refresh Views – Click this to refresh the screen.
  - g. Print Invoices – Any invoice or memo that is checked for printing can be generated by clicking Print Invoices. The invoice will also be formatted according to the module that created it (i.e. Flexible Billings Invoices will be formatted differently from AR Invoices).
  - h. Open Letter – This will open the Document Generation screen for the user to select the Word template to use. This will create a Word document for the template selected and only for the customer displayed on the screen. It does *NOT* generate documents for all customers. To generate documents to many Customers at a time, please refer to the “AR Dunning Letters” menu option. The Save As options: Print and Close – Will print the Word document, write a note to the Collections Manager screen and not save the file/Word document. Print and Save – Will print the Word document, write a note to the Collections Manager screen and save the file/Word document. Draft Mode – Will print the Word document, write a note to the Collections Manager screen, and give the user the choice of editing the Word document and then saving or not saving the Word document.

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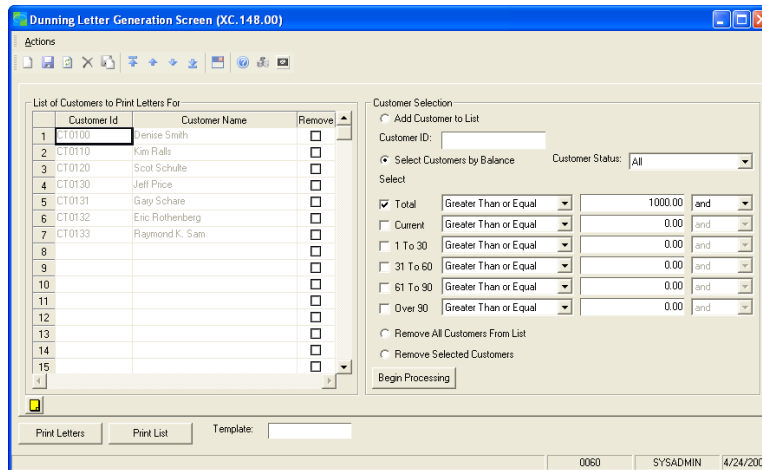
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## Dunning Letter Generation Screen



The screenshot shows a software window titled "Dunning Letter Generation Screen (XC.148.00)". It features a table of customers and a selection panel.

Customer Id	Customer Name	Remove
1	CT0100 Denise Smith	<input type="checkbox"/>
2	CT0110 Kim Falls	<input type="checkbox"/>
3	CT0120 Scott Schulte	<input type="checkbox"/>
4	CT0130 Jeff Price	<input type="checkbox"/>
5	CT0131 Gary Schare	<input type="checkbox"/>
6	CT0132 Eric Rothenberg	<input type="checkbox"/>
7	CT0133 Raymond K. Sam	<input type="checkbox"/>
8		<input type="checkbox"/>
9		<input type="checkbox"/>
10		<input type="checkbox"/>
11		<input type="checkbox"/>
12		<input type="checkbox"/>
13		<input type="checkbox"/>
14		<input type="checkbox"/>
15		<input type="checkbox"/>

**Customer Selection**

Add Customer to List  
Customer ID:

Select Customers by Balance Customer Status:

Select

Total Greater Than or Equal

Current Greater Than or Equal

1 To 30 Greater Than or Equal

31 To 60 Greater Than or Equal

61 To 90 Greater Than or Equal

Over 90 Greater Than or Equal

Remove All Customers From List  
 Remove Selected Customers

Print Letters    Print List    Template:

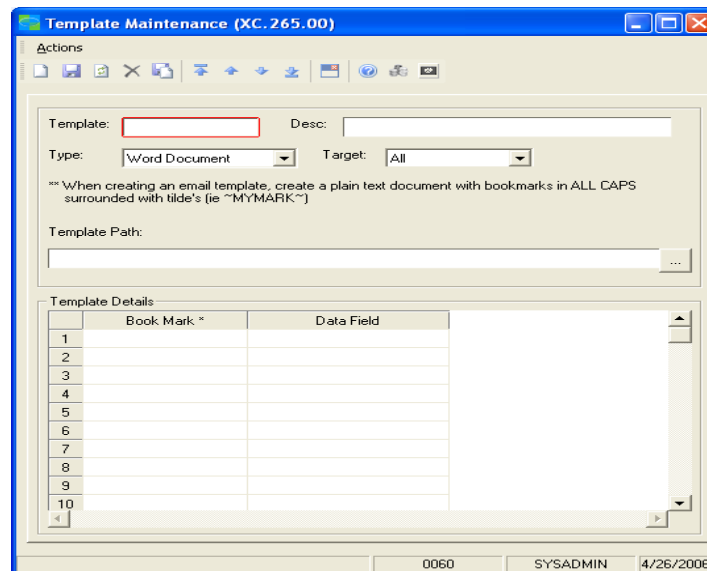
0060    SYSADMIN    4/24/2006

Use this screen to select customers you wish to send a Dunning Letter to. There are several methods by which the selection process can occur:

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

After the selection process has been completed, the user can either select *Print List* (generates a list of the currently selected customers) or after selecting a document template, *Print Letters* (creates the template document for all customers selected).

## Template Maintenance Screen



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

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

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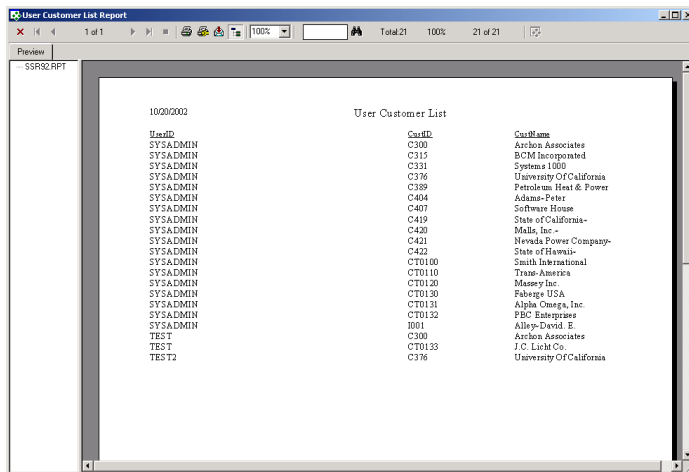
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The Dunning Letter Template.dot is a Microsoft Word template that can be used to generate the Dunning Letters. During the installation process, the file is installed to Solomon\SSYH\AR Collections. You can copy this file to the User Templates directory (as defined in the Options screen under the Tools section in Microsoft Word). Since the template can be stored in the User directory, it is possible to have it customized to reflect user-specific requirements.

## AR Collections Manager Reports

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

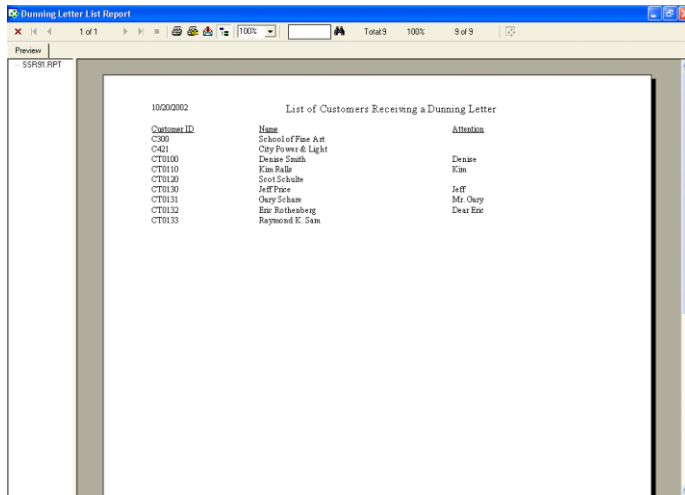
### User Customer List Report



UserID	CustID	CustName
SYSDADMIN	C300	Archieb Associates
SYSDADMIN	C315	BCHM Incorporated
SYSDADMIN	C331	Systems 1000
SYSDADMIN	C376	University Of California
SYSDADMIN	C389	Petroleum Heat & Power
SYSDADMIN	C404	Adams-Peter
SYSDADMIN	C407	Software House
SYSDADMIN	C419	State of California-
SYSDADMIN	C420	Malle, Inc. -
SYSDADMIN	C421	Nevada Power Company-
SYSDADMIN	C422	State of Hawaii-
SYSDADMIN	CT0100	Smith International
SYSDADMIN	CT0110	Trans-America
SYSDADMIN	CT0120	Masey Inc.
SYSDADMIN	CT0130	Faberges USA
SYSDADMIN	CT0131	Alpha Omega, Inc.
SYSDADMIN	CT0152	FSC Enterprises
SYSDADMIN	I001	Allyse-David. E.
TEST1	C300	Archieb Associates
TEST1	CT0133	J.C. Lick Co.
TEST2	C376	University Of California

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

## Dunning Letter List Report

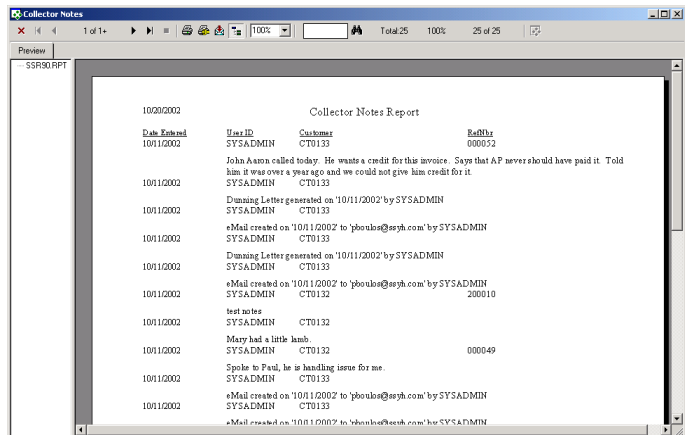


10000002 List of Customers Receiving a Dunning Letter

Customer ID	Name	Attention
C300	School of Fine Art	
C421	City Power & Light	
CT0100	Dennis Smith	Dennis
CT0110	Kim Ralle	Kim
CT0120	Scott Schulte	
CT0130	Jeff Pine	Jeff
CT0131	Osny Scham	Mr. Osny
CT0132	Eze Rothenberg	Dear Eze
CT0133	Raymond K. Sam	

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

## Collectors Notes Report



10000002 Collector Notes Report

Date Entered	User ID	Customer	RefID
10/11/2002	SYSADMIN	CT0133	000052
John Asawa called today. He wants a credit for this invoice. Says that AP never should have paid it. Told him it was over a year ago and we could not give him credit for it.			
10/11/2002	SYSADMIN	CT0133	
Dunning Letter generated on 10/11/2002 by SYSADMIN			
10/11/2002	SYSADMIN	CT0133	
eMail created on 10/11/2002 to 'jboulus@syh.com' by SYSADMIN			
10/11/2002	SYSADMIN	CT0133	
Dunning Letter generated on 10/11/2002 by SYSADMIN			
10/11/2002	SYSADMIN	CT0133	
eMail created on 10/11/2002 to 'jboulus@syh.com' by SYSADMIN			
10/11/2002	SYSADMIN	CT0132	200010
test notes			
10/11/2002	SYSADMIN	CT0132	
Mary had a little lamb			
10/11/2002	SYSADMIN	CT0132	000049
spoke to Paul. he is handling issue for me.			
10/11/2002	SYSADMIN	CT0133	
eMail created on 10/11/2002 to 'jboulus@syh.com' by SYSADMIN			
10/11/2002	SYSADMIN	CT0133	
eMail created on 10/11/2002 to 'jboulus@syh.com' by SYSADMIN			

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

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