# **AR & Collections Manager**

Addon for Microsoft Dynamics 365 Business Central

Languages: English Countries: US, CA, UK, EI, ZA, NZ, AU Clients: On Prem and Web Clients Price: Contact Us for Pricing Information



#### Track and collect overdue accounts and manage the collection process

- > Set rules about when collection activity should begin globally and by account.
- Assign collections reps to specific accounts
- > Review the account history before making contact.
- Record results of contact.
- Clean up AR by facilitating writing off small remaining invoice amounts.
- > Mark invoices in dispute and remove In Dispute flag once resolved.

### The Exception List

An Exception List displays all overdue invoices, exceptionally large invoices, unapplied payments, unapplied credit memos related to an account. The Exception List can be viewed as "To Do" list with constantly updated activity due dates.

The Exception List can be used by managers to monitor and control the collection process.

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dit View Ma	Edit List	Exception Manager		Dispute Resolved Process	ransfer Export To Excel	-∦ <sup>#</sup> Adı	ministrat ete Exce		OneNote Not		Refresh Clear Filter Page						
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Next Cont	No.	Customer No.	Customer Name	Туре	Document No.	Short Pay	Write Off	Status	Paid Off Date	External Docume	Original Amount	Remaini Amount	Reason Code	Invoice Date	Due Date	Last Prom. Pay Date	Categor
1/23/2020	B470	20000	Selangorian Ltd.	Invoice	CBI001			New		103024	482.74	482.74	UNKOWN	1/23/2020	1/23/2020		Charge I
1/23/2020	B060	50000	Guildford Water Departm	Invoice	103030			New			822.00	822.00	)	12/1/2019	12/15/2019		Overdue
1/23/2020	B040	40000	Deerfield Graphics Comp	Invoice	103029			New			1,736.39	1,736.39	)	12/9/2019	1/9/2020		Overdue
1/23/2020	B050	49633663	Autohaus Mielberg KG	Invoice	103010			New			6,271.95	6,271.95	i	1/2/2020	1/16/2020		Overdue
1/23/2020	B020	30000	John Haddock Insurance	Invoice	00-4			New			52,169.69	52,169.69		12/31/2019	1/3/2020		Extraord
1/23/2020	B010	20000	Selangorian Ltd.	Invoice	00-8	$\checkmark$		New			78,254.54	75,752.48	8	12/31/2019	1/9/2020		Overdue
1/23/2020	B030	30000	John Haddock Insurance	Invoice	00-7			New			117,381.81	117,381.81		12/31/2019	1/6/2020		Extraord
3/23/2020	B500	49633663	Autohaus Mielberg KG	Payment	2806			New			-1,611.30	-1,611.30	)	1/18/2020	2/18/2020		Unappli
3/23/2020	B490	49525252	Beef House	Credit M	2805			New			-1,541.10	-1,541.10	)	1/22/2020	2/22/2020		Unappli
3/23/2020	B510	49633663	Autohaus Mielberg KG	Credit M	2810			New			-770.55	-770.55	i	1/23/2020	2/23/2020		Unappli
3/23/2020	B480	10000	The Cannon Group PLC	Credit M	104001			New			-382.86	-382.86	i	1/12/2020	1/12/2020		Unappli
1/23/2022	B170	20000	Selangorian Ltd.	Invoice	103024	$\checkmark$		New			1,482.74	1,000.00	UNKOWN	1/13/2020	1/27/2020		Overdue
1/23/2022	B150	20000	Selangorian Ltd.	Invoice	103018			New			1,019.32	1,019.32	2	1/8/2020	1/22/2020		Overdue
1/23/2022	B230	30000	John Haddock Insurance	Invoice	103031			New			1,114.37	1,114.37	7	1/13/2020	1/31/2020		Overdue
1/23/2022	B460	49858585	Hotel Pferdesee	Invoice	103014			New			1,232.24	1,232.24	Ļ	1/2/2020	2/2/2020		Overdue
1/23/2022	B400	49633663	Autohaus Mielberg KG	Invoice	103021			New			1,441.32	1,441.32	2	1/11/2020	1/25/2020		Overdue
1/23/2022	B340	49525252	Beef House	Invoice	103005			New			1,548.63	1,548.63	1	1/2/2020	2/2/2020		Overdue
1/23/2022	B070	01445544	Progressive Home Furnis	Invoice	103023			New			2,461.00	2,461.00	)	1/18/2020	2/18/2020		Overdue
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Filter the list to key in on any metric.



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### **Exception Manager**

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3080																	
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Customer Na	me:	The Ca	nnon Group PLC					Tot. Op	en Amt.:				255,797.35		Ongoing Sales Bl		C
Average Days	Late:					46		Oldest I	nvoice Date:	12/31/2019		]			Ongoing Sales O		4
Average Days	To Pay:					76						1			Ongoing Sales In Ongoing Sales Re		0
	- <sup>1</sup>														Ongoing Sales Ki		
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1/23/2022	12/31	/2019	Extraordinar			Invoice	00-16	0.00 12/3	1/2019 1/31,	/2020 52,	169.68	52,169.68			Posted Sales Retu		
1/23/2022	12/31	/2019	Extraordinar			Invoice	00-9	0.00 12/3	1/2019 1/31,	/2020 78,	254.54	78,254.54			Posted Sales Cree	dit Memos:	
1/23/2022	1/23/	2022	Disputed	$\checkmark$		Invoice	103015	0.00 1/2/2	2020 2/2/2	2020 10,	806.72	10,806.72			Aging List		
1/23/2022	1/20/		Extraordinar			Invoice	103001	0.00 1/20/			776.25	11,776.25			Not Yet Due:		0.0
1/30/2022	1/15/		Disputed	$\checkmark$		Invoice	103028	0.00 1/15/			354.85	5,354.85			1-30 Days:		0.0
3/23/2020	1/12/	2020	Unapplied C			Credit Memo	104001	0.00 1/12/	/2020 1/12/	/2020 -	382.86	-382.86			31-60 Days:		17,131.10
															Over 60 Days:		238,666.2
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Collection Re	р													~			
frigger Point	s													~			
Payment Cla	ss													~			

The Exception Manager provides the same general functionality as a Contact Manager but is geared specifically to the collection requirements.

Collections Representatives can access customer's complete payment history, aging reports, open sales order and invoice details, BC's Credit Manager and other critical information from one access point. Users can reprint invoices or statements and access e-mail from within the application, as well review comments recorded during previous contacts. It also displays a calculation of the account's average days to pay (based on invoice dates) and average days late (based on due dates).

Once a contact has been completed a *Next Contact Date* is assigned and the Exception List is resorted based on the new *Next Contact Date*. If a customer disputes an invoice, even though it may not be overdue, it is immediately displayed in the Exception List.

### **Trigger Points**

Trigger points determine when an overdue invoice will be added to the Exception List for collection activity.

A default, global Trigger Point (Invoice Due Date + X Days) can be defined for all customers, or specific Trigger Points can be assigned to individual customers.

Users may group invoices from customers so that a single call can be made regarding all overdue invoices.

Categories of payment history can be created so that customers who are chronically late can be contacted sooner than customers who, on the average, are not late.

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Partially paid invoices, customer chargebacks, and unidentified payments can be displayed immediately in the AR & Collections Manager rather than waiting for an invoice to become overdue.

Exceptionally large invoices can be treated differently from regular invoices. It may be desirable to contact a customer regarding large invoices even a little before the invoice Is due.

Once contact has been made, a follow-up activity is automatically scheduled. If the promised payment is made, the invoice automatically drops off the list.

Occasionally customers, for one reason or another, do not pay their invoices in full. This may be due to disagreements about pricing, damage in shipping, missing merchandise, refusal to pay shipping charges or sales tax, or many other reasons. When the Cash Receipts are posted, the person making the entry is the first to see that the payment is short. If they are able to identify the reason for the short pay a REASON CODE may be entered which will appear in the Exception List.

HOME											AR Co	ollection 2	013R2
Delete A	pply Reconcile	Card Dimensions Insert Conv.	. \$ Rndg. Lines	Post P	Post and Test Print Report	Ledger Entries	Email as M Attachment	Microsoft Excel	Refresh	Find			
lanage		Prepare			Posting	History	Send 1	Го	Pa	ge			
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Whenever the Remaining Amount of an invoice is less than the original invoice amount, a flag will appear In the Exceptions List indicating that the invoice was paid short, the reason for the short pay, and the remaining amount. The collection rep may then decide whether to write off the balance or continue collections efforts.

<ul> <li>HOME</li> </ul>	ACTIONS									AR	Collection 2013	3R2 🧉
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Next Cont • 3/15/2015 3/15/2015	Customer Name Autohaus Mielberg KG The Cannon Group PLC	Credit Memo Credit Memo	No. 2810 104001	Docume	Remaining Amount -770.55 -382.86	Short Pay	Write Off	Reason Code	y,Return,Tr. JV Cre	ansfer,Paid Off) Invoice Date 1/22/2015 1/11/2015	/Below Min. Am Due Date 2/22/2015 1/11/2015	t. Las
Next Cont 3/15/2015 3/15/2015 3/15/2015	Customer Name Autohaus Mielberg KG The Cannon Group PLC Selangorian Ltd.	Credit Memo Credit Memo Invoice	No. 2810 104001 103023	Docume	Remaining Amount -770.55 -382.86 48.82	Short Pay	Write Off	Reason Code DAMAGE	JV Cre	ansfer,Paid Off/ Invoice Date 1/22/2015 1/11/2015 12/10/2013	/Below Min. Am Due Date 2/22/2015 1/11/2015 12/24/2013	t. Las

#### Easy to use.

Based on input from collections people all over the world.